

Queensland Christian Soccer Association Inc (QCSA)

Participant Safety Manual



For GOD Through Sport
Est. 1969

Contents

1. Purpose of this policy	2
1.1 Who this Manual Applies To.....	3
1.2 Statement of Principles	3
2. Child Protection Policy.....	3
2.1 Club/Zone and Affiliate Responsibilities	5
2.2 Individual Responsibilities	5
2.3 Disclosures or suspicions of harm	5
2.3.1 Mandatory Reporting - Child Sexual Offence	8
2.3.2 Mandatory Reporting – Harm (Other Than Child Sexual Offence)	9
2.3.4 Non-Mandatory Reporting (Excludes Child Sexual Offence Committed in Relation to a Child).....	9
2.3.5 Receiving a Disclosure	9
2.3.6 Recording and Reporting a Disclosure or Suspicion of Harm	10
2.3.7 Unusual Behaviour (Informal Complaint)	11
2.3.8 Reviewing Reporting Procedure	11
2.4 Managing Breaches of the Child Protection Policy	12
2.4.1 Types of Breaches.....	12
2.4.2 Breach Procedure	12
2.4.3 Disciplinary Sanctions	12
2.4.4 Appeals	13
Flow Chart for Notification.....	Error! Bookmark not defined.
2.4.5 Emergency Response Plan	13
3. Anti-Discrimination and Harassment Policy	13
4. Complaints Procedure	14
5. Field Lighting Policy	15
6. Returning from Injury and Illness.....	16
6.1 Concussion Policy for Children.....	16
6.2 Concussion Policy for Adults.....	19
7. Risk Management Strategy.....	20
Appendix 1: Codes	22
Code of Protective Behaviours.....	22
Player Code of Conduct	24

Parents Code of Conduct	25
Coaches Code of Conduct	25
Spectators Code of Conduct	26
Appendix 2: Definitions.....	27
Appendix 3: Mediation Process	32
Appendix 4: Complaints Process.....	33
Investigation Process.....	35
Appendix 5: Assessing, Reporting & Recording.....	36
1: Unusual Behaviour Report — Informal Complaint	37
2: Disclosure Report — Formal Complaint	38
3: Assessing a Disclosure or Suspicion of Harm	40
Step 1 – Considering whether the disclosure or suspicion needs to be reported to the Queensland Police Service.....	40
Step 2 — Considering whether the disclosure or reasonable suspicion of harm needs to be reported to Child Safety.	40
Step 3 - Consider whether referral is required to other support services, including Family and Child Connect.....	41
4: Breach Incident Form	42
5: Breach Register	44
6: Mediation Record Form	45
7: Risk Management Assessment Form.....	46
8: Field and Grounds Audit	47

1. Purpose of this policy

QCSA acknowledges that its clubs, members, coaches, managers, staff and volunteers provide a valuable contribution to the positive experiences of players and aims to ensure this continues and to protect their safety and welfare. This Participant Safety Manual aims to ensure our core values, codes of conduct, good reputation, and positive behaviours and attitudes are maintained. It assists us in ensuring that every person involved in our organisation is treated with respect and dignity, is safe and protected from abuse, and has a safe environment in which to play. This manual also ensures that everyone involved in the QCSA is aware of his or her legal and ethical rights and responsibilities.

The manual provides the procedures that support our commitment to player and spectator safety and to eliminating discrimination, harassment and child abuse. As part of this commitment, we will take disciplinary action against any breach.

This manual should be read in conjunction with the QCSA Rules of Incorporation and By-Laws, which can be found at qcsa.org.au.

This manual includes policies on:

- child protection
- anti-discrimination and harassment
- complaints procedure
- field and lighting audits
- return from injury and illness (including concussion)
- risk management.

1.1 Who this Manual Applies To

This manual applies to the following, whether they are in a paid or unpaid/voluntary capacity:

- all QCSA management committee members
- all chairpersons and members of QCSA sub-committees
- all QCSA staff and contractors
- all QCSA club management, staff and volunteers
- all QCSA coaches, managers, parents and players
- any other people associated with this organisation.

This policy will continue to apply to a person even after they have stopped their association with the QCSA if disciplinary action relating to an allegation of child abuse against that person has commenced.

1.2 Statement of Principles

QCSA Inc. commits to the following principles:

- We commit ourselves to respect other people and their physical and psychological wellbeing.
- We acknowledge and accept the extraordinary amount of trust granted to us by those who take part in QCSA activities and their families, and by the wider community. We therefore commit ourselves to ensuring that all our speech and actions are morally upright.
- We require those associated with QCSA to indicate their agreement with the guidelines outlined within this document (generally done at the commencement of each season).
- We believe QCSA ought to be a place of safety and refuge for children and others, where they can feel safe from any threat. QCSA should be a place where people can disclose abuse and have it dealt with effectively.
- We believe that QCSA ought to be a place where all those involved in its activities are treated with dignity and respect, and without harassment or discrimination.
- We commit to providing safe activities where our players' wellbeing is a priority. As such we expect clubs and players to comply with field lighting, field and ground audit, returning from injury/illness and concussion policies.

2. Child Protection Policy

The following section discusses the issues of child protection against all forms of neglect, sexual abuse, physical abuse and psychological or emotional abuse. The QCSA has undertaken action to prevent incidences of abuse happening within the QCSA and its member clubs and to appropriately respond where an allegation is made or an incident reported.

Although this document focuses mainly on the abuse of children, nonetheless, they are not the only victims. This document should be read with the understanding that these types of abuse are a concern for all people, regardless of age, gender and national origin. Any abuse to any person regardless of age will not be tolerated within the QCSA. Every person and organisation bound by this policy must always place the safety and welfare of children above all other considerations.

QCSA supports positive Christian values and commitment to the safety and wellbeing of its members, management, clubs, staff and all other volunteers. This should arise from the understanding that all people, being made in God's image, are entitled to a fundamental respect for their person. Jesus' teaching about his children reads:

"If anyone causes one of these little ones who believe in me to sin, it would be better for him to have a large millstone tied around his neck and to be drowned in the depth of the sea." (Matthew 18:6)

We all have a responsibility to protect the safety and wellbeing of our members and their families while involved in QCSA and club activities. When a person reports abuse or is abused in a soccer environment, it is vital that QCSA and its member clubs have clear, comprehensive policies and strategies to deal with the situation.

Therefore, the QCSA will:

1. comply with all relevant Australian laws (both Federal and State), particularly anti-discrimination and child protection laws
2. always place the safety and welfare of children above other considerations
3. provide a safe environment that discourages any form of abuse
4. carefully select and screen people whose role requires them to work with children and young people by adhering to the suitability requirements provided by the CCYPCG
5. ensure that all QCSA management, staff and volunteers have read and agree to adhere to the relevant codes of conduct (see Appendix 1 and the New Volunteer/Staff Form in Appendix 5) and this policy
6. ensure this policy is promoted, enforced and reviewed
7. implement the prevention of abuse strategies outlined in Appendix 1: Code of Protective Behaviours
8. provide procedures for raising concerns/disclosures (Section 2.3) or complaints (Section 4)
9. provide education and/or information to those involved in child protection
10. encourage all QCSA members, staff, volunteers and players to report any offensive, intimidating, humiliating behaviour or sexually offensive behaviour including humour (procedures for reporting disclosures of harm can be found in Section 2.3 and complaints can be found in Section 4)
11. protect QCSA Inc., its clubs, members, affiliates, coaches, managers, management, staff and volunteers from false allegations of abuse by having clear policies in place on appropriate behaviour (see Appendix 1: Code of Protective Behaviours) and taking disciplinary action on vexatious allegations
12. be ethical, fair and honest in all its dealings with other people
13. set an example by its own behaviour.

All allegations of child abuse shall be dealt with promptly, seriously, sensitively and confidentially. A person will not be victimised for reporting an allegation of child abuse and the privacy of all persons concerned will be respected. Our procedures for handling disclosures of child abuse are outlined in Section 2.3. Descriptions of the sorts of activity, which may be abuse, are in Appendix 2: Definitions.

2.1 Club/Zone and Affiliate Responsibilities

All QCSA clubs and zones must:

1. comply with the relevant child protection legislation
2. keep their own up-to-date Blue Card Register of their members. This should be kept on the club's MCM database as well as the Blue Card Organisational Portal. Anyone transferring from one club to another must provide details of their Blue Card and their new club is to inform the Commission of Blue Card transfer.
3. ensure that a copy of this policy is accessible to the people to whom it applies
4. promote this policy and the consequences for breaching it
5. promote appropriate standards of conduct at all times
6. promptly deal with any breaches of or complaints made under this policy in an impartial, sensitive, fair, timely and confidential manner
7. apply this policy consistently without fear or favour
8. recognise and enforce any breach penalty imposed under this policy.

It is expected that all QCSA affiliates will have their own child protection policy that complies with the relevant child protection legislation. They should:

- ensure their policies' accessibility to relevant people
- promote their policy to their members and appropriate standards of behaviour
- promptly and impartially deal with any breaches of the policy or complaints made under the policy, and enforce any penalties imposed under the policy.

2.2 Individual Responsibilities

Individuals bound by this policy are responsible for:

1. making themselves aware of the policy
2. consenting to a national police check through the suitability card (Blue Card) process required in Queensland by the CCYPCG where required by law or by the policies of the QCSA, or provide the details of their existing Blue Card to their new club
3. complying with all other requirements of this policy, including adhering to the Code of Protective Behaviours found in Appendix 1
4. co-operating in providing an environment free of discrimination, abuse and harassment, particularly with respect to children
5. understanding the possible consequences of breaching this policy.

Adhering to the Code of Protective Behaviours (Appendix 1 of this policy) will help ensure you do not put yourself in a position where abuse may occur or an allegation of abuse may arise. These are in place for your protection and must be adhered to.

It is hoped that with clear and precise policies in place abusers will be warned off and false allegations diminish. An essential part of this policy is the careful screening of all volunteers for the protection of QCSA, clubs, management, coaches, managers, staff, volunteers and members, as well as others. If allegations of abuse are found to be vexatious then disciplinary action will be taken.

2.3 Disclosures or suspicions of harm

All disclosures or suspicions will be taken seriously and handled professionally and without delay. There are two types of disclosures: informal and formal.

Unusual behaviour will be considered as an *informal complaint* and documented on the Unusual Behaviour Report in Appendix 5. These procedures are listed in Section 2.3.8. If the unusual behaviour is a breach of this policy, use the procedure in Section 2.4.

A **disclosure or suspicion of harm** will be considered as a *formal complaint* and will be handled as outlined below.

A **disclosure** of harm occurs when someone, including a child, tells you about harm that has happened, is happening, or is likely to happen to a vulnerable person. Disclosures of harm may start with: 'I think I saw...', 'Somebody told me that...', 'Just think you should know...' or 'I'm not sure what I want you to do, but...' When confronted with disclosures of harm to children and young people, QCSA or the relevant club should respond professionally and in the best interest of the child or young person subjected to the alleged harm.

A **suspicion** of harm is when someone has a reasonable suspicion that a vulnerable person has suffered, is suffering, or is at an unacceptable risk of suffering, significant harm. You have 'reasonable grounds' to suspect harm if:

- a child or young person tells you they have been harmed.
- someone else (another child, a parent or staff/volunteer) tells you that harm has occurred or likely to occur (note it is possible that they may be referring to themselves)
- you are concerned at significant changes in the behaviour of a child or young person, or the presence of new unexplained and suspicious injuries
- you see harm happening.

The below is not a complete list of the types of abuse and resulting harm that may be experienced by vulnerable people. However, it is to be used as a predictive tool for potential signs of harm. Each vulnerable person's experience is different and depends on a range of factors, including their age, the nature of harm, how long the abuse has been occurring, their relationship to the abuser, and their support networks.

TYPES OF ABUSE <i>Actions/behaviours by perpetrator</i>	RESULTING HARM <i>Impact experienced by the child</i>
<p style="text-align: center;">Physical abuse</p> <ul style="list-style-type: none"> • Hitting • Shaking • Burning/scalding • Biting • Causing bruise or fractures by excessive discipline • Poisoning • Giving children alcohol, illegal drugs or inappropriate medication • Domestic and family violence 	<p style="text-align: center;">Physical <i>Refers to the body</i></p> <ul style="list-style-type: none"> • Bruising • Fractures • Internal injuries • Burns
<p style="text-align: center;">Psychological or Emotional abuse</p> <ul style="list-style-type: none"> • Scapegoating • Persistent rejection or hostility • Constant yelling, insults or criticism • Cultural affronts • Teasing/bullying/cyberbullying • Domestic and family violence 	<p style="text-align: center;">Psychological <i>Refers to the mind and cognitive processes</i></p> <ul style="list-style-type: none"> • Learning and developmental delays • Impaired self-image
<p style="text-align: center;">Neglect</p> <ul style="list-style-type: none"> • Not giving a child sufficient food, housing, clothing, enough sleep, hygienic living conditions, health care and adequate supervision • Leaving children unattended • Children missing school 	<p style="text-align: center;">Emotional <i>Refers to the ability to express emotions</i></p> <ul style="list-style-type: none"> • Depression • Hypervigilance • Poor self esteem • Self harm • Fear/anxiety
<p style="text-align: center;">Sexual abuse or exploitation</p> <ul style="list-style-type: none"> • Kissing or holding a child in a sexual manner • Exposing a sexual body part to a child • Exposing children to sexual acts or pornography • Making obscene phone calls or remarks to a child • Having sexual relations with a child or young person under 16 years of age 	

GENERAL INDICATORS OF CHILD ABUSE

Some general indicators of child abuse include:

- showing wariness and distrust of adults
- rocking, sucking or biting excessively
- bedwetting or soiling
- demanding or aggressive behaviour
- sleeping difficulties, often being tired and falling asleep
- low self-esteem
- difficulty relating to adults and peers
- abusing alcohol or drugs
- being seemingly accident prone
- having broken bones or unexplained bruising, burns or welts in different stages of healing
- being unable to explain an injury, or providing explanations that are inconsistent, vague or unbelievable
- feeling suicidal or attempting suicide
- having difficulty concentrating
- being withdrawn or overly obedient
- being reluctant to go home
- creating stories, poems or artwork about abuse.

GENERAL INDICATORS OF NEGLECT

Some indicators of neglect include:

- malnutrition, begging, stealing or hoarding food
- poor hygiene, matted hair, dirty skin or body odour
- unattended physical or medical problems
- comments from a child that no one is home to provide care
- being constantly tired
- frequent lateness or absence from school
- inappropriate clothing, especially inadequate clothing in winter
- frequent illness, infections or sores
- being left unsupervised for long periods.

2.3.1 Mandatory Reporting - Child Sexual Offence

Under the provisions of the *Criminal Code (Child Sexual Offences Reform) and Other legislation Amendment Act 2020*, section 229BC Failure to report a child sexual offence committed in relation to a child, **it is an offence** not to report a belief (including disclosure or suspicion) of an offence of a sexual nature committed in relation to a child. This in effect mandates reporting of child sexual offences for all adults, and so by default includes **all QCSA and club staff and volunteers** engaged in activities for children/vulnerable people. Furthermore, failure to report is an offence even if the information was gained during **a religious confession**.

The Act requires the report be made to the police as soon as reasonably practicable after the belief is (or ought reasonably to have been) formed that the offence has been committed.

For the avoidance of doubt, all QCSA and club staff and volunteers who believe on reasonable grounds that a child sexual offence is being or has been committed against a child by another adult are to report to the Police as soon as reasonably practicable.

In addition, they are to liaise with their club president or chairperson for support and guidance in recording the reporting process, particularly if a breach of this policy has also occurred.

2.3.2 Mandatory Reporting – Harm (Other Than Child Sexual Offence)

The *Child Protection Act 1999* requires certain professionals, referred to as ‘mandatory reporters’, to make a report to Child Safety if they form a reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm. Under the *Child Protection Act 1999*, mandatory reporters are:

- teachers
- doctors
- registered nurses
- police officers with child protection responsibilities
- a person performing a child advocate function under the Public Guardian Act 2014
- early childhood education and care professionals, from 1 July 2017.

These individuals **MUST** report to Child Safety and should also report to Child Safety a reasonable suspicion if an unborn child may be in need of protection where the harm or risk of harm relates to any other type of abuse or neglect under s13A of the *Child Protection Act 1999*.

In addition, they are to liaise with the club president/chairperson for support and guidance in recording the reporting process, particularly if a breach of this policy has also occurred.

2.3.4 Non-Mandatory Reporting (Excludes Child Sexual Offence Committed in Relation to a Child)

Child protection is everybody’s responsibility, and every person **SHOULD** report to Child Safety if that person forms a reasonable suspicion that a child (including an unborn child) has suffered, is suffering, or is at unacceptable risk of suffering significant harm **AND** does not have a parent able and willing to protect them from the harm.

Any person is lawfully entitled to make a report if they are concerned for a child's welfare, even if they are not required to do so as a mandatory reporter. Anyone making a voluntary (non-mandated) report is protected with regard to confidentiality and immunity from legal liability.

QCSA and club staff and volunteers working with children who receive a disclosure or have a suspicion of harm (other than child sexual offence) are to liaise directly with the club president/chairperson who will guide them through and manage the reporting process.

2.3.5 Receiving a Disclosure

When a child or young person comes to you to tell you that harm has occurred:

- Don't react in a shocked or critical way. Your reaction may stop them from confiding in you.
- Tell them you are glad they have come to you. Reassure them they have done the right thing in telling and acknowledge it is hard to talk about these things.
- Listen carefully and believe they are telling the truth. Let them tell you the details and don't ask leading questions. Ensure the person is advised that the disclosure cannot remain a secret and it is necessary to tell someone in order to get help. Reassure them you will only tell someone who will make them safe. Assure them you will help and support them.
- If a discloser wishes to remain anonymous, you may not be able to assist in resolving the complaint. Inform the club president/chairman of the disclosure immediately. If the disclosure relates to that person, contact the QCSA president and your affiliated church minister (if the club is affiliated with a church).

As soon as practical, record the details on the Disclosure Report – Formal Complaint (in Appendix 5).

If the club is affiliated with a church, contact the senior pastor/minister of the church and also follow the church's procedure for notification of a disclosure.

Under no circumstances should you:

- conduct your own investigation to substantiate claims
- hold your own internal hearing
- attempt to mediate a settlement of the matter instead of notifying the authorities.

2.3.6 Recording and Reporting a Disclosure or Suspicion of Harm

The person receiving a disclosure or who have a suspicion of harm is able to report this directly to the relevant authorities. However QCSA/club staff and volunteers working with children who receive a disclosure or have a suspicion of harm are asked to liaise directly with the club president/chairperson who will guide them through and manage the reporting process. It is important that the person who receives a disclosure or is reporting a suspicion of harm is involved in the reporting process because:

- the integrity of the information is retained when the person receiving the disclosure is the person reporting the matter to the authorities.
- information is not accidentally mishandled in the internal reporting procedures, prior to the matter being reported to the authorities, and
- where there is immediate risk of harm to a child, all staff or volunteers are aware they can act immediately to protect that child and contact the authorities.

In all cases where harm is disclosed or suspected, the best interests of the child will be paramount, and QCSA's response will be clear and transparent to those affected.

When recording and reporting a disclosure or a suspicion of harm, use the form in Appendix 5 to record the following:

1. Document the disclosure/suspicion clearly and accurately, including a detailed description of:
 - the relevant dates, times, locations and who was present
 - exactly what the person disclosing said, using "I said," "they said," statements
 - the questions you asked
 - any comments you made, and
 - your actions following the disclosure

Care must be taken to record information and evidence in the words of the child to assist with the accurate presentation of the information or evidence.

2. Follow the steps for Assessing the Disclosure of Suspicion of Harm in Appendix 5.
3. Consider restrictions in relation to privacy obligations, making sure to keep information confidential, only including necessary people in the report handling process. The club president/chairperson ensures that information included in the report is properly stored either physically and/or electronically and that accessibility to the data is correctly managed.
4. Gain clear guidance and advice from the Queensland Police Service or Child Safety as to:
 - a. who should tell the child or young person's parents or carers about the disclosure and the action taken
 - b. who can give ongoing help and trained support to the child and family.
5. If the disclosure or suspicion of harm relates to a church minister, then the club president/chairperson will also make sure the relevant church body is informed.
6. If the disclosure or suspicion of harm relates to a QCSA or club staff or volunteer then that person will be stood down pending the investigation, and Blue Card Services will be notified.

Child Safety Contact Information

Child Safety Services can be contacted as follows:

- During normal business hours – contact the Regional Intake Service (contact details at <https://www.cyjma.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres/regional-intake-services>)
- After hours and on weekends – contact the Child Safety After Hours Service Centre on 1800 177 135 or (07) 3235 9999. The service operates 24 hours a day, seven days a week.

If unsure who to call, or for assistance in locating the nearest Child Safety Service Centre, contact Child Safety Services' Enquiries Unit on 1800 811 810. Child Safety Service Centres have professionally trained child protection staff members who are skilled in dealing with information about harm or risk of harm to children.

A person making a report is protected from liability under the Child Protection Act 1999 from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

2.3.7 Unusual Behaviour (Informal Complaint)

In many situations where abuse has occurred it could be traced back to some earlier unusual behaviour being observed. A single report may seem insignificant at the time, but repeated recorded observations would obviously indicate further investigation is required. Anyone who observes unusual behaviour or receives an informal complaint should use the following steps:

- Complete the Unusual Behaviour Report (see Appendix 5) and give the completed form to the club president/chairperson.
- The club president/chairperson discusses the incident/complaint with the observer. If the incident involves a staff member or volunteer, discussions are to be held and that person may be removed from active duty until issue is resolved.
- The club president/chairperson should the record action taken and inform the church senior pastor/minister of the sponsoring church (if applicable) and also the QCSA president.

2.3.8 Reviewing Reporting Procedure

QCSA will undertake a review of the procedures following a disclosure or suspicion of harm or a report of unusual behaviour being actioned to:

- consider the application of the procedure and whether there are any changes necessary, for example, whether they are suitable for:
 - responding to a child or young person when a disclosure is made
 - protecting children and young people from harm, and
 - assisting involved parties within your organisation, and
- identify any additional training requirements.

The review must not interfere with court processes, and it may be a necessary to seek legal advice in this instance. During the review, QCSA will record what worked well and what may need to be improved upon. If new procedures and/or are required, information regarding the changes will be provided to all stakeholders.

2.4 Managing Breaches of the Child Protection Policy

A breach is any action or inaction by individuals captured in the scope of this policy that fails to comply with any part of the policy. The club president/chairperson will be responsible for managing breaches. If the club president/chairperson is unavailable or is in breach themselves, then the QCSA president will manage the breach.

2.4.1 Types of Breaches

There may be different types of breaches of this policy and the consequences determined by QCSA will vary accordingly. Depending on the severity of the breach and the level of risk that results will determine the consequence. Consequences will range from additional training, supervision/probationary periods, stand down, reporting to relevant authorities and permanent removal from ministries and activities and/or the QCSA.

2.4.2 Breach Procedure

Where the breach does NOT relate to a disclosure or suspicion of harm, a Breach Incident Form (in Appendix 5) will be completed. This process will identify details of the breach, outcomes and follow up. Appropriate confidentiality will be maintained to protect privacy.

All breaches will be recorded in the Breach Register (in Appendix 5) and where required we will provide the relevant government agency with a report of any disciplinary action we take.

2.4.3 Disciplinary Sanctions

QCSA may take disciplinary action against anyone found to have breached this policy or made false and malicious allegations. Any disciplinary measure imposed under this policy must:

- be applied consistent with any contractual and employment rules and requirements
- be fair and reasonable
- be based on the evidence and information presented and the seriousness of the breach
- be determined by our constituent documents, by Laws and the rules of the game.

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology
- counselling of the individual to address behaviour

- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club
- suspension or termination of membership, participation or engagement in a role or activity
- de-registration of accreditation for a period of time or permanently
- a fine
- any other form of discipline that our club considers reasonable and appropriate.

2.4.4 Appeals

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed) with the association. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.

2.4.5 Emergency Response Plan

This is a separate document which details an Emergency Response Plan (ERP) for responding to and managing the public relations aspects of an emergency incident or adverse media situation.

The types of incidents which may require the full or partial implementation of the ERP include:

- an accident or medical emergency involving potential loss of life
- a scandal, such as financial embezzlement or sexual misdemeanour
- a controversial incident or decision that attracts community or media interest.

3. Anti-Discrimination and Harassment Policy

QCSA aims to provide an environment where all those involved in its activities are treated with dignity and respect, and without harassment or discrimination.

QCSA prohibits all forms of harassment and discrimination not only because it is against the law, but because it is extremely distressing, offensive, humiliating and/or threatening and creates an uncomfortable and unpleasant environment.

Descriptions of some of the types of behaviour, which could be regarded as harassment or discrimination, are provided in Appendix 2: Definitions. If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, please refer to our complaints procedure outlined in Section 4 of this policy.

These matters may also be referred to the Chairman of Discipline.

Further information about unlawful discrimination and harassment may be obtained from the Queensland Human Rights Commission.¹

¹ <https://www.qhrc.qld.gov.au/>

4. Complaints Procedure

A complaint can be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy. (*Note: all child protection issues should be dealt with under Section 2, not this complaints procedure.*) Complaints will always vary. They may be about individual or group behaviour; they may be extremely serious or relatively minor; they may be about a single incident or a series of incidents; and the person about who the allegation is made may admit to the allegations or emphatically deny them. Complaints do not include any matters pertaining to the Discipline Committee, appeals or disputes covered in the QCSA By-Laws (found at qcsa.org.au). The QCSA Penalties, Appeals and Disputes section in the By-Laws may be used instead of any of the following if the circumstances warrant.

Given all of the variables that can arise, QCSA provides step-by-step procedures that people may use or enter at any stage. Individuals and organisations to which this policy applies may also pursue their complaint externally under anti-discrimination or other relevant legislation.

If at any point in the complaint process, QCSA or the club considers that a complainant has **knowingly** made an untrue complaint or the complaint is **vexatious or malicious**, appropriate action may be taken against the individual and/or club. All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

Step 1

As a first step you (the complainant) should try to sort out the problem with the person or people involved if you feel able to do so.

Step 2

If:

- the first step is not possible/reasonable, or
 - you are not sure how to handle the problem by yourself, or
 - you just want to talk confidentially about the problem with someone and get some more information about what you can do, or
 - the problem continues after you tried to approach the person or people involved
- then talk with your club president/chairperson, church minister/pastor or QCSA president.

This person will:

- take notes about your complaint (which the club president/chairperson will keep in a secure and confidential place)
- help clarify the situation or what may have occurred
- ask what outcome/how you want the problem resolved and if you need support
- provide possible options for you to resolve the problem
- explain how our complaints procedure works
- act as a support person if you so wish
- refer you to an appropriate person to help you resolve the problem, if necessary
- inform the relevant government authorities and/or police if required by law to do so, and
- maintain strict confidentiality.

Step 3

After talking with the club president/chairperson, you may decide:

- there is no problem or the problem is minor and you do not wish to take the matter forward
- to try to work out your own resolution (with or without a support person such as a club president/chairperson)
- to seek an informal mediated resolution with the help of a third person (such as a mediator or the club president/chairperson) (see Appendix 3: Mediation Process)
- to make a formal complaint in writing (see Appendix 4: Complaints Process).

If you wish to remain anonymous, the club or QCSA may not be able to assist you to resolve your complaint. We have to follow the principles of natural justice and be fair to both sides. This means that the club or QCSA or you may be required to provide the person/people you have complained about with full details of the complaint, so they have a fair chance to respond to all the allegations.

5. Field Lighting Policy

Sports field lighting is a significant infrastructure investment that gives clubs greater scheduling flexibility with training and competition matches. It will help provide safe and enjoyable facilities for players and spectators, helping to increase participation numbers. QCSA clubs with field lights have a duty of care to provide safe lighting infrastructure (e.g. poles, wiring and providing illumination of the fields) that meets the appropriate Australian Standards for training and games.

The Australian Standard that covers field lighting for sports is Australian Standard – Sports Lighting AS 2560.2.3 – 2007. For matches QCSA mandates a 100-lux average across the playing surface. For training the average is 50 lux. For QCSA clubs to be compliant with all aspects of this risk management policy around field

lighting, clubs must ensure that they have a certified lighting system in line with the Australian Standard. Certification is based on an audit of the lighting system by a suitable consultant. The club or Council must pay the cost of the audit.

As part of the audit, the lighting consultant must:

- undertake a review of the installed equipment to assess its compliance with the Australian Standard
- make such calculations as are necessary to assess compliance with the required Glare Rating
- undertake an on-field audit using appropriate equipment measuring field of play within the marked lines – this area is referred to as the Principal Playing Area (tests across half field only are not acceptable)
- identify any issues of concern regarding the uniformity of vertical illuminance affecting illumination of the ball on medium and high trajectory paths
- identify any issues of concern relating to the lighting system's reliability, including a check of the switchboard/lighting control systems to confirm that they can be fully secured and are in good working.

QCSA clubs are required to provide an appropriate lighting audit every two years. This time frame may be amended if QCSA has been advised of maintenance work done to field lighting at the club or is advised by referees of concerns over the lighting of the field.

When clubs complete their lighting audit, the **Field and Grounds Audit in Appendix 5** must also be completed and the lighting audit certificate attached to it and emailed to the QCSA Secretary. The certificate must include the measurements and the calculation of the average lux levels and uniformity. Until this certification has been received, clubs will be deemed non-compliant with the Risk Management Policy of QCSA and must not conduct training or matches at their fields.

6. Returning from Injury and Illness

This returning from Injury and Illness policy and the subsequent concussion policies have been taken from the South Australian Sports Medicine Association. Further information can be obtained at www.sasma.com.au

Returning from injury and illness the RIGHT way is very important. As hard as it may be for any footballer, PATIENCE reduces the risk of re-injury.

While every sport is different and every player is different it is very important that players do not return to the field of play too early following an injury of any description. Every club should always have player safety and wellbeing as their preeminent concern. Injuries that are not managed appropriately can cause the player further pain and discomfort. And, if a player has returned to the field of play too early without proper injury management and advice, this can lead to a serious injury or worse.

Coaches and managers are expected to operate in accordance with their qualification and if in doubt, seek further assistance from higher qualified personnel including doctors, physiotherapists and paramedics.

Remember that all relevant injury paperwork needs to be completed for all players who are assisted from the field or managed by a first aider or any other medical personnel.

Once a decision has been made for a player not to return to the field of play because of an injury concern, the player should not return to training or play any further games until medical clearance is made by a doctor and paperwork has been filed with the club.

Where a coach or manager suspects a player has had an episode of concussion, then that player must provide a medical clearance to their club by a medical doctor before the player is allowed to resume training and playing.

Conditions where a medical clearance is required:

- any form of concussion
- any form of unconsciousness
- any form of cardiac
- any form of brain injury
- any form of spinal injury
- an injury that requires ambulance transport from training or a game.

6.1 Concussion Policy for Children²

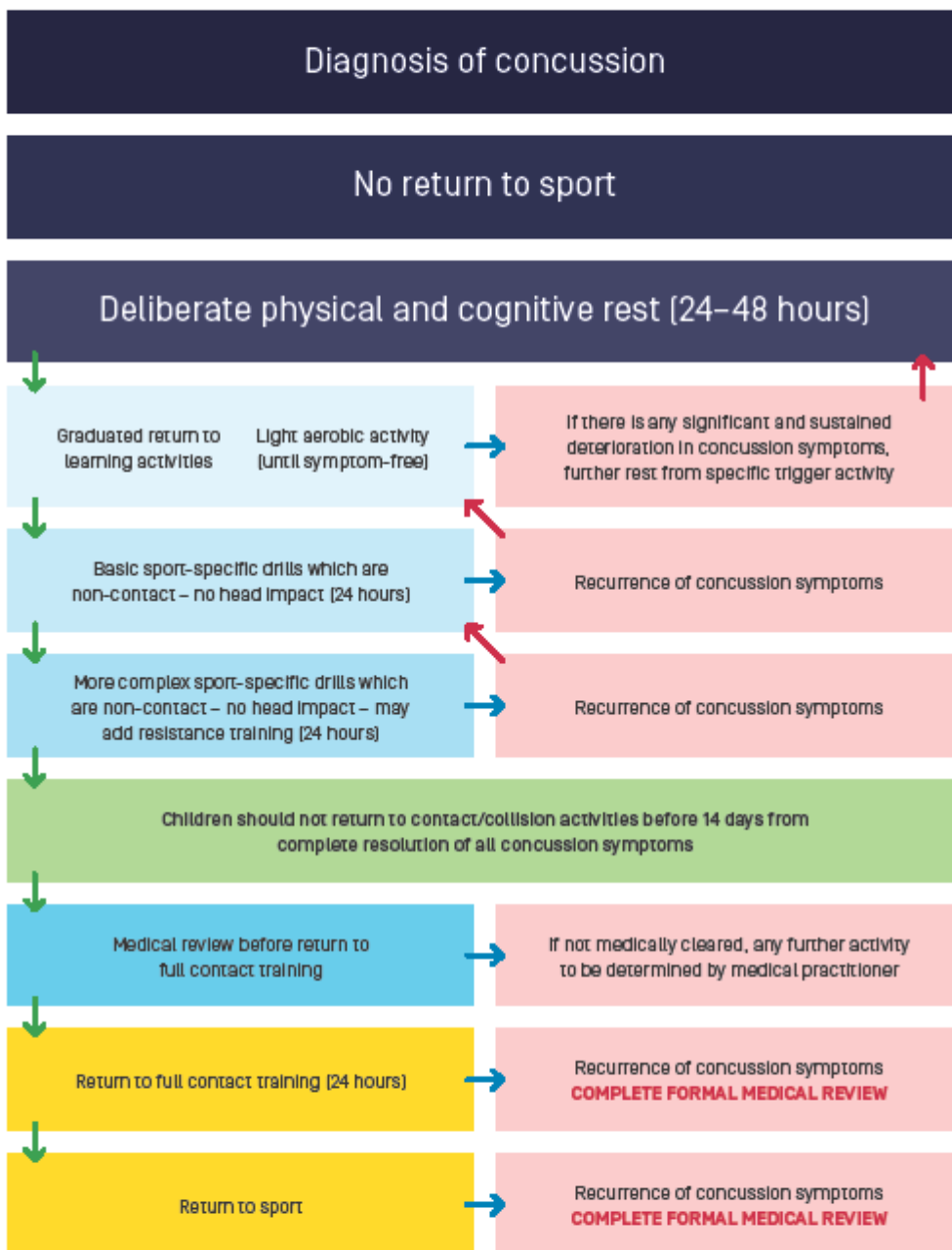
² This information and diagram is taken from Sport Australia, 2019, *Concussion in Sport Australia: Position Statement*, https://www.sportaus.gov.au/__data/assets/pdf_file/0005/683501/February_2019_-_Concussion_Position_Statement_AC.pdf

An increasing amount of evidence suggests a slower recovery rate in players aged 18 and under. Given this, “a more conservative approach to concussion is recommended, and return to learn should take priority over return to sport”. A child should not return to contact/collision activities less than 14 days from the resolution of all symptoms.

Players should only return to full contact play after medical clearance, which must be submitted to the club prior to return. The diagram below shows a recommended return-to-play program.

Concussion in Sport Australia

Return to Sport Protocol for **children** 18 years of age and under



AS/3564

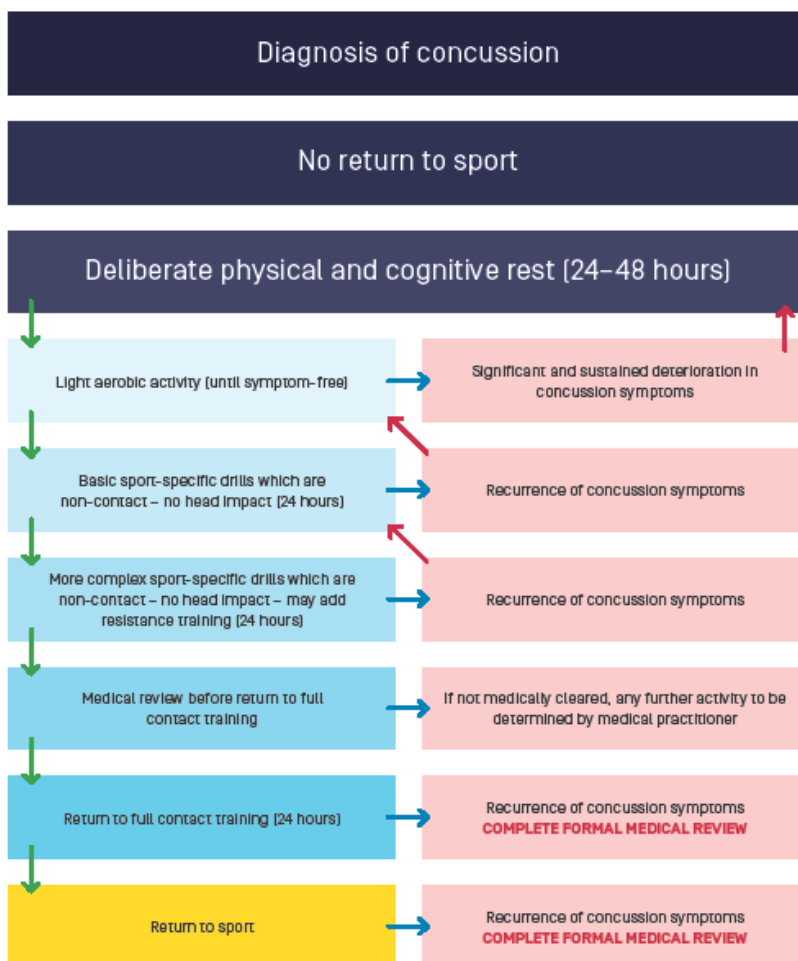
6.2 Concussion Policy for Adults³

Any player with suspected or confirmed concussion should remain in the company of a responsible adult. They should not be allowed to drive, avoid alcohol and check medications with their doctor. Specifically, they should avoid aspirin, non-steroidal anti-inflammatory drugs, sleeping tablets and sedating pain medications. Once the diagnosis of concussion has been made, immediate management is physical and cognitive rest. This may include time off school or work and relative rest from cognitive activity. Having rested for 24–48 hours after sustaining a concussion, the patient can commence a return to light intensity physical activity as long as such activity does not cause a significant and sustained deterioration in symptoms. The majority of concussive symptoms should resolve in 10–14 days. The diagram below is a suggested return to sport protocol for players 18 years and over from Sports Australia.

Players should only return to full contact play after medical clearance, which must be submitted to the club prior to return.

³ This information and diagram is taken from Sport Australia, 2019, *Concussion in Sport Australia: Position Statement*, https://www.sportaus.gov.au/__data/assets/pdf_file/0005/683501/February_2019_-_Concussion_Position_Statement_AC.pdf

Concussion in Sport Australia
Return to Sport Protocol for **adults** over 18 years of age



ASX:SEA

7. Risk Management Strategy

Risk management involves identifying and assessing all potential sources of harm and taking steps to decrease the likelihood that harm will occur. This also includes physical accidental injuries, e.g. holes in the field and not only child abuse but this should also be taken into account when doing your assessments.

The aim is to prevent things from going wrong, limit the amount of harm possible and reduce an organisation’s liability if harm does eventuate.

Clubs should complete the following task using the risk management process in the box below:

- annual major assessments on all fields, practice or playing surfaces (refer to the **Field and Grounds Audit in Appendix 5**)

- annual assessments on all equipment, goal posts, play equipment in park etc. (refer to the **Risk Management Assessment Form in Appendix 5**)
- annual assessments on the local club policies, procedures etc.
- brief assessment to be done before every training session and match day
- assessment to be done before any organised activity.

Risk Management Process

Establish the context: Clarify objectives and areas of operation where risk may occur.

Identify the risk: Establish what the risk is in each area and how they might happen.

Analyse the risk: Determine their likelihood and the magnitude of consequences.

4. Evaluate the risk: Decide what level of risk is acceptable considering cost and responsibilities.

Treat the risk: Determine risk-reducing actions and who is responsible for them. (Is it too risky, can we reduce the risk, or do we do something else.)

Review and revise risks and control measures: Detect and manage new risk.

Communicate and consult at each step: To build commitment, ownership and increase compliance.

Appendix 1: Codes

Code of Protective Behaviours

This Code of Conduct defines expectations relating to standards of behaviour for all people included in the scope of this policy. It provides clear guidelines about what is expected and the consequences of not meeting these expectations.

1. In relation to **people, property and language**, volunteers respect and acknowledge that they:
 - a. Must be responsive and courteous to others and avoid improper use of their position.
 - b. Must promote the participation and empowerment, education and awareness regarding safety of vulnerable people, recognising that attention needs to be given to Aboriginal and Torres Strait Islander children and other vulnerable groups.
 - c. Must avoid discriminatory and /or harassing treatment of others and must not use inappropriate or crude language in the presence of, or towards others.
 - d. Must always demonstrate integrity and act in a manner consistent with being a representative of the QCSA or a QCSA member association.
 - e. Must not make any sexual or crude innuendos such as suggestive looks, comments, jokes, sounds, display visuals, words, acts or gestures towards any individual/s.
 - f. Must respect privacy and protect the confidential information of others, subject to complying with the reporting requirements of this policy and to also comply with any other obligations under the law.
2. In relation to **behaviour, supervision and communication**, volunteers acknowledge that they:
 - a. Will listen carefully and consider respectfully the input from vulnerable people concerning decisions affecting them and what makes them feel safe or unsafe.
 - b. Must comply with the QCSA's guidelines for the use of electronic communication and social media (see the QCSA Social Networking Policy at qcsa.org.au).
 - c. Must not be alone with vulnerable person where they cannot be seen by other QCSA or member volunteers.
 - d. Must not take a vulnerable person to their home or visit a vulnerable person in their home unless the visit is part of an approved QCSA or member association organised activity for the group or in the company of or with the written consent of the child's parents/guardian.
 - e. Must not drive a vulnerable person alone. If extreme circumstance exists, this should occur with at least one other person (volunteer, other and child) and after gaining permission from child's parents (where it involves a child) or a club management committee member if the parents cannot be contacted.
 - f. Must not commit any sexual offence, sexual misconduct committed against, with or in the presence of a vulnerable people (including a child pornography offence) or any assault, ill treatment of or neglect of a vulnerable person or any behaviours that causes psychological or other harm to a vulnerable person.
 - g. Must not attempt to do any of the things described above or do any act in preparation of doing any of the things described above.
 - h. They will not display, discuss or distribute pornography to other adults or vulnerable people.
 - i. They will dress modestly, and not sexually suggestive, and clothing will be without slogans contrary to Christian principles.
 - j. Must not engage in any communication via electronic or other means that would be in breach of this policy.
3. In relation to **physical contact**, volunteers acknowledge that they:

- a. Must not touch any person in a way that is inappropriate to the situation, or uncomfortable or confusing to the receiver.
 - b. Will only console (if a vulnerable person is distressed and needs to be consoled) if this is with the permission and or welcomed by the vulnerable person.
 - c. Will only console a vulnerable person of the same gender and with another staff or volunteer within sight.
4. In relation to **pastoral care**, volunteers acknowledge that they:
- a. Will not step beyond their level of competency or training.
 - b. Will not encourage vulnerable people to keep things hidden from their parents, guardians or other leaders.
 - c. Will always provide pastoral care in an open area in view of others, never in a closed room.
 - d. If a vulnerable person makes a disclosure regarding any kind of harm, this disclosure must be reported to the club president/chairperson but must not be revealed to any person, except as required by this policy or the law.
5. In relation to **working with children suitability accreditation**, all staff/volunteers will:
- a. Hold a current Blue Card if they are serving in a management position within the QCSA or a QCSA club or zone, regardless of whether they come in direct contact with children or are a parent of a player.
 - b. Produce their Blue Card when asked.
 - c. Hold a current Blue Card if they have some form of responsibility including coaches and managers in the QCSA or a QCSA club or zone. Parents working with their own children are exempt under the legislation; however, QCSA recommends that clubs should require all coaches and managers regardless of being a parent to obtain a Blue Card. QCSA accepts that there may be circumstances where a parent serving as coach or manager commences before the Blue Card is approved but it must have been applied for.
 - d. Stand down from duties immediately if they:
 - i. receive a negative notice or is a known disqualified person.
 - ii. have their accreditation cancelled or suspended.
 - iii. have their accreditation application withdrawn.
 - iv. receive a notification in relation to a serious change in criminal history.
 - e. Immediately advise QCSA, their club and the Blue Card organisation if there is a change to their police information.
 - f. Ensure they have read and acknowledge this policy.
6. In relation to **an allegation, suspicion of harm, or breach of this code of conduct**, any person:
- a. may be suspended immediately from any positions of responsibility until such time as the matter is resolved to the satisfaction of the QCSA
 - b. charged with abuse shall be suspended immediately until resolution of the case.
 - c. convicted of abuse shall be removed from their position immediately.

The following points provide practical guidance in addition to the code of conduct above for those working with children.

- Management, coaches or managers have a right to ask for proof of ID when a visitor or parent is unknown to them. Visitors and parents are never to be left alone with children out of sight. Coach and/or manager should arrive well before an activity (practice and/or games) and ensure all children are picked up by a parent or pre-arranged care giver before leaving.
- Attendance sheets (i.e. match cards) should be kept for all games.
- All training sessions and games are open to the observation by parents and other related adults.

- Each person with a position of responsibility to be aware of their duty of care and responsibility to provide a safe, caring environment for the children. They must be alert and watchful at all times, putting the needs of the children before their own.
- A child should never be left alone and a leader should always avoid one on one situations with a child in a closed environment or be left with a lone child at the end of an activity. Always stay in an open environment where you can be seen and the children can be seen.
- Younger children must be accompanied by an adult when visiting the toilet. The adult is to check the toilets and leave the child in the toilet with door closed and then stand near the toilet entrance. If a child needs assistance it again should require two people to be present. Special attention is required at toilet blocks in parks where toilets should be checked and children closely supervised but still observing their privacy.
- Physical contact should be in response to a participant's need rather than the team member's needs. Physical contact between adults and vulnerable people is inappropriate if it could be perceived as a threat, cause embarrassment or does not allow either person to disengage easily.
- It is usually appropriate to use a high five, fist pump, touch on the shoulder as safe and encouraging means of physical contact with young people. Where a hug is necessary, try to do a sideways hug rather than with hands around the waist.
- Coaches, managers and other volunteers need to make sure that their contact with vulnerable people is not open to misinterpretation. While it is important to be friendly and develop relationships with young people for their benefit, we need to ensure that these interactions are beyond reproach. No coach, manager or other volunteer should be contacting a child or teenager (by phone, text, messaging, social media or outside of the program) without a parent or guardian's knowledge and consent (see the QCSA Social Networking Policy available at qcsa.org.au).
- Coaches, managers and other volunteers should ensure that messaging via phone, social media, computer, gaming devices are publicly accessible (as in a record of the communication is kept), is appropriate and is accessible and known by the parent / guardian of the young person
- Adults and children are expected to respect the privacy of others during activities that require undressing, dressing or changing clothes.
- Adults and children should never touch another person on any part of their body which is normally covered by swimwear.
- At camps or sleepovers, no adult should share accommodation with one child only, or sleep in close proximity to a child unless there is significant separation and the privacy of all parties is respected.
- Members should not visit children in their own homes unless a parent/carer is present and/or the member visits with another adult.
- Coaches, managers or other members should not drive a child unaccompanied.
- When counselling or consoling a child, it should be done in view of others yet out of hearing range.
- When a child confides in a member that they are a victim of abuse, that member will refer the matter to the Club President/Chairman who will follow the procedures of disclosure outlined in Section 2.3.
- Any person in breach of policy may be suspended immediately from any positions of responsibility until such time as the matter is resolved to the satisfaction of the church, club and QCSA.
- Any member charged with abuse shall be suspended immediately until proven innocent.

Player Code of Conduct

- Play by the rules.
- Never argue with an official. If you disagree, have your captain, coach or manager approach the official during a break or after the competition.

- Control your temper. Verbal abuse of officials, sledging other players or deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport.
- Work equally hard for yourself and/or your team. Your team's performance will benefit and so will you.
- Be a good sport. Applaud all good plays whether they are made by your team or the opposition. Encourage your team to play fairly.
- Accept defeat with dignity. Nobody wins all the time. You will win some and you will lose some matches. Learn to lose graciously. Don't seek excuses for defeat. Genuine reasons will always be self-evident. Congratulate the winners with good grace. Don't blame the referee or anyone else. Determine to do better next time. Good losers earn more respect than bad winners.
- Treat all participants in your sport as you like to be treated. Respect opponents, teammates, referees, officials and spectators. Do not bully or take unfair advantage of another competitor.
- Cooperate with your coach, team-mates and opponents. Without them, there would be no competition.
- Participate for your own enjoyment and benefit, not just to please your parents and coaches.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

Parents Code of Conduct

- Remember that children participate in sport for their enjoyment, not yours.
- Encourage children to participate, do not force them.
- Focus on your child's efforts and performance rather than whether they win or lose.
- Encourage children to play according to the rules and to settle disagreements without resorting to hostility or violence.
- Never ridicule or yell at a child for making a mistake or losing a competition.
- Remember that children learn best by example. Appreciate good performance and skilful plays by all participants.
- Support all efforts to remove verbal and physical abuse from sporting activities.
- Respect officials' decisions and teach children to do likewise.
- Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

Coaches Code of Conduct

- Remember that young people participate for pleasure, and winning is only part of the fun.
- Never ridicule or yell at a young player for making a mistake or not coming first.
- Be reasonable in your demands on players' time, energy and enthusiasm.
- Operate within the rules and spirit of your sport and teach your players to do the same.
- Ensure that the time players spend with you is a positive experience. All young people are deserving of equal attention and opportunities.
- Avoid overplaying the talented players; the 'just average' need and deserve equal time.
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players.

- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrators, the media, parents and spectators. Encourage players to do the same.
- Show concern and caution towards sick and injured players. Follow the advice of a physician when determining whether an injured player is ready to recommence training or competition.
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young people.
- Any physical contact with a young person should be appropriate to the situation and necessary for the player's skill development.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion

Spectators Code of Conduct

- Remember that young people participate in sport for their enjoyment and benefit, not yours.
- Applaud good performances and efforts from all individuals and teams. Congratulate all participants on their performance, regardless of the game's outcome.
- Respect the decisions of officials and teach young people to do the same.
- Never ridicule or scold a young player for making a mistake. Positive comments are motivational.
- Condemn the use of violence in any form, whether it is by spectators, coaches, officials or players.
- Show respect for your team's opponents. Without them, there would be no game.
- Encourage players to follow the rules and the officials' decisions.
- Do not use foul language, sledge or harass players, coaches or officials.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

Appendix 2: Definitions

Abuse is a form of harassment and includes physical abuse, emotional abuse, sexual abuse, neglect, and abuse of power. Examples of abusive behaviour include bullying, humiliation, verbal abuse and insults.

Bullying is when a person subjects another to unreasonable behaviour that is repeated and that intimidates, offends, degrades or humiliates.

CCYPCG refers to Commission of Children and Young People and Child Guardian.

Child means a person who is under the age of 18 years (see also definition of young person)

Child abuse relates to children at risk of harm (usually by adults, sometimes by other children) and often by those they know and trust. It can take many forms. Children may be harmed by both verbal and physical actions and by people failing to provide them with basic care.

The *Child Protection Act 1999* (section 9) states:

1. Harm to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing.
2. It is immaterial how the harm is caused.
3. Harm can be caused by
 - a. Physical, psychological or emotional abuse or neglect, or
 - b. Sexual abuse or exploitation.

Categories of harm include:

- Physical harm or non-accidental physical injury.
- Emotional harm
- Neglect
- Sexual harm

[Taken from Safe environment for young people, the Commission for Children and Young People and Child Guardian. www.ccypcg.qld.gov.au]

Club refers to an independent organisation who seeks and receives membership in this Association for the purposes of playing soccer/football.

Coach refers to the coach of a team within the QCSA.

Codes of Conduct refers to the QCSA Codes of Conduct found in Appendix 1 of this policy

Complainant means the person making a complaint.

Core Values refers to objects and values in the QCSA Rules of Incorporation

Discrimination means treating or proposing to treat a person less favourably than someone else in certain areas of public life on the basis of an attribute or personal characteristic they have. The relevant attributes or characteristics are:

- age
- disability
- marital status

- parental/carer status
- physical features
- political belief/activity
- pregnancy
- race
- religious belief/activity
- sex or gender
- sexual orientation
- trade union membership/activity
- transgender orientation.

Some States and Territories include additional characteristics.

Discrimination is not permitted in the areas of employment (including volunteer and unpaid employment); the provision of goods and services; the selection or otherwise of any person for competition or a team (domestic or international); the entry or otherwise of any player or other person to any competition; obtaining or retaining membership of an organisation (including the rights and privileges of membership).

Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination may also be discriminatory conduct.

Discrimination may be direct or indirect. **Direct discrimination** is treating, or proposing to treat someone less favourably because of a characteristic (such as race, sex, age etc), in the same or similar circumstances. **Indirect discrimination** is imposing or intending to impose a requirement, condition or practice that is the same for everyone but which has an unequal or disproportionate effect on particular individuals or groups.

Emotional harm of a child or young person includes constant criticism, belittling, teaching, and withholding praise and affection of constant yelling. It can also be caused by a failure to provide the psychological nurturing necessary for a child or young person's physical and emotional growth and development. For example, ignoring a child or young person or using unusual or demeaning punishments.

Children and young people respond to encouragement and positive support. Drawing attention to the child or young person's failures or shortcomings, demeaning their performance in front of others or in private, is inappropriate and can be emotionally abusive.

Negative feedback should be used sparingly and only in relation to inappropriate actions or behaviours and not the young person themselves. Providing constructive advice and praising positive behaviour is a much more productive approach. Avoid negative comments based on physical attributes such as weight, lack of coordination or physical appearance.

Possible effects of emotional harm include:

- low self esteem
- eating disorders
- becoming depressed or suicidal
- anxiety

- delays in physical growth and development
- engaging in self destructive behaviour

[Taken from Safe environment for young people, the Commission for Children and Young People and Child Guardian. www.ccypcg.qld.gov.au]

Harassment is any type of behaviour that the other person does not want and does not return and that is offensive, abusive, belittling or threatening. The behaviour is unwelcome and of a type that a reasonable person would recognise as being unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated.

Unlawful harassment includes the above but is either sexual or targets a person because of their race, sex, pregnancy, marital status, sexuality or other characteristic (see characteristic list under discrimination).

Whether or not the behaviour is harassment is determined from the point of view of the person receiving the harassment. The basic rule is if someone else finds it harassing then it could be harassment. Harassment may be a single incident or repeated. It may be explicit or implicit, verbal or non-verbal.

Manager refers to the manager of a team within QCSA.

Mediator means a person to mediate complaints made under this policy. It is preferable that the mediator has relevant skills, qualifications and/or training in mediation.

Member includes any individual involved in QCSA and/or member Clubs including the players, parents, volunteers and staff.

Natural justice incorporates the following principles:

- a person who is the subject of a complaint must be fully informed of the allegations against them
- a person who is the subject of a complaint must be given full opportunity to respond to the allegations and raise any matters in their own defence
- all parties need to be heard and all relevant submissions considered
- irrelevant matters should not be taken into account
- no person may judge their own case
- the decision maker/s must be unbiased, fair and just
- the penalties imposed must not outweigh the 'crime'

Neglect includes the ongoing failure to provide a child with the basic necessities of life and adequate supervision needed for optimal growth and development. It also includes a failure to use available resources or seek treatment to meet the child or young person's needs. In an extreme form this could involve abandonment of the child or young person.

Possible effects of neglect include:

- malnutrition or poor weight gain
- insufficient medical care
- begging or stealing food or money due to hunger
- missing out on a substantial amount of school
- physical or intellectual development delays

- lack of hygiene and clothing appropriate to the weather and the occasion
- inappropriate supervision
- being required to supervise other children to a non-age-appropriate degree.

Police check means a national criminal history record check conducted as a prudent pre-employment or pre-engagement background check on a person. This is included in a suitability card application.

Physical harm or non-accidental physical injury may include beating, shaking, burning, biting or grabbing hard enough to leave a mark, throwing a child or strangulation, to the extent that there are lasting physical effects.

The fact that an injury is inflicted determines the existence of harm and the need for intervention.

Many non-accidental injuries result from excessive physical discipline. Non-accidental injuries include bruises, welts, lacerations, abrasions, fractures, burns, bleeding, serious head or internal injuries and even the death of children and young people.

Physical training programs for children and young people that do not take into account the strength, skills, coordination, and level of emotional development of the individual child or young person can be harmful. What may motivate one child or young person may be physically harmful to another.

Practices such as giving extra tasks to children as 'punishment' can be dangerous to their health, especially if they are tired.

The administration of illegal or inappropriate drugs and medications that may affect a child or young person's physical or psychological development may also be a form of harm.

Possible effects of physical harm include:

- bruising
- broken bones
- possible brain damage
- sometimes death
- anxiety or low self esteem
- may become abusive

[Taken from Safe environment for young people, the Commission for Children and Young People and Child Guardian. www.ccypcg.qld.gov.au]

QCSA refers to **Queensland Christian Soccer Association Inc.**

Respondent means the person who is being complained about.

Sexual harm takes many forms from sexual jokes, innuendo in conversation and showing pornographic images to a child, to sexual touching and invasive acts. It also includes exposure, fondling, voyeurism and exhibitionism, sexual intercourse, involvement with pornography and child prostitution.

This can occur between a child or young person and a person who is older, or has power, authority or control over a child. This authority provides an opportunity for the older person to use force, trickery, power and distortion of adult-child relationships.

It is important to note that children aged under 16 cannot legally consent to sexual acts. Sexual activity is a criminal offence even if the child has, or appears to have, consented. Even young people over 16 can be subject to sexual harm where there is improper use of power or authority. Forced consent is not an excuse in these cases.

Possible effects of sexual harm include:

- feeling betrayed, sad, fearful and angry
- feelings of guilt, negative effect on relationships
- difficulty in trusting others
- confusion about sexual identity
- low self esteem
- difficulty dealing with emotions
- poor body image
- abuse of alcohol or drugs
- eating disorders
- becoming depressed or suicidal
- risk of sexually transmitted disease and pregnancy

[Taken from Safe environment for young people, the Commission for Children and Young People and Child Guardian. www.ccypcg.qld.gov.au]

Victimisation means subjecting a person or threatening to subject a person to any detriment or unfair treatment because that person has or intends to pursue their rights to make a complaint under government legislation (e.g. anti-discrimination) or under this policy, or for supporting another person to make a complaint.

Vilification involves a person or organisation doing public acts to incite hatred towards, serious contempt for, or severe ridicule of a person or group of persons having any of the attributes or characteristics within the meaning of discrimination. Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public.

Volunteer is an adult 18 years of age and over with some form of responsibility in QCSA.

Young people/person means people in the 13–18-year age group.

Appendix 3: Mediation Process

Mediation is a process by which people who are in conflict can be helped to communicate with each other about what is important for them and how to make decisions about resolving their dispute. Mediators provide a supportive atmosphere and method of talking to one another, to assist in sorting out the issues, coming up with acceptable solutions and making mutually satisfactory agreements.

This outlines the general procedure of mediation that will be followed by the club/QCSA.

1. The people involved in a formal complaint (complainant and respondent/s) may work out their own resolution of the complaint or seek the assistance of a neutral third person or a mediator. Mediation may occur either before or after an investigation of the complaint.
2. Mediation (getting those involved to come to a joint agreement about how the complaint should be resolved) will only be recommended:
 - a. after the complainant and respondent have had their chance to tell their version of events to club president/chairperson on their own, *and*
 - b. the club president/chairperson does not believe that any of the allegations warrant any form of disciplinary action — proven serious allegations will not be mediated, no matter what the complainant desires, and
 - c. mediation looks like it will work (i.e. the versions given by the complainant and respondent tally or almost tally and/or at the very least, it looks as though it will be possible for each party to understand the other party's point of view).
3. Mediation will **not** be recommended if:
 - a. the respondent has a completely different version of the events and they won't deviate from these
 - b. the complainant or respondent are unwilling to attempt mediation
 - c. due to the nature of the complaint, the relationship between you and the respondent(s) and any other relevant factors, the complaint is not suitable for mediation.
4. If mediation is chosen to try and resolve the complaint, the club president/chairperson will, in consultation with the complainant and the respondent(s), arrange for a mediator to mediate the complaint.
5. The club president/chairperson will notify the respondent(s) that a formal complaint has been made, provide them with details of the complaint and notify them the club/QCSA has decided to refer the matter to mediation to resolve the complaint.
6. The mediator's role is to assist the complainant and respondent(s) reach an agreement on how to resolve the problem. The mediator, in consultation with the complainant and respondent(s), will choose the procedures to be followed during the mediation. At a minimum, an agenda of issues for discussion will be prepared by the mediator.
7. The mediation will be conducted confidentially and without prejudice to the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
8. At the end of a successful mediation the mediator will prepare a document that sets out the agreement reached between the complainant and respondent(s) and it will be signed by them as their agreement (see the Mediation Record Form **in Appendix 5**).
9. If the formal complaint is not resolved by mediation, the complainant may:
 - a. Write to Club President/Chairman, Church Minister/Pastor or QCSA to request that the club president/chairperson reconsider the complaint in accordance with **Step 5**; *or*
 - b. Approach an external agency such as human rights commission.

Appendix 4: Complaints Process

A complaint can be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy. (*Note: all child protection issues should be dealt with under Section 2.*)

If a complainant is unable to resolve the problem with the person or people involved, and mediation (see Appendix 3) is most appropriate or possible, the following process for complaints handling should be used.

Step 1

Contact your club president/chairperson, church minister/pastor or QCSA president. This person will:

- take notes about your complaint (which the club president/chairperson will keep in a secure and confidential place)
- help clarify the situation or what may have occurred
- ask what outcome/how you want the problem resolved and if you need support
- provide possible options for you to resolve the problem
- explain how our complaints procedure works
- act as a support person if you so wish
- refer you to an appropriate person to help you resolve the problem, if necessary
- inform the relevant government authorities and/or police if required by law to do so, and
- maintain strict confidentiality.

After talking with the club president/chairperson, you may decide:

- there is no problem or the problem is minor and you do not wish to take the matter forward
- to try to work out your own resolution (with or without a support person such as a club president/chairperson)
- to seek an informal mediated resolution with the help of a third person (such as a mediator or the club president/chairperson) (see Appendix 3: Mediation Process)
- to make a formal complaint in writing.

Step 2

If you decide to make a formal complaint in writing under Step 1, the MP club president/chairperson will, on receiving the formal complaint and based on the material you have provided, decide whether:

- they are the most appropriate person to receive and handle the complaint
- the nature and seriousness of the complaint warrants a formal resolution procedure. Some complaints may be of a minor and/or purely personal nature with no connection to the activities of the club/QCSA. In these cases, the club president/chairperson may determine that the complaint does not warrant a formal resolution procedure.
- to appoint a person to investigate the complaint;
- to refer the complaint to an informal or formal mediation session
- to refer the matter to the police or other appropriate authority, and/or
- to implement any interim administrative or other arrangements that will apply until the complaint process set out in these procedures is completed.

In making the decision(s) outlined above, the club president/chairperson will take into account:

- whether they have had any personal involvement in the circumstances giving rise to the complaint and, if so, whether their ability to impartially manage the complaint is compromised or may appear to be compromised
- whether, due to the nature of the complaint, specific expertise or experience may be required to manage the complaint
- your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled
- whether, due to the nature of the relationship between the club president/chairperson, the complainant and the respondent and any other relevant factors, the complaint should be referred (or should not be referred) to informal or formal mediation. Relevant factors may include an actual or perceived power imbalance between you and the respondent, the nature of any ongoing working relationship between you and the respondent, the personal attributes of you and the respondent, and any other factors such as one party does not speak English fluently, some of the possible complaints resolution mechanisms may not be appropriate.
- the nature and sensitivity of any information or other material that must be provided by you, the respondent, and any of the other people involved in the complaint
- whether the facts of the complaint are in dispute
- the urgency of the complaint, including the likelihood and the consequences (if the complaint is ultimately proven) that you will be subject to further unacceptable behaviour while the complaint process set out in these procedures is being conducted.

If the club president/chairperson is the appropriate person to handle the complaint, they will, to the extent that these steps are necessary:

- get full information from you (the complainant) about your complaint and how you want it resolved (if this information has not already been obtained through earlier steps)
- put the information they've received from you to the person/people you're complaining about and ask them to provide their side of the story
- decide whether they have enough information to determine whether the matter alleged in your complaint did or didn't happen
- determine with, if any, further action to take.

Step 3

If a person is appointed to investigate the complaint under **Step 2**, the investigator will conduct the investigation and provide a written report to club/church (and QCSA if necessary) who will determine what if any, further action to take.

If the complaint is referred to an informal or a formal mediation session under **Step 2**, the mediation session will be conducted as agreed by you and the respondent or as suggested by the mediator.

If the complaint is referred to the police or other appropriate authority under **Step 2**, the club/QCSA will use its best endeavours to provide all reasonable assistance lawfully required by the police or other appropriate authority. The QCSA must be notified and if interim administrative or other arrangements are implemented under **Step 2**, the club/QCSA will periodically review these arrangements to ensure that they are effective.

Step 4

If, under **Step 3**, an informal or formal mediation session is conducted, and you and the respondent(s) cannot reach a mutually acceptable mediated solution to the complaint, you may request that club president/chairperson reconsider the complaint in accordance with **Step 2**.

You or the respondent(s) may be entitled to appeal if

- under **Step 2**, a decision was made by club president/chairperson;
 - not to take any action; or
 - to take disciplinary action; or
- under **Step 3**, a decision was made by the club or QCSA:
 - not to take any action; or
 - to take disciplinary action.

If the internal complaints processes set out in this procedure do not achieve a satisfactory resolution/outcome for you, or if you believe it would be impossible to get an impartial resolution within club/QCSA, you may choose to approach an external agency to assist with a resolution.

Step 5

The club president/chairperson will document the complaint, the process followed and the outcome. This document will be stored in a confidential and secure place.

Investigation Process

If an investigation needs to be conducted the following steps are to be followed:

1. A written brief will be provided to the investigator to ensure the terms of engagement and scope of the investigator's role and responsibilities are clear.
2. The complainant will be interviewed and the complaint documented in writing.
3. The details of the complaint will be conveyed to the person/people complained about (respondent/s) in full. The respondent(s) must be given sufficient information to enable them to properly respond to the complaint.
4. The respondent(s) will be interviewed and given the opportunity to respond. The respondent(s) response to the complaint will be documented in writing.
5. If there is a dispute over the facts, then statements from witnesses and other relevant evidence will be obtained to assist in a determination.
6. The investigator will make a finding as to whether the complaint is:
 - substantiated (there is sufficient evidence to support the complaint);
 - inconclusive (there is insufficient evidence either way);
 - unsubstantiated (there is sufficient evidence to show that the complaint is unfounded); and/or
 - mischievous, vexatious or knowingly untrue.
7. A report documenting the complaint, investigation process, evidence, finding and, if requested, recommendations, will be given to the club, church and QCSA.
8. A report documenting the complaint and summarising the investigation process and key points that were found to be substantiated, inconclusive, unsubstantiated and/or mischievous will be provided to the complainant and the respondent(s).
9. Both the complainant and the respondent(s) are entitled to support throughout this process from their chosen support person/adviser.
10. The complainant and the respondent(s) may have the right to appeal against any decision based on the investigation.

Appendix 5: Assessing, Reporting & Recording

- 1: Unusual Behaviour Report Form
- 2: Disclosure Report Form
- 3: Assessing a Disclosure or Suspicion of Harm
- 4: Breach Incident Form
- 5: Breach Register
- 6: Mediation Record Form
- 7: Risk Management Assessment Form
- 8: Field and Grounds Audit Form
- 9: New volunteer/staff form

1: Unusual Behaviour Report — Informal Complaint

Club _____ Team _____

Date _____ Time _____ Place _____

Name of observer / complainant _____

Name of person completing report _____

Please describe the incident you observed or nature of complaint:

Name of person/s observed in incident _____

Name of child involved in incident _____

Name of person complaint is against _____

Signature of club/president/chairperson _____ Date _____

Signature of church official _____ Date _____

Signature of QCSA president _____ Date _____

Action taken: _____

The above information is to remain confidential.
To be filed with Club/Church Records.

2: Disclosure Report — Formal Complaint

Club _____ Team _____

Date _____ Time _____ Location _____

Details of person disclosing			
Full name:		DOB	
Address:			
Phone Number:		Email:	
Details of person receiving disclosure			
Full name:		DOB	
Address:			
Phone Number:		Email:	
Details of other persons involved in incident including witnesses (attach additional pages if necessary)			
<i>Full name</i>		DOB	
Address			
Phone Number:		Email:	
<i>Full name</i>		DOB	
Address			
Phone Number:		Email:	
Disclosure			
Description of disclosure (relevant dates, times, locations and who was present)			
Details of disclosure (exactly what the person disclosing said, using "I said," "they said," statements)			
Responses provided (to the questions asked – include the questions)			
Additional (any comments you made)			
Location of disclosure		Date/Time of disclosure	
Reporting			
Have the Police been contacted?		Y <input type="checkbox"/> N <input type="checkbox"/> Date and time contacted _____	
		Response:	

Has the Department of Child Safety been contacted and consulted?	Y <input type="checkbox"/> N <input type="checkbox"/> Date and time contacted _____ Response:
Has the CFFA management committee been informed?	Y <input type="checkbox"/> N <input type="checkbox"/> Date and time contacted _____ Response:
Has the relevant member association been informed?	Y <input type="checkbox"/> N <input type="checkbox"/> Date and time contacted _____ Response:
Follow Up	
Details of support provided (including referrals)	
Any other follow up	
Records	
A record of all conversations (with dates, times and names) has been kept.	Y <input type="checkbox"/> N <input type="checkbox"/>
File kept in secured location with restricted access marked "Do not destroy"	Y <input type="checkbox"/> N <input type="checkbox"/>
Declaration – [insert role name here]	Declaration – person receiving disclosure
Full name:	Full name:
Date:	Date:
Signature:	Signature:

**The above information is to remain confidential.
To be filed in club, church and QCSA confidential file.**

3: Assessing a Disclosure or Suspicion of Harm

Step 1 – Considering whether the disclosure or suspicion needs to be reported to the Queensland Police Service

If an individual (including staff and/or volunteer) believes a child is in immediate danger or in a life-threatening situation, they should immediately contact the Queensland Police Service by dialling 000.

Queensland Police Service has a number of child protection and investigation units across Queensland. To contact the Queensland Police Service, the nearest Police District Communication Centre can be located following this link: <https://www.police.qld.gov.au/how-can-we-help-you/contact-us#districtComms>

Step 2 — Considering whether the disclosure or reasonable suspicion of harm needs to be reported to Child Safety.

How to determine if there is significant harm?

Section 13C of the Child Protection Act 1999 provides guidance when forming a reasonable suspicion about whether a child has suffered significant harm, is suffering significant harm, or is at an unacceptable risk of suffering significant harm. The matters the Safe Church Coordinator will consider include:

- whether there are detrimental effects on the child's body or psychological or emotional state:
 - that are evident to the person, or
 - that the person considers are likely to become evident in the future, and
- in relation to any detrimental effects to the child the reporter may consider:
 - their nature and severity, and
 - the likelihood that they will continue, and
- the child's age.

The consideration of these matters may be informed by an observation of the child, other knowledge about the child or any other relevant knowledge, training or experience that the person may have.

How to determine if there is a parent willing and able to protect the vulnerable person?

A parent may be willing to protect a child, but not have capacity to do so and therefore they are not considered 'able'. This may include parents suffering from a severe mental health condition or physical illness/injury.

Alternatively, a parent may have the capacity to protect a child (i.e. they may be able), but may choose not to do so (i.e. they are not willing). This may include a parent continuing a relationship with a person who is sexually abusing their child.

In some circumstances, a parent may be both not able and not willing to protect the child from harm.

In some cases, the circumstances in which the harm occurred will be so serious that it can be presumed there is no parent able or willing to protect the child.

If there is considered to be at least one parent both 'able' and 'willing' to protect the child, the child is considered to not be in 'need of protection'.

What information which must be provided to Child Safety?

Under section 13G(2) of the Child Protection Act 1999, the written report about a 'reportable suspicion' must contain the following details:

- the basis on which the person has formed the reportable suspicion, and
- the information prescribed by regulation, to the extent of the person's knowledge.

Step 3 - Consider whether referral is required to other support services, including Family and Child Connect

Concerns for a vulnerable person that do not amount to a reasonable suspicion of harm will be considered in terms of what support services could be offered to the family. This may include contacting Family and Child Connect who can provide information and advice about connecting families with support services and the circumstances in which a referral can and should be made to one of these services.

A mandatory reporter can refer a family without their consent, but others require the consent of the family to make a referral.

The criteria for Family and Child Connect service to work with the family is:

- the referred family has a child from unborn to 18 years of age, and
- the child is not currently in need of protection, and
- without support the child, young person and family are at risk of entering or re-entering the statutory child protection system, and
- the family would benefit from access to intensive and specialist support services, and
- the family has multiple and complex needs.

The Family and Child Connect website (<https://www.qld.gov.au/community/caring-child/family-child-connect>) provides useful materials, including training resources in relation to family support services, which can assist you further.

4: Breach Incident Form

Details of person breaching the policy			
Full name:		DOB:	
Address:			
Phone Number:		Email:	
Details of Breach			
Description of Breach			
Additional (any other relevant information)			
Date of breach		Date of record	
Immediate action taken			
Reporting			
Have the Police been contacted?	Y <input type="checkbox"/> N <input type="checkbox"/>	Date and time contacted _____	
	Response:		
Has the Department of Child Safety been contacted and consulted?	Y <input type="checkbox"/> N <input type="checkbox"/>	Date and time contacted _____	
	Response:		
Has the CFFA management committee been informed?	Y <input type="checkbox"/> N <input type="checkbox"/>	Date and time contacted _____	
	Response:		
Has the relevant member association been contacted?	Y <input type="checkbox"/> N <input type="checkbox"/>	Date and time contacted _____	
	Response:		
Assessment			
Description of the assessment of the breach (nature, severity etc.)			
Outcome/s			

Consequences determined and implemented		
Records		
Breach Register No.	[insert number] (e.g. 2nd breach to have occurred is 0002)	
Breach added the Breach Register	Y <input type="checkbox"/> N <input type="checkbox"/>	
File kept in secured location with restricted access marked "Do not destroy"	Y <input type="checkbox"/> N <input type="checkbox"/>	
Declaration – Safe Church Coordinator		Declaration – person in breach
Full name:		Full name:
Date:		Date:
Signature:		Signature:

6: Mediation Record Form

Club: _____ Team: _____

Date of Mediation _____ Time of Mediation _____

Name of Complainant _____

Name of Respondent _____

Name of Mediator/s _____

Brief outline of case _____

Complainants complaint: _____

Respondents response: _____

Mediators Proposals: _____

Acceptance of Proposals:

Signature of Complainant: _____ Date _____

Signature of Respondent: _____ Date _____

Confirmed by Mediator: _____ Date _____

Complaint needs to be taken further:

Signature of Complainant: _____ Date _____

Signature of Respondent: _____ Date _____

Confirmed by Mediator: _____ Date _____

Recommendation for further action: _____

See attachment for further details: Yes _____ No _____ (Use back or separate sheets if required)

7: Risk Management Assessment Form

Date Completed _____ Name of Assessors _____

Type of Assessment (Building, Equipment, Field, Surrounds etc.): _____

Practice Equipment Other Activity	Description of Risk Source of risk Effect of problem	Existing Control Policies and Procedures in place	Likelihood of Risk occurring. Almost certain, likely, possible, Unlikely, rare.	Consequences Catastrophic, Major, moderate, minor, insignificant.	Level of Risk Extreme, High, Moderate, Low	Risk Management Action Required Minimise harm

8: Field and Grounds Audit

GROUND:

Conducted By: **Date:**.....

Club Representative attending:.....

The following audit check sheet is to assist clubs in identifying potential hazards for players, coaches & spectators. Clubs are encouraged to carry out additional checks which are site specific, at their discretion. The audit should be conducted on a regular basis with a minimum of prior to commencement of season training, prior to 1st round and mid season.

FENCES – Visual inspection of fence condition including strength and proximity to training and playing areas

<input type="checkbox"/>	Distance between fence and closest training / playing surface (in metres)	
<input type="checkbox"/>	Condition of fence -	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot and paint deterioration	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair

Actions required:

POLES– Visual inspection of pole condition and proximity to training and playing areas. Includes all poles higher than 2.4 m – including fence poles, light poles, banner poles, goal posts/crossbar etc.

<input type="checkbox"/>	Distance between poles and closest training / playing surface (in metres)	
<input type="checkbox"/>	Condition of poles -	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Last below ground pole inspection - less than 5 yrs pass – otherwise fail	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Pass <input type="checkbox"/> <input type="checkbox"/> Fail

Actions required:

LIGHTING FIXTURES – Visual inspection of lighting and attachments used to support lighting. Use binoculars to check conditions

<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for decay/rot of attached wood.	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair

Actions required:

SEATING – Visual & physical inspection of seating areas

<input type="checkbox"/>	Seats firmly fixed	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot and paint deterioration	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair

Actions required:

STAIRS – Visual & physical inspection of stairs including lighting, clear definition of steps and solid attachment

<input type="checkbox"/>	Seats firmly fixed	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot and paint deterioration	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Edge of stairs clearly defined	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Handrail provided	<input type="checkbox"/> Yes <input type="checkbox"/> No

Actions required:

GROUNDS – Visual inspection of ground conditions/playing surface including 2 metre buffer around field

<input type="checkbox"/>	Level surface over entire area	<input type="checkbox"/> Exc <input type="checkbox"/> Good <input type="checkbox"/> Fair
<input type="checkbox"/>	Holes/ divots in surface	<input type="checkbox"/> None <input type="checkbox"/> Repair
<input type="checkbox"/>	Sufficient drainage – no wet areas present	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Sprinkler heads are level with surface	<input type="checkbox"/> None <input type="checkbox"/> Good <input type="checkbox"/> Repair
<input type="checkbox"/>	Grass in goalkeeper area	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair

Actions required:

OBSTACLES – Visual & physical inspection of obstacles in all areas. An obstacle is any sudden variation in ground level or physical object that players or spectators may inadvertently walk / run into i.e. has no protection or guards to prevent injury

<input type="checkbox"/>	Obstacles within 5 m of playing field	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Obstacles within spectator access areas	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot and paint deterioration	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair

Actions required:

FIELD LIGHTING – Lighting audit to be carried out by suitably qualified Field Lighting consultant. Audit certificate including lux readings sent to QCSA upon completion of this form.

<input type="checkbox"/>	Meets Australian Standard AS2560.2.3-2007 for amateur competition and training	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	Lighting infrastructure (poles, bulbs, switchboard) are safe and reliable for competition and training	<input type="checkbox"/> Yes <input type="checkbox"/> No

Actions required:

Upon rectification of items another Audit is to be conducted on those items repaired. The Audit sheets are to be fixed together and retained for club records.

9: New volunteer/staff form

This form is to be completed by all applicants for any QCSA positions (voluntary and paid).

Personal Information		
Full name		DOB:
Address		
Email		
Phone Numbers	H:	M:
Role you are nominating for		
Overseas Status		
Have you lived or worked overseas for more than 12 months in the past 5 years?	Y <input type="checkbox"/> N <input type="checkbox"/>	Where?
Do you consent to a criminal history check in these countries?	Y <input type="checkbox"/> N <input type="checkbox"/> Countries:	
Referees (2 required – one MUST be from your QCSA member association)		
Name (first referee)		
Email		
Phone	H:	M:
Name (second referee)		
Email		
Phone	H:	M:
Working With Children Check Information		
Do you have a current working with children accreditation (Blue Card)?	Yes <input type="checkbox"/> No <input type="checkbox"/> Card Type:	Card No. Expiry date:
If you have a current working with children accreditation , is it a Paid or Volunteer card?	Paid <input type="checkbox"/> Volunteer <input type="checkbox"/>	
Do you or have you ever relied on an Exemption?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
If you rely on an Exemption, please provide details.		
Has your working with children accreditation ever been suspended for any reason?	Yes <input type="checkbox"/> No <input type="checkbox"/> Reason:	
Has any complaint ever been made against you alleging harm to a child or vulnerable person? (provide details)	Yes <input type="checkbox"/>	No <input type="checkbox"/> Details:
Restricted Person and Restricted Employment		

A restricted person is a person who:

- has been issued a negative notice, or
- has a suspended check, or
- is a disqualified person, or
- has been charged with a disqualifying offence which has not been finalised.

Restricted employment refers to particular exemptions which allow a person to work with children without a check, such as:

- a volunteer parent;
- a volunteer who is under 18;
- paid or unpaid staff who work in child regulated employment for not more than 7 days in a calendar year; or
- a consumer at a child-related service outlet* where they also carry out work at the outlet.

**A child-related service outlet means a place at which disability services are provided to children.*

If you are a restricted person:

- you must not start or continue to work in restricted employment.
- if you currently work in restricted employment, you must immediately stop or you will be breaking the law and can be prosecuted.
- you do not need to tell the organisation the reason why you are no longer able to volunteer or work for them. However, you must immediately stop working or volunteering with the organisation or you will be committing an offence and can be prosecuted.

It is prohibited to start or continue in 'restricted employment' if you are a 'restricted person. Penalties will also apply to organisations.

Are you a Restricted Person?	Yes <input type="checkbox"/> No <input type="checkbox"/>
------------------------------	----------------------------------------------------------

Applicant's Statement

The information contained in this application is correct to the best of my knowledge. I authorise the groups listed in this application to give you any information they may have regarding my character and fitness for working with children. Should my application be accepted, I agree to be bound by the any policies/procedures of the Christian Football Federation Australia.

I have read and agree to abide by the following:

- The Codes of Conduct; and
- This policy.

I understand the following:

- by signing the application form I am consenting to the screening process; and
- it is an offence for a 'disqualified person' to sign a working with children application form or a renewal form.
- it is an offence for a staff or volunteer to fail to notify the relevant State working with children authority on the appropriate form of any change in personal details within 14 days.

Signed (applicant)		Date / /
Signed (witness)		Date / /

Office Use Only

The applicant has signed and returned the Code of Conduct	Yes <input type="checkbox"/> No <input type="checkbox"/>
-----------------------------------------------------------	----------------------------------------------------------

Applicant's identification has been sighted	Yes <input type="checkbox"/> No <input type="checkbox"/>
Working with children accreditation has been sighted and recorded	Yes <input type="checkbox"/> No <input type="checkbox"/>
If the applicant has not obtained their working with children accreditation through this association, photographic ID has been sighted and linked the card holder to the association.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Contacted referees and completed the 'Referees Check' form.	Yes <input type="checkbox"/> No <input type="checkbox"/>
I confirm that I have completed the following in relation to the applicant:	
Signed _____ Date / /	
Full name _____	