

TEA TREE GULLY VOLLEYBALL ASSOCIATION INCORPORATED



Document (TTGVA201)

MEMBER PROTECTION POLICY

Version 1.1

REVISION RECORD

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1 INTRODUCTION

1.1 Acronyms

Acronym	Description
CSE	Child Safe Environments (Within DHS)
CSEC	Child Safe Environments Compliance
DCP	(SA Gov) Department of Child Protection
DHS	(SA Gov) Department of Human Services
TTGVA	Tea Tree Gully Volleyball Association Incorporated

1.2 Definitions

Terminology	Meaning
<i>Association</i>	Tea Tree Gully Volleyball Association
<i>Child Safety (Prohibited Persons) Act</i>	Child Safety (Prohibited Persons) Act 2016 (SA)
<i>Children and Young People (Safety) Act</i>	Children and Young People (Safety) Act 2017 (SA)
<i>Committee</i>	TTGVA Committee (Executive and General Committee members)
<i>General Meeting</i>	TTGVA Committee General Meeting
<i>Harm, Risk of Harm</i>	Following current CSE legislation, the ‘abuse and neglect’ threshold has been lowered to ‘harm or risk of harm’ for reporting to the Child Abuse Report Line (and SA Police if a child or young person is at immediate risk of harm). Harm and risk of harm is the overarching terminology that covers neglect and various forms of abuse.
<i>Incorporations Act</i>	SA Associations Incorporations Act 1985
<i>Member</i>	A person registered with TTGVA
<i>Officials</i>	TTGVA Officials (Arena Managers, Referees, Trainers, Coaches etc)
<i>Policy</i>	TTGVA Member Protection Policy (this document)
<i>Privacy Act</i>	Privacy Act 1988
<i>Working-with-Children-Checks</i>	DHS Working with Children Checks

1.3 Applicable Documents

	Identification	Issue	Title
[1]	TTGVA001	1.0	TTGVA Constitution

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2 MEMBER PROTECTION POLICY

Tea Tree Gully Volleyball Association Incorporated continues to operate, guided by a volunteer group of dedicated Volleyball individuals and their Constitution, to promote and provide social Volleyball for the general public in a "Fitness, Friends and Fun" atmosphere.

2.1 Purpose Of Our Policy

Tea Tree Gully Volleyball Association Incorporated (TTGVA) Member Protection Policy ("Policy") is to outline our expectations of responsible behaviour whilst participating in our activities and allowing **Members** and other participants of this **Association** to understand their obligations in maintaining a person's right to be treated with respect and dignity, and be safe and protected from discrimination, harassment, harm, risk of harm or abuse.

Our policy informs everyone involved in our **Association** of their legal and ethical responsibilities and the standards of behaviour expected of them.

2.2 To Whom Our Policy Applies

This policy applies to everyone involved in the activities of our association whether they are in a paid or unpaid/voluntary capacity and includes:

- **Association Committee** members, Administrators and other association **Officials**;
- Coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions;
- Support personnel, including managers, physiotherapists, psychologists, masseurs, sports trainers and others;
- Referees, umpires and other officials;
- **Members**, including any Life **Members**;
- Parents, Spectators; and Guests.

2.3 Extent Of Our Policy

This policy covers all matters, directly and indirectly, related to the **Tea Tree Gully Volleyball Association** and its activities. In particular, the policy governs unfair selection decisions and actions, breaches of our code of behaviour and behaviours that occur at and during our volleyball competitions, training sessions, within the **Association's** venues, at social events organised or sanctioned by the **Association** and on away and overnight trips.

It also covers private behaviour where that behaviour brings our **Association** or sport into disrepute or there is suspicion of harm towards any individual, child or young person.

2.4 Policy Reviews

TTGVA will:

- Implement, monitor and regularly review the contents of this **Member Protection Policy** (as per the **TTGVA Constitution** [1] or at least once every 5-years seeking DHS approval) and/or for the incorporation of any legislation (government Act) changes;
- Ensure this **Member Protection Policy** is readily viewable/available for all Committee, Officials and Members both electronically (website) and in hard copy (office);
- Ensure that anyone to whom this policy applies is made aware of any alterations/changes to this policy promptly;
- Provide the necessary copies and updates to this policy to those respective government and official bodies when necessary.



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3 RESPONSIBILITIES OF THIS POLICY

3.1 Association Responsibilities

TTGVA will:

- Adopt, implement and comply with this policy;
- Ensure that this policy is enforceable;
- Publish, distribute and promote this policy and the consequences of any breaches of this policy via its social media, website, through its offices and upon request;
- Always promote and model appropriate standards of behaviour
- Deal with any complaints properly made under this policy;
- Deal with any breaches of this policy appropriately;
- Recognise and enforce any penalty imposed under this policy;
- Ensure this policy is mandatory reading and accepted by all **Committee** persons and/or **Officials** involved within the area of scope covered by this policy;
- Ensure that this policy and/or any changes to this policy are made available or accessible to all people and organisations to whom this policy applies;
- Undertake the reporting of serious issues including unlawful behaviour that involves or could lead to harm and includes criminal behaviour (e.g. physical assault, sexual assault, harm or risk of harm to a child) and any other issues that our state or national bodies request be referred to them.

3.2 Individual Responsibilities

Everyone associated with **TTGVA** (Committee, Staff, Officials, Volunteers, Members and any other persons whilst present in any **TTGVA** venues or activities) must:

- Make themselves aware of the contents of this policy;
- Comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy;
- Consent to the screening requirements as per DHS [Working with Children Checks](#) if the person holds or applies for a role in which it is reasonably foreseeable that the person will work with a child or young person under the age of 18, or where otherwise required by law;
- Treat other people with respect;
- Always place the safety and welfare of children above other considerations;
- Be responsible and accountable for their behaviour;
- Follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about a possible breach of this policy including but not limited to; harm or risk of harm to the child, discrimination, harassment, bullying or other inappropriate behaviour;
- Comply with any decisions and/or disciplinary measures imposed under this policy.



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4 PROTECTION OF CHILDREN

4.1 Child Protection

TTGVA is committed to the safety and well-being of children and young people who participate in our Association's activities or use our services. We support the rights of the child and will act at all times to ensure that a child-safe environment is maintained. We also support the rights and well-being of our staff and volunteers who provide these activities and services.

TTGVA supports to use of the [Department of Child Protection](#) guidelines as the core basis for all child protection policies. All users of this policy should also make themselves aware of these guidelines as provided by the **DCP** when assessing or reporting all matters relating to Child Protection.

TTGVA has lodged a compliance statement with the **Department of Human Services** to acknowledge our obligations to create and maintain a child-safe environment according to Chapter 8 of the **Children and Young People (Safety) Act**.

4.1.1 Identifying Harm and Risks Of Harm

TTGVA will undertake internal risk assessment approaches whenever it reviews this policy or if and/or when a specifically related incident occurs, to determine how child-safe our organisation is and to identify any additional steps that could be undertaken to minimise and prevent the risk of harm to children because of the action or inaction of an employee, volunteer or another person.

As TTGVA develops as an organisation and learns from its experiences, these approaches along with any necessary actions, processes and procedures will be captured and documented for future reference. This will be in addition to those already available through the DCP website.

4.1.2 Developing Codes Of Behaviour For Adults And Children

TTGVA code of behaviour that specifies standards of conduct and care it expects of adults and children when they deal and interact with other members; including children, particularly those in our care has been incorporated into this policy. (See Section 7)

4.1.3 Choosing Suitable Employees And Volunteers

TTGVA takes reasonable steps to ensure that it engages the most suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This will include a range of screening measures designed to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

TTGVA will ensure that the DHS [Working with Children Checks](#) has been conducted for all employees and volunteers working with children as required by the **Children and Young People (Safety) Act**.

In South Australia, the suitability of people to work with children/young people can involve:

- *a national criminal history check;*
- *information from South Australian government databases, such as SA child protection records from the Department for Child Protection and Care Concern investigations into the welfare of children in foster or state care;*
- *publicly available information from professional registration bodies relating to persons disciplined or precluded from working with children or vulnerable people;*



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- *information from South Australian police, courts, and prosecuting authorities including information about charges for offences alleged to have been committed (regardless of the outcome of those charges);*
- *expanded criminal history information from other Australian police jurisdictions;*
- *any declarations made by the applicant in response to questions in the 'declaration' section of their screening application form.*

If a criminal history report is also obtained as part of the screening process, TTGVA will ensure that the criminal history information is dealt with confidentially and per relevant legal requirements.

4.1.4 Support, Train, Supervise And Enhance Performance

TTGVA will ensure that all our employees and volunteers who work with children have ongoing supervision; support and training. Our goal is to develop their skills and capacity and to enhance their performance so we can maintain a child-safe environment in our **Association**.

4.1.5 Participation Of Children In Decision-Making

Where policies are to be changed and when applicable, TTGVA will encourage the involvement and participation of children and young people in developing and maintaining a child-safe environment within our **Association**.

4.1.6 Report/Responding To Suspicions Of A Child Being Harmed or At Risk of Harm

TTGVA will ensure that employees and volunteers can identify and respond appropriately to children being harmed or at risk of harm and that they are aware of their responsibilities under South Australian laws to make a report if they suspect on reasonable ground that a child is being harmed, or maybe, at risk of harm.

[Criminal Law Consolidation Act 1935 that came into effect on 1.6.2022 - section 64A failure to report child sexual abuse (maximum penalty of 3 years imprisonment) and section 65 failure to protect a child from sexual abuse (maximum of 15 years imprisonment).]

In addition to any legal obligations, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a child or is in breach of this policy they may make an internal complaint and/or follow the guidelines provided by the [Department of Child Protection](#).

Any person who believes a child is in immediate danger or a life-threatening situation should contact Police immediately by calling 000.

4.1.7 Manage Appropriately Any Allegation Of Misconduct Towards Children

TTGVA will treat any allegations of misconduct towards children participating in activities associated with our organisation responsibly and sensitively. This will include providing support for the alleged victim and their family and ensuring natural justice is provided for the alleged offender.

Where a **Member** becomes the subject of an allegation, TTGVA will undertake immediate steps to distance that **Member** from any child-related activities and seek suspension of any further participation with TTGVA and any of its **Members** until the matter has been resolved.



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4.2 Taking Images Of Children

Images of children can be used inappropriately or illegally. **TTGVA** requires that **Members**, wherever possible, obtain permission from a child and their parent or guardian before taking an image of a child that is not their own. They must also make sure that the child/parent or guardian understands how the image will be used.

To respect people's privacy, we do not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets which we control or are used in connection with our **Association**.

When using a photo of a child, we will not name or identify the child or publish personal information, such as a residential address, email address or telephone number, without the consent of the child's parent or guardian. We will not provide information about a child's hobbies, interests, school or the like, as this can be used by people to "groom" a child.

TTGVA will only use images of children that are relevant to our **Association's** activities and will ensure that they are suitably clothed in a manner that promotes our **Association**. We will seek permission from a child's parent or guardian before using their images.



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5 HARASSMENT, DISCRIMINATION AND BULLYING

TTGVA is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of harassment, discrimination and bullying.

We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, harassed or bullied.

5.1 Harassment

Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends or humiliates another person and which happens because a person has a certain personal characteristic protected by State or Federal anti-discrimination legislation.

The offensive behaviour does not have to take place several times, a single incident can constitute harassment.

Sexual harassment is one type of harassment. Sexual harassment involves unwelcome conduct, remarks or innuendo of a sexual nature. It covers a wide range of behaviours and can be verbal, written, visual or physical. Sexual harassment is not limited to members of the opposite sex.

5.2 Discrimination

Unlawful discrimination involves the less favourable treatment of a person based on one or more of the personal characteristics protected by State or Federal anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

- **Direct discrimination** occurs if a person treats, or proposes to treat, a person with a protected personal characteristic unfavourably because of that personal characteristic;
- **Indirect discrimination** occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with a protected personal characteristic and that requirement, condition or practice is not reasonable.

To determine discrimination, the offender's awareness and motive are irrelevant.

The following is a list of all the personal characteristics that apply (but not limited to) throughout Australia:

- Gender;
- Race, colour, descent, national or ethnic origin, nationality, ethnoreligious origin, immigration;
- National extraction or social origin;
- Marital status, relationship status, the identity of a spouse or domestic partner;
- Pregnancy, potential pregnancy, breastfeeding;
- Family or carer responsibilities, status as a parent or carer;
- Age;
- Religion, religious beliefs or activities;
- Political beliefs or activities;
- Lawful sexual activity;
- Sexual orientation and gender identity;
- Profession, trade, occupation or calling;
- Irrelevant criminal spent convictions;



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- Irrelevant medical record;
- Member of association or organisation of employees or employers, industrial activity, trade union activity;
- Physical features;
- Disability, mental or physical impairment;
- Defence service;
- Personal association with someone who has, or is assumed to have, any of these personal characteristics.

The legislation also prohibits:

- Racial, religious, homosexual, transgender and HIV/AIDS vilification;
- Victimization resulting from a complaint.

5.3 Bullying

TTGVA is committed to providing an environment that is free from bullying and understands that bullying has the potential to result in significant negative consequences for an individual's health and well-being.

TTGVA regards bullying in all forms as completely unacceptable at our **Association**.

Bullying is characterised by repeated, unreasonable behaviour directed at a person, or group of persons, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person. Bullying behaviour can include the actions of an individual or group.

Whilst generally characterised by repeated behaviours, one-off instances can amount to bullying.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, would be considered bullying:

- Verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
- Excluding or isolating a group or person;
- Spreading malicious rumours; or
- Psychological harassment such as intimidation.

Bullying includes cyberbullying which occurs by technology. New technologies and communication tools, such as smartphones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. **TTGVA** will not tolerate abusive, discriminatory, intimidating or offensive statements being made online.

If any person believes they are being, or have been, harassed, discriminated against or bullied by another person or organisation bound by this policy, they may make a complaint to the **Association**.



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6 INCLUSIVE PRACTICES

TTGVA welcomes members from all areas of our community regardless of age, cultural background, race, gender & sexuality.

6.1 People With A Disability

TTGVA and its members will not discriminate against any person because they have a disability or impairment concerning the provision and participation of playing within the physical constraints of Volleyball as a social sport.

6.2 People From Diverse Cultures

TTGVA will support, respect and encourage people from diverse cultures and religions to participate in our association and where practicable we will accommodate requests for flexibility.

6.3 Sexual & Gender Identity

TTGVA recognizes that excluding people from participating in sporting events and activities because of their gender identity may have significant implications for their health, well-being and involvement in community life.

All people, regardless of their sexuality or gender identity, are welcome at our association. We strive to provide a safe environment for participation and will not tolerate any form of discrimination or harassment because of a person's sexuality or gender identity.

6.4 Pregnancy

TTGVA is committed to treating pregnant women fairly and will not tolerate any discrimination or harassment against pregnant women.

We will take reasonable care to ensure the continuing safety, health and well-being of pregnant women. We will advise pregnant women that there may be risks involved with their continuing participation in sports, and we will encourage them to obtain medical advice about those risks. Pregnant women should be aware of their health and well-being, and that of their unborn child is of utmost importance in their decision-making about the extent they choose to participate in our sport.

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sports and ensure that they make informed decisions about their participation in our sport. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with **TTGVA**. We will not require women to undertake a pregnancy test.

If a pregnant woman believes she is being or has been, harassed or discriminated against by another person bound by this policy, she may make a complaint

6.5 Girls Playing In Boys' Teams

TTGVA operates a mixed social competition where those who identify as males, females or others can play inclusively together.

TTGVA notes that the Federal anti-discrimination laws provide that it is not unlawful to discriminate on grounds of sex by excluding persons from participation in any competitive sporting activity in which the strength, stamina or physique of competitors is relevant.



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7 CODES OF BEHAVIOUR

TTGVA seeks to provide a safe, fair and inclusive environment for everyone involved in our Association and our sport. To achieve this, **TTGVA** requires certain standards of behaviour by players/athletes, coaches, officials, administrators, parents/guardians (of child participants) and spectators.

TTGVA codes of behaviour are underpinned by the following core values:

- **To act within the rules and spirit of our sport;**
- **To display respect and courtesy towards everyone involved in our sport and prevent discrimination, harassment and bullying;**
- **To prioritize the safety and well-being of children/young people involved in our sport;**
- **To encourage and support opportunities for participation in all aspects of our sport.**

Additional to these core values are specific guidelines that **TTGVA** requests each person to conduct themselves at **TTGVA**.

7.1 General Code

All persons (players, coaches, officials, spectators, **Committee** members) are always expected to behave in a socially acceptable manner when;

- At the **Association** premises or venues;
- At an **Association** or sporting event (playing for or supporting **TTGVA**);
- Representing **TTGVA** at any other event/occasion/capacity;
- Report any instance or suspicion of harassment, discrimination, bullying and harm or risk of harm to children immediately to an official representative of **TTGVA**.

7.2 Players Code

- Respect the rights, dignity and worth of players, competitors, officials and spectators;
- Respect the talent, potential and development of players, competitors, officials and spectators;
- Care for and respect the equipment provided to you;
- Always maintain high personal behaviour standards;
- Display a positive sporting attitude (sportsmanship);
- Conduct yourself in a professional manner relating to language, temper and actions;
- Support your team's captain by being punctual and prepared to play at the scheduled game start time;
- Abstain from all acts of aggression;
- Abstain from encouraging aggressive acts;
- Abide by the rules and respect the decisions of the officials and arena manager;
- Make all appeals through the formal process and respect the final decision;
- Know and abide by volleyball rules, regulations, and **TTGVA** bylaws, and encourage players to do likewise, accepting both the letter and the spirit intended.



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7.3 Team Captains Code

- Do not tolerate acts of aggression from your team members;
- Provide feedback to players and other participants in a manner sensitive to their needs. Avoid overly negative feedback;
- Treat all participants fairly within the context of their sporting activity, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socio-economic status and other conditions;
- Encourage and facilitate players' independence and responsibility for their behaviour, performance, decisions and actions;
- Involve the players in decisions that affect them;
- Encourage players to respect one another and to expect respect for their worth as individuals regardless of their level of play;
- Actively discourage the use of performance-enhancing drugs and the use of alcohol, tobacco and illegal substances;
- Accept and respect the role of officials;
- Address issues during gameplay using established procedures and avoid extended game delays;
- Know and abide by rules, regulations and standards, and encourage players to do likewise. Accept both the letter and the spirit of the rules.

7.4 Spectators Code

- Respect the decisions of officials and teach young people to do the same;
- If your child/children are not playing in a scheduled game they must be monitored closely to ensure that they do not place themselves or the player's safety at risk;
- 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 other spectators, coaches, officials or players;
- Show respect for your team's opponents. Without them, there would be no game.
- Do not use violence, harassment or abuse in any form (that is, do not use inappropriate language, sledge or harass players, coaches, officials or other spectators);
- Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

7.5 Official's Code

- Place the safety and welfare of the players/participants above all else;
- Accept responsibility for all actions taken;
- Be impartial;
- Avoid any situation which may lead to a conflict of interest;
- Be courteous, respectful and open to discussion and interaction;
- Know and adhere to Volleyball rules, regulations, TTGVA bylaws, and encourage players to do likewise;
- Report any incident or suspicion of harassment, discrimination, bullying and harm or risk of harm to children immediately to the TTGVA **Committee** or **Official**.



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Arena Manager Code

- Be courteous, respectful and open to discussion and interaction;
- Resolve conflicts fairly and promptly through established procedures;
- Maintain strict impartiality;
- Know and abide by Volleyball rules, regulations, TTGVA bylaws, and encourage players to do likewise. Accept both the letter and the spirit of the rules;
- Be aware of your legal responsibilities.
- Report any incident or suspicion of harassment, discrimination, bullying and harm or risk of harm to children immediately to the **TTGVA Committee**.



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8 PRIVACY

TTGVA is strongly committed to ensuring any information it retains about an individual or circumstance is protected and handled appropriately to maintain personal confidence that **TTGVA** can be respected and trusted to manage the privacy of such information.

TTGVA ensures that all of the information it gathers and retains will comply with the guidelines provided in the *Office of the Australian Information Commissioner (OAIC) Australian Privacy Principles Guidelines* based on the **Privacy Act**.

8.1 Membership Information

TTGVA is required to maintain its records regarding the membership (Register-of-Members) as per the **Incorporations Act**.

TTGVA maintains only minimal personal information of its members as needed to correctly identify and be able to contact that member or immediate family in the event of an emergency.

TTGVA does maintain other information relating to that member for its internal usage and management analysis including:

- The type of **Membership** including its current status (Financial and/or Active);
- The contribution role that the **Member** has had with the **Association** (i.e. Player, Official, Committee, Life Member, Employee);
- The achievements and awards that the **Member** has obtained (i.e. Volleyball Awards, Service Awards, Special Merits).

TTGVA will not share this information with any other organisation without the explicit permission of the person involved. Where **TTGVA** is obligated under law, only the selected information as required by the agency involved will be provided.

8.2 Association Responsibilities

TTGVA will:

- Manage, maintain and record member's current information in a secure and restricted access environment;
- Limit the access to such information to a need-to-know basis (selected **TTGVA** Committee and its Officials);
- Ensure information is protected and secured from any external access;
- Undertake periodic risk assessments to ensure that any accidental or deliberate attempts to distribute members' information via electronic means (social media or the internet) do not occur.



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9 SOCIAL MEDIA

TTGVA is strongly committed to ensuring the appropriate use of "Social Media" to maintain a culture of respect, trust and integrity.

The term "Social Media" refers to online content created by individuals, groups and organizations that is publicly accessible. Social media includes but is not limited to:

- Social networking platforms such as Facebook, Twitter, Instagram and Snapchat
- YouTube
- Photo and video-sharing websites
- Online discussion forums and chatrooms
- Wikipedia
- Personal, professional and media blogs
- Messaging including SMS and email
- Online games

9.1 Association Responsibilities

TTGVA is responsible for ensuring that all of its own "Social Media" activities and contents used in performing as an organisation comply with the same standards as expected by everyone under this policy.

TTGVA is responsible for ensuring that all internal electronic and social communications (including mail, video conferencing, website etc.) are compliant with this policy and reviewed on an ongoing basis.

All **TTGVA** websites, Facebook, Twitter and Instagram activity must be monitored and used per the association's aims in conjunction with the responsibilities set out above.

9.2 Individual Responsibilities

All individuals (**Committee, Officials and Members**) and others dealing with **TTGVA** have a responsibility to:

- Remaining respectful with all those they interact with;
- Consider the impact of your behaviour and any subsequent actions regardless of whether they are a **TTGVA** member or not;
- Members should not use social media in a way that may adversely affect the public reputation of **TTGVA** or any of its members;
- Not upload content or make any comment that is, or can be perceived as, offensive, racist, sexist, ageist, defamatory, threatening, bullying or harassing;
- Not use social media to sexually harass, cyberstalk or otherwise psychologically, sexually or physically threaten others;
- When using social media, members should adhere to the terms of use of the relevant website as well as all applicable laws, including copyright laws;
- Unless specifically authorised by the **Committee** to do so, members should not upload content, make comments or otherwise engage in social media in a way that could be perceived as representing **TTGVA**;
- If anyone observes any inappropriate or unlawful use of social media by **TTGVA** members, they should report this to the **TTGVA** Committee as soon as possible.



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10 REPORTING AND RESPONDING

TTGVA promotes an inclusive and friendly environment where each of our **Members** and any guests has the right to feel safe. Should one of our **Members** breach any aspect of our **Member Protection Policy** we encourage others to report to the **Association** by either; writing to us, emailing us or directly speaking with our **Association's Committee** or one of its **Official**.

10.1 Complaints

Any person (a complainant) may report a complaint about a person, people or organisation bound by this policy (respondent) if they feel there has been any breach of this policy.

TTGVA takes all complaints about on and off-field behaviour seriously. TTGVA will handle complaints based on the principles of procedural fairness, and ensure:

- All complaints will be taken seriously;
- The person about whom the complaint is made will be given full details of what is being alleged against them and; have the opportunity to respond to those allegations;
- Irrelevant matters will not be considered;
- Decisions will be unbiased;
- Any penalties imposed will be reasonable.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our **Association** will report the behaviour to the Police and/or relevant government authorities.

10.2 Complaint Handling Process

When a complaint is received by our **Association**, a TTGVA representative will be selected by the **Executive Committee** to process the specific complaint as required.

Each complaint will be addressed by the TTGVA representative and/or the **Committee** on a case-by-case basis incorporating the following actions:

- Listening carefully and asking questions to understand the nature and extent of the concern;
- Ask the complainant how they would like their concern to be resolved and if they need any support;
- Explain the different options available to help resolve the complainant's concern;
- Inform the relevant government authorities and/or police, if required by law;
- Where possible and appropriate, maintain confidentiality but not necessarily anonymity.

TTGVA will seek the latest guidance from the DCP website when reviewing any complaints relating to the Harm or Risk of Harm of Children, including, but not limited to:

- Child Protection;
- Reporting of Suspected Harm to children and young people.

Once the complainant decides on their preferred option for resolution, the **Association** will assist, where appropriate and necessary, with the resolution process. This may involve:

- Supporting the complainant to talk to the person being complained about;
- Bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);



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- Gathering more information (e.g. from other people who may have seen the behaviour);
- Seeking advice from our district, regional, state and/or national body or an external agency (e.g. State Department of Sport or anti-discrimination agency);
- Convene a disciplinary tribunal to hear the complaint, where our constituent documents, rules and by-laws allow;
- If the matter cannot be resolved within the **Association**, it may be referred to an external agency such as the *Office for Recreation, Sport and Racing*, a community mediation centre, police or an anti-discrimination agency.

In situations where a complaint has been referred to an external agency, **TTGVA** will:

- Cooperate fully with the investigation;
- Where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s);
- Act on the recommendations provided by the external agency.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge their complaint with the anti-discrimination commission or other external agency.

10.3 Breach Of This Policy

It is a breach of this policy for any person or organisation bound by this policy to do anything contrary to this policy, including but not limited to:

- Breaching the codes of behaviour/conduct;
- Bringing the sport and/or the **Association** into disrepute, or acting in a manner likely to bring the sport and/or the **Association** into disrepute
- Failing to follow the **Association's** policies (including this policy) and our procedures for the protection, safety and well-being of children;
- Discriminating against, harassing or bullying (including cyber-bullying) any person;
- Victimising another person for making or supporting a complaint;
- Engaging in an inappropriate intimate relationship with a person that he or she supervises, or has influence, authority or power over;
- Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport and/or our **Association**;
- Disclosing to any unauthorised person or organisation any of the **Association's** information that is private, confidential or privileged;
- Making a complaint that they know to be untrue, vexatious, malicious or improper;
- Failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy;
- Failing to comply with a direction given to the individual or organisation as part of a disciplinary process.

Depending on the circumstances, any serious breaches of this policy may result in disciplinary action including immediate termination of membership. Where legal options exist, **TTGVA** will pursue legal and official reporting of any such incidents.



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10.4 Disciplinary Measures

TTGVA may take immediate disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy will:

- 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 by the rules of the game.

Possible sanctions that may be taken include:

- A direction that the individual makes a verbal and/or written apology;
- Counselling of the individual to address the behaviour;
- Withdrawal of any awards, placings, records, or achievements bestowed in any tournaments, activities or events held or sanctioned by our association;
- Suspension or termination of membership, participation or engagement in any or all **TTGVA** roles or activities;
- A fine;
- Any other form of discipline that our **Association** considers reasonable and appropriate.

10.5 Appeals

The complainant or respondent may be entitled to appeal against a decision made concerning a complaint (including a decision where disciplinary sanctions are imposed by our **Association**) to *The Office for Recreation, Sport and Racing*. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by-laws.