

LOGAN CITY SKATE AROUND – MEMBER PROTECTION POLICY

Current as at December 2020

Purpose: The Logan City Skate Around – Member Protection Policy (policy) details the procedures by which Logan City Skate Around (the Club) provides for the safety and wellbeing of all Members and stakeholders so that our activities are fair, safe and fun. It includes a specific focus on child safety and the protection and welfare of children. Its purpose is to:

- ensure a safe environment for all Members and stakeholders of the Club
- protect children engaged with the Club from harm
- ensure that the Club complies with the law
- contribute towards a hassle-free Club
- help our Club retain its Members
- provide guidance for our Members and stakeholders to know what to do if something challenging happens.

The Club Policy is supplemented with support material from roller sports' governing body Skate Australia's (SA's) [Bylaws](#) and the Australian Institute of Sport's (AIS's) [Child Safe Sport Framework](#). Together these documents ensure the Club provides a safe environment in which all skaters can learn, develop, enjoy skating and flourish.

Links to relevant supporting documents and courses are provided throughout and Members and stakeholders are encouraged to click the link to extend their learning of the important issues and policies contained within this document.

TABLE OF CONTENTS

Contents

1. OUR COMMITMENT	1
2. CODE OF CONDUCT.....	3
3. HEALTH AND SAFETY.....	10
4. CHILD PROTECTION	23
5. COMPLAINTS HANDLING	27
• Managing suspicions or disclosures of harm	31
• Duties of officials making a report	31
• Reporting processes for a suspicion or disclosure of harm	31
• Conducting a review of your policies and procedures after an incident	31
6. PRIVACY AND CONFIDENTIALITY	33
7. RECRUITING, SELECTING, TRAINING AND MANAGING MEMBERS AND VOLUNTEERS	37
8. COMMUNICATION.....	39
9. SUPPORTING YOUR CLUB	41
10. ANNUAL REVIEW.....	41
11. GLOSSARY OF TERMS	43
12. REFERENCES	44

1. **OUR COMMITMENT**

Logan City Skate Around (the Club) commits to creating a safe, fair and inclusive environment for everyone associated with our sport. Our Mission is to actively foster artistic roller skating. It develops physical, psychological, social and emotional wellbeing. Sport is beneficial for self-esteem, confidence, concentration and thinking skills, teamwork, positive communication, socialisation skills and self-discipline. Our Club caters for skaters of all ages to participate at various skill levels in a friendly, supported environment. This policy sets out the ways in which we ensure that every person within the Club is treated with respect and dignity and protected from discrimination, harassment, bullying and abuse. It also seeks to ensure that everyone involved the Club is aware of their key legal and ethical rights and responsibilities, as well as the standards of behaviour expected of them.

The Club is committed to providing sports services to skaters of all ages to assist them to:

- Enjoy skating
- Participate with respect, integrity and fairness
- Develop skills, enjoy challenge and the joy of achieving
- Learn about fair play
- Accept and respect official's decisions
- Reach their skating potential

1.1 **Values**

The following **values** reflect the culture that we are committed to promoting within our Club:

- **FUN:** Create an environment in which all can enjoy our sport.
- **SPIRIT:** Act within the rules and spirit of our sport
- **RESPECT:** Value the ability, quality and achievements of others, displaying regard and courtesy towards all and prevent discrimination and harassment.
- **PROTECT:** Prioritise the health, safety, dignity and well-being of all engaged with our sport.
- **PARTICIPATE:** Encourage and support opportunities for participation for people of all ages in all aspects of our sport.
- **PERFORM:** Support our members to strive for personal excellence and achieve optimal performance.

Skate Australia By Law 1 and the [Australian Sports Commission \(ASC\) Code of Conduct](#)

1.2 Scope

The policy covers all matters directly and indirectly related to the Club and its activities. It applies to all persons who are involved with the activities of the Club including but not limited to all categories of Members as listed in the Club's Constitution whether they are in a paid or unpaid/voluntary capacity at all levels including National, State and Club:

- Members of the Club Management Committee;
- skaters;
- coaches and assistant coaches;
- referees, umpires and other officials;
- members, including life members of the Club;
- others participating in events and activities, including seminars and training sessions, held or sanctioned by Skate Australia and the Club; and
- any other stakeholder associated with the Club. I.e. Support personnel including physiotherapists, psychologists, masseurs, sport trainers and others.

Every Member will be provided a copy of this policy as an induction to the Club when they sign up. Acceptance of membership into the Club means this policy has been accepted and will continue to apply to a person after s/he has stopped their association with the Club if disciplinary action against that person has begun.

1.3 Club responsibilities

The Club and all affiliated Members and any other affiliated organisations are to:

- adopt, implement and comply with this policy
- ensure that this policy is enforceable and is enforced
- publish, distribute and promote this policy and the consequences of any breaches of the policy
- promote and model appropriate standards of behaviour at all times
- deal with any complaints made under this policy in an appropriate manner
- deal with any breaches of this policy in an appropriate manner
- recognise and enforce any penalty imposed under this policy
- ensure that a copy of this policy is available or accessible to all Members and stakeholders to whom this policy applies
- use appropriately trained people to receive and manage complaints and allegations of inappropriate behaviour as described in this policy
- monitor and review this policy at least annually.

1.4 Individual responsibilities

Individuals bound by this policy are to:

- ensure the contents of this policy are understood
- comply with all relevant provisions of the policy, including any codes of conduct and responding to a breach, making a complaint or reporting possible child abuse as set out in this policy
- consent to the screening requirements set out in this policy, and any Queensland Government Working with Children Checks if the person holds or applies for a role that involves regular unsupervised contact 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;
- contribute to the effort required to run a club smoothly and so that responsibility is not burdened on a few volunteers,
- be responsible and accountable for their behaviour; and
- comply with any decisions and/or disciplinary measures imposed under this policy.

2. **CODE OF CONDUCT**

A key element in the Club's commitment to member protection is the expectations for members to behave appropriately in a manner that contributes to our mission and values. The Code of Conduct described here ensures we are all playing by the same rules and can trust that these behaviours support the safety and well-being of our players/athletes, coaches, officials, administrators, parents/guardians (of child participants), spectators and stakeholders.

To achieve a full understanding and consistency in how we all apply the standards of behaviour required for a Member Protected Club, members are encouraged and all committee members, coaches and officials are required to complete the free [Play by the Rules](#) online training. This training describes behavioural expectations, child protection guidelines, non-harassment and discrimination principles. Club officials including coaches and committee members are to provide a copy of the course completion certificates for the following courses to the **Club Artistic Representative** prior to taking up office:

- [Harassment and Discrimination](#)
- [Child Protection](#)
- [Complaint Handling](#)

2.1 **General Code of Conduct**

As a Member of the Club your behaviour contributes to the safety, wellbeing and collaborative culture we all want for the Club. When all Members and stakeholders conduct themselves in a manner consistent with the following requirements during any activity held or sanctioned by Skate Australia, the Club or a Member Club, then a Member Protected Club is achieved for all. The following principles apply to all Members and stakeholders engaged on Club activities:

- Respect the rights, dignity and worth of others.
- Be fair, considerate and honest in all dealings with others.
- Commit to collaborating constructively.
- Demonstrate a high degree of individual responsibility and accountability, especially when dealing with persons under 18 years of age.
- Avoid unaccompanied and unobserved activities with persons under 18 years of age, wherever possible.
- Be aware of, and maintain an uncompromising adherence to [Skate Australia Inc](#) standards, rules regulations and policies as they apply to you.
- Operate within the [rules of Skate Australia](#) including national and international guidelines which govern Skate Australia Inc.
- Understand your responsibility if you breach, or are aware of any breaches of this Code of Conduct.
- Take accountability for reporting potential breaches to this and any other Club policy or procedure and engage in assisting to resolve the breach constructively.
- Speak up and give others the right of reply.
- Do not use your involvement with Skate Australia Inc or the Club to promote your own beliefs, behaviours or practices where these are inconsistent with those of Skate Australia Inc. or the Club
- Learn and understand what behaviours constitute discrimination, harassment, bullying and abuse and refrain from any form of these behaviours.
- Provide a safe environment for all engaged in club activity.
- Show care and caution towards others who may be sick or injured.
- Be a positive role model.

See also [Skate Australia Bylaw 1: Member Protection Policy: Attachment B – General Code of Conduct](#).

2.2 Coaches Code of Conduct

The Club is committed to providing an environment in which coaches and their students can thrive and our coaches provide strong role models for their student/s. As Club coach it is expected that you will emulate the values and behaviours of professional coaches (See AUSPORT [Code of Conduct](#)) . The following guidelines will direct your behaviour:

- Understand the health and well-being concerns, medical conditions and limitations of each student.
- Treat all students with respect at all times. Be honest and consistent with them.
- Honour all promises and commitments, both verbal and written.
- Provide feedback to students and other athletes on a regular basis in a

constructive manner being sensitive to their learning, development and wellbeing needs.

- Maintain currency in your practice and ensure your own and your student's growth is optimised through regular positive and constructive feedback.
- Avoid consistent negative feedback or only corrective feedback to students as research has identified that people achieve more with positive than negative feedback.
- Recognise students' rights to consult with other coaches and advisers.
- Cooperate fully with other specialists (eg. sports scientists, psychologists, doctors, physiotherapists etc).
- Treat all students fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socio-economic status, age and any other condition.
- Encourage and facilitate students' independence and responsibility for their own behaviour, performance, decisions and actions.
- Involve the students in decisions that affect them.
- Determine, in consultation with students and their significant others, what information is confidential and respect that confidentiality.
- Encourage a climate of mutual support among your students.
- Encourage students to respect one another and to expect respect for their worth as individuals regardless of their athletic level.
- At all times use appropriate training methods which in the long term will benefit the students and avoid those which could be harmful.
- Ensure that the tasks/training set are suitable for age, experience, ability and physical and psychological conditions of the students.
- Be acutely aware of the power that you as a coach develop with your students in the coaching relationship and avoid any sexual intimacy with students that could develop as a result.
- Avoid situations with your students that could be construed as compromising.
- Actively discourage the use of performance enhancing drugs, the use of performance limiting drugs like alcohol and tobacco and illegal substances.
- Respect the fact that your goal as a coach for the student may not always be the same as that of the student. Aim for excellence based upon realistic goals and due consideration for the student's growth and development.
- Recognise individual differences in students and always think of the student's long-term best interests.
- Set challenges for each student that are both achievable and motivating.
- At all times act as a role model promoting the positive aspects of sport and of the Club by maintaining the highest standards of personal conduct and projecting a favourable image of the Club and of coaching.
- Do not tolerate challenging, harmful or abusive behaviours. Set expectations for acceptable behaviour early and act to stop the behaviour immediately you become aware of it.
- Do not exploit any coaching relationship to further personal, political, or

business interests at the expense of the best interests of your students.

- Encourage students to develop and maintain integrity in their relationships with others.
- Respect other coaches and always act in a manner characterised by courtesy and good faith.
- Seek support from the Head Coach if the number of students in your class or their behaviour becomes too challenging to manage.
- When asked to coach a student, ensure that any previous coach-student relationship has been ended by the student-other/s in a professional manner.
- Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules.
- Know and abide by [Skate Australia Inc](#) and Club rules, regulations and standards, and encourage students to do likewise. Accept both the letter and the spirit of the rules.
- Be honest and ensure that qualifications are not misrepresented.
- Be open to other people's opinion and willing to continually learn and develop.

See also [Skate Australia Bylaw 1: Member Protection Policy: Attachment B2 - Administrators Code of Conduct](#) and [Ausport's Coaches Code of Conduct](#) .

2.3 Club Management Committee Code of Conduct

As a member of the Club's Management Committee and therefore a leader and role model within the Club, your conduct is a very public demonstration of the Club and its culture. Your conduct during any activity held by or under the auspices of the Club is a critical component to embedding the Member Protection behaviours. Therefore, in addition to the General Code of Conduct above, your conduct is to:

- Take an interest in the well-being of Members and stakeholders.
- Maintain strict impartiality.
- Ensure a safe environment for all Members and stakeholders.
- Be aware of your legal responsibilities.
- Be a positive role model for others.
- Ensure you have a thorough knowledge of all Club rules, policies and procedures.
- Your language, presentation, manners and punctuality should reflect high standards.
- Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions set an example.
- Resolve conflicts fairly and promptly through established procedures (See Section 5. Complaints Handling below).
- Provide an environment that is open to improvements by listening and responding constructively to feedback.

- Regularly articulate the importance of member protection, child welfare and safety and the ways in which the club ensures a child safe environment so that people are clear on expectations.

See also [Skate Australia Bylaw 1: Member Protection Policy: Attachment B2 – Administrators Code of Conduct](#) .

2.4 Parents/Guardians/Family Members Code of Conduct

As a parent / guardian of a participant in any activity held by or under the auspices of the Club, Skate Australia or a Member Organisation you have an important role in ensuring the Member Protected club we all want. You'll be contributing most constructively when you:

- Treat and support your child the same irrespective of their result.
- Remember that your child participates in Skating for their enjoyment not yours.
- Help them understand what constitutes appropriate and inappropriate behaviour in a sporting context. Inform them of the Code of Conduct.
- Try to have fun when you are around your children at competitions. Well-directed humour can be a great de-stressor.
- Provide reassurance by looking relaxed, calm and positive on the sidelines.
- Be an understanding listener rather than a critic, judge or fixer when your child performs poorly.
- Make friends with other parents and engage with them at competitions.
- Let the coach do the coaching.
- Get involved in appropriate ways if your child or the coach behaves in unacceptable ways.
- Understand that children will benefit from a break sometimes and that involvement in other sports is okay.
- Allow your child space so that they can grow and develop as an independent person.
- Let your child know that your love for them is not associated with their sporting performance.
- Communicate with your child and ask them how they are experiencing their skating and how they are feeling about their sport/competing etc.
- Don't be a helicopter parent hovering over your child conveying strong expectations. Occasionally let your child compete without you being there.
- Emphasise the good things your child did in preparing in the lead up to and during a competition.
- Respect the Club policy requirement to only engage with the financial guardian and refer all dealings with the Club through the skater's financial guardian.

- Try to avoid:
 - Saying “we’re skating today”. Instead say “you’re skating today”. Give your child credit for accepting the responsibility of performing.
 - Getting too pushy or believing that you are indispensable.
 - Living through your child’s performances.
 - Turning away when your child performs.
 - Turning away when your child’s behaviour is unsportsmanlike.
 - Telling your child what they did wrong after a tough competition.
 - Making enemies with your child’s opponent(s) or family during a competition.
 - Making your child feel guilty by reminding them about all the time, money and sacrifices you are making for their sport.
 - Thinking of your child’s sporting performances as an investment for which you expect a return.
 - Badgering, harassing or using sarcasm to motivate your child.
 - Comparing your child’s performances with those of other children.
 - Forcing your child to go to training. If they are sick of training find out why and discuss it with them and/or their coach.

See also [Skate Australia Bylaw 1: Member Protection Policy: Attachment B8 – Parent/Guardian Code of Conduct](#) .

2.5 Power Relationships

Coaches and officials are required to conduct themselves in a professional and appropriate manner in all interactions with athletes, club Members and stakeholders. Accordingly, they are to ensure that they recognise the power differential between themselves and the athlete and treat each athlete in a respectful and fair manner. They are to ensure that they do not engage in any form of harassment, bullying, favouritism or exploitation.

The Club’s position on consensual intimate relationships between coaches or officials and the adult athletes they coach is that they should be avoided as they can have harmful effects on the athlete involved, on other athletes and coaches and on the sport’s public image. These relationships can also be perceived to be exploitative due to the differences in authority, power, maturity, status, influence and dependence between the coach or official and the athlete.

The club recommends that if an athlete attempts to initiate an intimate relationship with a coach or official, the coach or official should discourage the athlete’s approach and explain to the athlete why such a relationship is not appropriate.

If a consensual intimate relationship does exist or develop between an adult athlete and a coach or official, the coach or official is expected to ensure that the relationship is appropriate and that it does not compromise impartiality, professional standards or the relationship of trust the coach or official has with the athlete and/or other athletes.

In assessing the appropriateness of an intimate relationship between a coach or official and an adult athlete, relevant factors include, but are not limited to:

- the relative age and social maturity of the athlete;
- any potential vulnerability of the athlete;
- any financial and/or emotional dependence of the athlete on the coach or official;
- the ability of the coach or official to influence the progress, outcomes or progression of the athlete's performance and/or career;
- the extent of power imbalance between the athlete and coach or official; and
- the likelihood of the relationship having an adverse impact on the athlete and/or other athletes.

It will often be difficult for a coach or official involved in an intimate relationship with an adult athlete to make an objective assessment of its appropriateness and accordingly they are encouraged to seek advice from the Club Management Committee, to ensure that they have not involved themselves in inappropriate or unprofessional conduct.

If it is determined that an intimate relationship between a coach or official and an adult athlete is inappropriate or unprofessional the Club may take disciplinary action against the coach or official up to and including dismissal. Action may also be taken to stop the coaching relationship with the athlete. This could include a transfer, a request for resignation or dismissal from coaching duties. If a coach, official or athlete believes they are being, or have been, harassed through this process they are encouraged to seek information and support from the Club Management Committee according to the Complaints Handling procedure as outlined in **Section 5.** of this policy.

2.6 Gifts and gratuities for personal benefit

Anything offered as a result of official duties which provides a personal advantage is considered a gift or an item of personal benefit. In certain circumstances it may be possible for coaches, officials and office bearers to accept small gifts. Some examples are:

- A gift of "nominal value" in a situation where gifts are generally being distributed. For example, exchange of small items on birthdays, at Christmas or as a thank you.
- A gift expressing condolences for grief or loss.

Extravagant gifts may be perceived to be an attempt at a bribe for favours or favourable treatment and should be avoided. In addition, providing extravagant gifts to children may be perceived as grooming and is discouraged. It is the Club's preference that gifts do not exceed \$50.

2.7 Travel

Competitions: Travel to and from local league, State and National competition is the responsibility of the skater/parent/guardian. Parents and guardians are encouraged to ensure safeguards are in place when transporting children. Ensure you have the consent of a child's parent if transporting another's child. Ensure drivers are licensed; vehicles are registered and insured; and child restraints/car seats are available if required.

Skaters are to arrive 2 hours earlier than their scheduled event time (or at the time advised by their Coach) to ensure they have a proper warm up and to account for any changes in the schedule.

International Championships: Skate Queensland and Skate Australia govern travel for international events. These governing bodies will issue travel requirements for each event and club members and stakeholders are to ensure compliance with these requirements.

Refer to [Skate Australia By Law 17: International Competition Nominations, Travel and Accommodations](#). Minutes 2018

3. **HEALTH AND SAFETY**

All clubs and other sporting organisations have legal obligations to their members, participants, coaches, officials, volunteers, spectators and other relevant stakeholders to implement appropriate health and safety protections. This includes the physical, psychological and social well-being of all members and requires that all be protected from harm, injury, discrimination, harassment and bullying. Our club recognises we have a moral and professional obligation to establish appropriate standards of behaviour and ensure that our sporting activities and environments are safe, fair, respectful and accessible.

The Club acknowledges that the sport of roller skating carries a degree of physical risk that can be managed to a limited degree. The Club's commitment to health and safety therefore aims to promote and maintain the highest degree of care possible. This intent includes;

- the prevention of departures from health caused by sporting conditions and environment;
- the protection of athletes in their training from risks resulting from factors adverse to physical, mental, emotional and social health;
- the placing and maintenance of an athlete in an environment adapted to his or her physiological and psychological capabilities; and
- the adaptation of training regimes for each individual to their level of sporting achievement.

It is important that officials, coaches and other stakeholders are aware of any medical conditions that may impact on an athlete's participation. This includes, but is not limited to chronic infections, cardiovascular abnormalities, musculoskeletal problems such as arthritis and medical conditions such as asthma, diabetes and epilepsy.

- The Club's membership forms include a section where the skater can

provide confidential Medical Information to assist their coach with their safety, health and well-being.

- A single point of contact is to be nominated on the form for all matters relevant to a skater including health and safety.
- Athletes with pre-existing medical conditions must obtain suitable medical clearance prior to participation in a skating event.
- Committee members and coaches are responsible for making themselves aware of their skater's medical history and of medications that individual athletes may require e.g. Ventolin for asthma.
- All Medical History and injury record forms will be kept private and in a secure place.
- All reasonable steps will be taken to protect information being held against loss, misuse, modification, disclosure and from unauthorised access. See **Section 6.6: Information Management** below.
- Once personal information is no longer needed for any purpose, the Club will take reasonable steps to destroy or permanently de-identify that personal information.

Skaters responsibilities include:

- Carrying relevant medication as required.
- Storing and using medications safety
- Have up to date Asthma Management Plan or any other relevant medical management plan if required.
- Remain current with Sport Integrity Australia (formerly [Australian Sports Anti-Doping Authority](#),ASADA) requirements by completing Level 1 and/or Level 2 (yearly)

3.1 Risk Management

Anyone (including volunteers) managing a skating event whether training or competition has a duty to see that premises, equipment and activities are safe for all participants and all involved (officials, spectators etc). The Club will ensure that an accountable representative will be nominated for managing the health and safety of all Club events and their accountabilities will include;

- Conducting a risk assessment and ensuring that sensible risk mitigation measures are implemented to control and minimise the potential for harm.
- Consulting with Members and stakeholders to ensure the sufficiency of their risk assessment and identifying and rectifying any gaps.
- Ensuring all events have first aid facilities and a qualified first aider.
- Ensuring all coaches are current in their first aid certifications.
- Ensure procedures for managing environmental conditions including potential water leakage due to rain or humidity.

- Recording all incidents and the causes together with responses undertaken.
- Reviewing the effectiveness of the measures to mitigate harm.
- Recording their assessment, mitigation measures and share this with Members and stakeholders to educate and enable our people to ensure a healthy, safe sporting experience .

The accountable representative for general training will be the Head Coach and in the absence of the Head Coach, the most senior coach available.

The Club holds a Venue Hire Agreement with Logan City Council for the use of the Mount Warren Sporting Complex (MWSC) venue in accordance with the following protections:

- Observance of MWSC complex rules and regulations including ensuring a safety representative is on site during all practice sessions,
- Regularly check the licensed area during permitted hours to ensure it is maintained in a safe operating condition,
- Take action to ensure the licensed area remains safe during the permitted hours,
- Respond quickly to any safety issues raised by a representative of the venue, and
- At the conclusion of the Permitted hours, ensure the licensed area has been left in a safe and satisfactory condition.
- Ensure the club has a qualified first aid officer and equipment, including first aid supplies at all times.
- In the event of an injury, complete an injury report and deliver a signed copy to the complex manage.

The risk assessment for this venue is the Skate Queensland Completed Risk Assessment – Mount Warren Sporting Complex. A copy of which is held by the Club, the MWSC venue and Skate Queensland.

In addition, the MWSC conducts weekly cleaning inspections and monthly hazard inspections to protect users of the venue and holds the following protections under Logan City Subordinate Local Law No. 12.4 (Community and Major Venues) 2003 for which the Club are to ensure their compliance:

- Admissions to the venue and restricted areas
- Regulated conduct
- Liquor
- Smoking
- Littering
- Vehicles
- Compliance with signs

Members or stakeholders wanting to access a copy of the risk assessment are to send a request in writing to the Club Management Committee.

Where a MWSC venue is being used for a competition, a copy of the risk assessment for the venue in which the event is being held will be emailed to all clubs through the Queensland Commissioned Artistic Officials Committee (CAOC). The CAOC Chair will distribute the assessment so all members are aware of the information contained in the document. A copy will also be sent to the Administrator of The Club as well as the President of Skate Australia.

Skate Australia members will be invited to give feedback during the annual policy and procedure review prior to the Annual General Meeting.

Adapted from the Australian Athlete Alliance [Health and Safety Policy](#) and the Health and Safety Executive's [Health and Safety for Leisure Activities](#).

Refer also [Skate Australia By Law 11: Sanction and Competition](#)

- *G.3 Risk Consequence Table – Artistic*
- *Attachment C. Skate Australia - Facility Check List*
- *Attachment D. Skate Australia -Pre Activity Safety Checklist*

3.2 Emergency and evacuation procedures

The Club will follow the emergency fire and evacuation procedures for the venue in which they are engaged. At MWSC, in case of fire, club members will follow the venue appointed Fire Warden.

The Club will also complete the Skate Australia Facility Checklist, Facility Evaluation and Maintenance Checklist ([Skate Australia Bylaw 11- Appendix C](#)) when intending to skate in a venue or requesting to hold an event. The club will hold a copy of the checklist for the duration of the time in which they utilise the venue and will ensure it is reviewed annually with this policy.

The Club will require the Venue to provide a copy of their emergency and evacuation procedures for competitions which will be forwarded to all relevant clubs. The nominated event co-ordinator will be responsible for enacting the plan and for disseminating the procedures among the event officials so they can enact their part of the plan.

There will be regular checking of the physical premises for potential hazards and to ensure that risk management measures are being maintained. The venue floor will be swept prior to competition and checked for hazards (ie. Condition, dust, water and crystals) regularly throughout the competition. For a competition over a couple of days, the floor will be swept regularly at a minimal of once a day schedule.

3.3 Management of illness and injury

During practice, the members coach will be responsible for assisting an athlete experiencing illness or injury as they are familiar with the athlete's health history and current athletic condition/s. All coaches are to ensure the currency of their first aid accreditation.

A qualified first aider will be nominated to support competitive events and they will be accountable for the management of any illness or injury occurring during the event.

Only qualified persons may administer first aid to a skater unless no first aider is available. In which case the person witnessing the incident is to either find a qualified person or support the injured person until a qualified person is available.

Permission from the member or parent must be obtained in the treatment of an injury unless they are unconscious and cannot give permission and first aid must be attended to.

Refer to [Skate Australia By Law 11](#): G.3 Risk Consequence Table – Artistic

3.4 Dealing with infectious diseases and allergic reactions

Individuals and sporting clubs have the responsibility of playing their part in preventing the potential spread of infection through participation in sport. There are times in training and practice where skaters will partner up with other skaters in practice or competition and the hygiene of all will prevent the transmission of infectious diseases. Skaters, officials, coaches, sports trainers and first aiders are to be blood aware and follow some simple guidelines, encouraging others to do likewise;

- Blood borne diseases include HIV and hepatitis B and C.
- Other infectious diseases include tinea (a fungal skin infection), chlamydia, gonorrhoea and scumpox (bacterial infections), genital warts and herpes (viral infections) and scabies and pubic lice (parasites).
- Although people can be exposed to infection by participating in sport, the risk of acquiring a blood borne virus is extremely low.
- People with blood borne diseases may be gay or straight, married or single, very young (e.g., under 10) or middle aged.
- Not everyone with an infectious disease knows they have one.

The Club will follow the recommendations outlined in "[Blood Rules. OK](#)", a kit for players by Sports Medicine Australia:

- A player who is bleeding or has blood on their clothing must immediately leave the floor and seek medical attention.
- The bleeding must be stopped, the wound dressed and blood on the player's body cleaned off before they return.
- Skating must cease until all blood on the ground or equipment is cleaned up.
- Gloves are to be used when handling blood or anything with blood on it
- Treat all blood and body fluids as though they are potentially infectious.
 - avoid direct contact with blood or body fluids;
 - cover any cuts on your hands/body with an appropriate dressing; and
 - wear latex gloves.

Skaters should not share personal items, drink bottles, medication inhalers or any other personal equipment that may have blood, saliva or other body fluids present. These fluids can be present in very minute quantities and not visible to the human eye, but still harbour enough germs to spread infection from one person to another.

In the case of major infectious disease outbreaks (CoVID 19) all Members and stakeholders are to follow the direction provided by the Australian and Queensland Government health authorities. You will be required to follow any and all directions of the MWSC venue and club specific requirements as will be advised by the President regarding the running of the club and the Head Coach regarding practice sessions.

3.5 Substance use

This section covers the use of substances considered non-conducive to a safe and healthy sporting environment including: smoking, consumption of alcohol and use of other drugs and medications. In alignment with [Skate Australia By Law 1: Member Protection Policy](#), the Club's policy in relation to these substances is as follows;

Smoking

No smoking (which includes vaping) is to occur at or near sporting events involving children and young people under the age of 18. This policy shall apply to coaches, skaters, officials and volunteers

Social events shall be smoke-free, with smoking permitted at designated outdoor smoking areas

Coaches, officials, trainers, volunteers and skaters will refrain from smoking while they are involved in an official capacity in our sport, both on and off the floor.

Alcohol and Drugs

- Sporting services will not be provided to children by any member or stakeholder under the influence of alcohol or drugs.
- Children will not travel with a person who is intoxicated or under the influence of drugs.
- Alcohol should not be available or consumed at sporting events involving children and young people under the age of 18
- Social events will be alcohol and drug-free
- Food and low alcohol and non-alcoholic drinks will be available at events we hold or endorse where alcohol is served
- A Club Management Committee member and or delegated responsible person will be present at events we hold or endorse where alcohol is served to ensure appropriate practices in respect of the consumption of alcohol are followed
- Safe transport options will be promoted as part of any event we hold or endorse where alcohol is served.

Performance Enhancing Substances

Skate Australia's Anti-Doping Policy is detailed in [Bylaw 2](#) and is not replicated here. All competing athletes are obliged to complete the free online anti-doping course available at Sport Integrity Australia (formerly [Australian Sports Anti-Doping Authority](#), ASADA) Level 1 and/or Level 2 (yearly) to ensure their required knowledge of and currency with Sport Australia's Anti-Doping requirements for Australian sports.

3.6 Discrimination

The Club is committed to providing an environment that is free from discrimination, harassment and bullying. We understand that these behaviours have the potential to result in significant negative consequences for an individual's health and wellbeing and we regard these behaviours in all forms as unacceptable in our club.

Sporting clubs provide goods and services to their members. These include participation and playing/practicing rights, access to training floors, facilities and equipment, as well as social facilities. Members have the right to receive those goods and services free from unlawful discrimination and harassment. The Club and its agents (paid or unpaid) will ensure that services offered to members are provided in a non-discriminatory way.

The general position in Australian Law is that any form of discrimination against a person, which is due to personal attributes such as race, gender, religion or age is unlawful. Discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by State or Federal anti-discrimination laws. Discrimination can be considered against the law if it is unfair and based on a person's:

- gender;
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration;
- national extraction or social origin;
- marital status, relationship status, identity of 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 record, spent convictions;
- irrelevant medical record;
- member of association or club of employees or employers, industrial activity, trade union activity;

- physical features;
- disability, mental or physical impairment;
- defence service; and
- personal association with someone who has, or is assumed to have, any of these personal characteristics.
- racial, religious, homosexual, transgender and HIV/AIDS vilification; and
- victimisation resulting from a complaint.

See [Australian Sports Committee Member Protection Policy Template](#) - Club version 9.1 - April 2016

The Australian Institute of Sport clarifies that we have to discriminate all the time in sport. However, we discriminate to create fair and safe competition. Sometimes we discriminate simply to create participation opportunities. For example, we discriminate on age (Masters), gender (women's or men's only events); by age (Levels Tots, Minis, Junior, Senior etc.) and by ability (elementary and advanced leagues). The law allows for some exemptions in sport from sex discrimination (male/female), disability (only events) discrimination and age discrimination where the sport can show that restrictions or conditions relating to strength, stamina and physique, and/or sex are important to the sport.

Discrimination isn't always a deliberate act and sometimes unfair discrimination can occur inadvertently. Notably, for the purpose of determining discrimination, the offender's awareness and motive are irrelevant. Similarly, whether the discrimination occurs due to direct or indirect discrimination, the act will still be considered discrimination where the outcome is the unfair treatment of a person:

- **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.

Every person is covered by the anti-discrimination laws that apply in their State as well as the Federal anti-discrimination laws. This is why it is particularly important for the Club's Members and stakeholders to learn and understand what constitutes discrimination and what to do to about it should it be an issue. All Members and Stakeholders are encouraged to complete the free [Harassment and Discrimination](#) online course on the **Play by the Rules** Website. Further content and clarification is provided there on discrimination law and implications for sports clubs and associations, their members and stakeholders.

The Club recognises that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, harassed or bullied and want to ensure we foster a welcoming and inclusive environment that does not tolerate discrimination and harassment. Every member of the club, from administrator to volunteer, should ensure that anyone coming to the club is treated fairly and in a non-discriminatory manner. This will enable the Club to:

- Protect our members and stakeholders from discriminatory practices

- attract new members and keep existing ones
- help assure stronger commitment to the club and the sport
- improve co-operation between members
- improve personal and team satisfaction

3.7 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 (see Section 3.6 above). The offensive behaviour does not have to be deliberate, nor take place a number of times. Behaviour is harassment when it is perceived by another as offensive and can be a single incident.

Harassment is often an abuse of power or position, and it can cause stress, anxiety, loss of self-belief, physical ill-health and mental distress. Whilst not all forms of harassment are illegal, all forms are undesirable in a sporting club and can not only do damage to a Members and the Club's reputation, but may also lead to legal claims against a club.

The legal definition of **sexual harassment** in Australia is: 'an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, where a reasonable person would anticipate that reaction in the circumstances.' 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 and is not limited to members of the opposite sex. Sexual harassment is not tolerated in the club and will be dealt with through the **Complaints Handling** procedure detailed in Section 5 below.

3.8 Bullying

Bullying is characterised by repeated, unreasonable behaviour directed at a person, or group of persons, that creates a risk to health and safety – emotional, social and physical. Bullying behaviour is considered 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 actions of an individual or of a group. Bullying behaviour can be incredibly varied and can include:

- **Physical bullying:**
 - Hitting
 - Pushing
 - Spitting
 - Kicking
- **Emotional bullying:**
 - Verbal abuse
 - Shouting
 - Swearing

- Name calling
- Belittling
- Teasing
- **Social bullying:**
 - Social exclusion
 - Starting and perpetuating rumours
 - Putdowns
 - Unjustified criticisms
 - Excluding or isolating a person
 - Drawing attention to a physical difference or disability
 - Creating fear, stress and anxiety
 - Threatening (e.g. threats of physical violence).

Whilst generally characterised by repeated behaviours, a one-off instance can amount to bullying. For example;

- spreading malicious rumours
- psychological harassment such as intimidation
- Sharing derogatory remarks about another on social media

Bullying can be done in a variety of ways i, e.g. directly – person to person intimidation or indirectly through texting, the internet and social media.

- **Direct** bullying occurs between the people involved, whereas indirect actions involve others, for example passing on insults or spreading rumours.
- **Indirect** bullying mostly inflicts harm by damaging another's social reputation, peer relationships and self-esteem.

Bullying can be observable and overt or concealed and covert:

- **Overt:** Involves physical actions such as punching or kicking or observable verbal actions such as name-calling and insulting. Overt, direct, physical bullying is a common depiction of bullying. This is sometimes called 'traditional bullying' but overt physical bullying may not be the most common type of bullying.
- **Covert:** Can be almost impossible for people outside the interpersonal interaction to identify. Covert bullying can include repeatedly using hand gestures and weird or threatening looks, whispering, excluding or turning your back on a person, restricting where a person can sit and who they can talk with. Covert social or verbal bullying can be subtle and even sometimes denied by a person who claims they were joking or 'just having fun'.

Bullying includes cyber-bullying which occurs through the use of technology. Members and stakeholders are to be aware that technologies and communication tools, such as

smart phones and social networking websites, are public spaces and their actions on these forums while representing the club in any form are covered by the Club's Code of conduct. The Club does not condone people being bullied in any format or in any forum though unwanted and inappropriate comments.

We will not tolerate abusive, discriminatory, intimidating or offensive statements being made and will sanction any member or stakeholder engaging in discriminatory, harassing or bullying behaviour. If any person believes they are being, or have been, discriminated against, harassed or bullied by another person or club bound by this policy, s/he is encouraged to make a complaint. Refer to **Complaints Handling section 5** of this policy.

See also [Skate Australia By Law 1: Member Protection Policy](#)

Contact details for the state and territory anti-discrimination and equal opportunity Commissions are available in the Play by the Rules – [Quick Reference Guide](#):

3.9 Managing Challenging Behaviour

Members and stakeholders may, on occasions, be required to deal with challenging behaviour of a member, stakeholder of the club or of another club - say in competition.

These guidelines aim to promote good practice and are based on the following principles:

- The welfare of everybody involved is the paramount consideration.
- Nobody should ever be subject to any form of treatment that is harmful, abusive, humiliating or degrading.
- The specific needs of an individual (e.g. communication, behaviour management, comprehension and so on) should be discussed where appropriate before activities start.
- Every person should be supported to participate. Consideration to exclude any person from activities should apply only as a last resort and after all efforts to address any challenge have been exhausted, or in exceptional circumstances where the safety of that person or of another cannot be maintained.

Challenging behaviour includes inappropriate language such as;

- Swearing or cursing, using variations of inappropriate words or curse words and phrases, for example, "shat", "flucking", "biatch", etc
- Talking about inappropriate things and/or making sexual comments
- Mature/immature discussion that is not typical for their age
- Making inappropriate innuendoes
- Making "inside jokes" at another's expense as indicated by laughing after the comment or words
- Use code words or symbolic language to represent something inappropriate
- Being sarcastic or denigrating another's viewpoint
- Repeating another's words in a deliberate and patronizing way
- Speaking to others in a condescending or mocking manner
- Using sensitive words in an insulting or joking manner, like "retarded", "gay", etc
- Using racial, stereotypical, or culturally insensitive words

In **responding** to challenging behaviour, the response should always be:

- Proportionate to the actions you are managing.
- Imposed as soon as is practicable.
- Fully explained to the person - child and their financial guardian.

In **dealing** with people who display negative or challenging behaviours, members and stakeholders might consider the following options:

- Time out - from the activity, group or individual work.
- Reparation - the act or process of making amends.
- Restitution - the act of giving something back.
- Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
- De-escalation of the situation - talking with the person and distracting them from the challenging behaviour.
- Increased supervision by staff/volunteers.
- Use of individual 'contracts' or agreements for the person's future or continued participation.
- Sanctions or consequences e.g. missing training or a competition
- Seeking additional/specialist support through working in partnership with other professionals and/or agencies.
- Temporary or permanent exclusion.

The following should never be permitted as a means of managing a challenging behaviour:

- Physical punishment or the threat of such.
- Refusal to speak to or interact with the person especially a child.
- Being deprived of food, water, access to changing facilities or toilets or other essential facilities.
- Verbal intimidation, ridicule or humiliation.

Physical Intervention

Members and stakeholders should carefully consider the risks associated with employing physical intervention compared with the risks of not employing a physical intervention. The use of physical intervention should always:

- Be avoided unless it is absolutely necessary to prevent a person injuring themselves or others, or causing serious damage to property.
- Aim to achieve an outcome that is in the best interests of the person whose

behaviour is of immediate concern

- Be the result of conscious decision-making and not a reaction to frustration.
- Employ the minimum force needed to avert injury to a person or serious damage to property - applied for the shortest period of time
- Used only after all other strategies have been exhausted
- Be recorded as soon as possible in an email to the Head Coach and/or Club Management Committee

The Financial Guardian should always be informed following an incident where a coach/volunteer has had to physically intervene with their particular child.

Physical intervention must not:

- Involve contact with buttocks, genitals and breasts.
- Be used as a form of punishment.
- Involve inflicting pain

A timely de-brief for staff/volunteers, the child and financial guardian should always take place in a calm environment following an incident where physical intervention has been used.

3.10 COVID Rules:

Payment: All payment for learn to skate classes will be cashless.

Sign in: As per State Government requirements, the Mount Warren venue requires every person on site (including spectators) to have their details recorded. This is done through a QR code (on your smart phone) at the entry to the venue. It is a simple process requiring a single scan/sign-in per family at entry, and then a scan/sign-out on exit. If you do not have a suitable smartphone, you will need to register manually with the Mount Warren Centre staff prior to coming to the LCSA Learn to Skate registration desk. Logan City Skate Around will continue to record attendance of skaters on the floor as per protocols used previously.

Numbers Management: Although the numbers permitted in the venue will not restrict our ability to provide the learn to skate service to our participants, we do ask that, where possible, you restrict the number of non-skating attendees. Our preference would be one (1) parent per family whenever possible. This will assist the volunteer-run club to be able to manage the social distancing requirements more easily.

Contact: Although contact is permitted 'in the field of play', we would prefer, where possible, that a family member (off-skates) assists the skater where support for balance is required (e.g. learn to skate level 0 and/1). For our higher-level skaters, this degree of continual contact is not typically required. We ask that you assist with this to assist our effort to reduce contact between our instructors and our participants wherever possible.

We will ask that participants maintain 1.5m wherever possible within the class (e.g. when standing still for instruction) and request that spectators maintain 1.5m social distancing at all times.

Hygiene Management: Our rental skates and all our tools will continue to be disinfected as per pre-COVID protocols. We will also complete a disinfection spray prior to handing out the skates.

Hand sanitiser is available on site, and an additional dispenser will be at the LCSA front desk.

Other Notes:

We ask that you assist in our efforts to ensure a safe and compliant Learn to Skate program. In addition to the protocols outlined above, we request that if you are unwell in any way that you do not attend classes. If symptoms are noted by an instructor/LCSA personnel, you can be asked to leave the class/venue.

4. CHILD PROTECTION

Sporting clubs have a legal duty of care to ensure that anyone who takes part in the organisation's programs or activities is protected from all reasonably foreseeable risks of harm. This is a common law responsibility that covers both action and inaction. Therefore, every committee member, manager, coach, skating member and volunteer has a role in providing our members and stakeholders with a safe environment. In addition, each state/territory has child protection legislation specifying the responsibilities for both organisations and individuals that work or have contact with children. These responsibilities include mandatory reporting and background checking, such as police checks or working with children checks. This section provides an overview of the Club's specific child protection strategies and references links for members and stakeholders wanting to know more.

Child protection involves legislation, policies and practices to keep children safe from harm, to protect them from people who are unsuitable to supervise or work with children and to ensure that a child's wellbeing and best interests are paramount considerations. Our club is committed to providing a safe environment for the participation of children and young people.

We commit to providing a safe and supportive environment for children and young people by:

- understanding what constitutes child abuse and ensuring preventative measures are in place;
- identifying potential risks and dangers to children and managing those risks;
- providing guidelines and processes that clearly outline how to respond to child protection issues in our club environment;
- providing a key contact for issues of child safety and ensuring the contact is supported by Club leadership;
- establishing a culture that supports all Club stakeholders to identify and constructively take appropriate action when they become concerned.
- ensure parents/guardians and children know the time and location of practice and games and when they can expect to collect their children.
- ensuring that children and young people are not left alone after practice or competitions.
- require coaches and other sporting personnel arrive before scheduled practice or competition times.
- provide coaches with a register of financial guardian and secondary emergency contact numbers and make sure they have access to a phone.

- Require all coaches and parents ensure that there is adequate care of minors.

Adapted from [Sports Australia's Play by the Rules Framework](#) and Australian Sports Commission [Member Protection Policy](#).

4.1 Physical Contact

Issues surrounding physical contact in sport can be controversial and complex. Skating is a sport that benefits from the ability of a coach to provide direction for a skater by putting their body into the positions required of the sport. For example, the upper body frame and foot placement/s. If physical contact is to occur, it should always be within clear guidelines to reduce the risk of inappropriate touching and to ensure people working with children e.g., coaches, officials etc. are not placed in situations where they could be accused of abuse.

Physical contact is **appropriate** if it:

- is used to assist in skill development, to demonstrate a skill or for instructional purposes as part of an activity. This must be done within sight of others at all times
- is required for the child's safety
- occurs with the skater's understanding and permission. ie explain the purpose of the contact and secure their permission before proceeding
- is for the skater's benefit, not adult gratification
- occurs in an open environment.
- to treat an injury
- give sports massage
- prevent or respond to an injury
- meets the specific requirements of the sport

Physical contact is **inappropriate** if it:

- includes touching the groin, genital area, buttocks, breasts or any part of the body that may cause distress or embarrassment
- frightens, distresses or embarrasses a child
- destroys their trust
- occurs in a private place
- is violent or aggressive behaviour such as hitting, kicking, slapping or pushing
- touching of a sexual nature.

Refer also to the [Play by the Rules – Physical contact](#) web page

4.2 What constitutes abuse and harm?

Child abuse can occur through actions that harm or injure a child, or an environment that does not provide protection for them. Child abuse can be intentional (such as physical, emotional, verbal or sexual abuse) or unintentional (such as an injury caused through poorly maintained facilities and equipment).

Child abuse involves conduct which puts a child at risk of harm and may include:

- **Physical abuse**, which occurs when a child has suffered, or is at risk of suffering, non-accidental physical trauma or injury. This may include, but is not limited to, hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child's development or maturity.
- **Sexual abuse**, which occurs when an adult, other child, or adolescent uses their power or authority to involve a child in a sexual activity or any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography, including child pornography, or inappropriate touching or conversations).
- **Emotional abuse**, which occurs when a child's social, emotional, cognitive or intellectual development is impaired or threatened. Emotional abuse can include, but is not limited to, emotional deprivation due to persistent rejection or criticism, hostility, teasing/bullying, humiliation, taunting, sarcasm, yelling, name-calling or placing unrealistic expectations on a child.
- **Neglect**, which occurs when a child's basic necessities of life are not met and their health and development are affected. Basic needs include food, water, shelter, adequate clothing and health care.

Child abuse has the potential to damage a child's mental and physical health and to negatively impact on their participation and performance in sport. This section provides guidelines for all Members and stakeholders working with children to be aware of the indicators of abuse and have the confidence to respond to any indication that a child may have been abused. Some indicators of child abuse are:

- bruising, particularly in the face, head or neck region
- injury left untreated
- differing versions of how an injury occurred
- child/relative advising of abuse
- a child, referring to someone else being abused, may mean him/herself
- sexual behaviour which is inappropriate for the age of the child
- nightmares/bedwetting/going to bed fully clothed
- a high level of distrust of other people
- an inability to relate well to adults and/or children
- extreme attention-seeking behaviour, disruptive or aggressive behaviour and bullying
- seeking indiscriminate or inappropriate adult affection

The presence of one indicator does not necessarily suggest that a child is the subject of abuse. People working with children need to consider the context in which the

indicators are observed and use common sense.

If a Member or stakeholder has concerns, refer the matter promptly and confidentially to a relevant committee member, the Head Coach and/or consult with a professional who works in the area of child abuse. Details can be found at the [Queensland Child Safety Laws](#) website.

Dealing with an abuse complaint can take a heavy toll on a club, its committee and volunteers. One cruel or abusive action can ripple out to impact on literally hundreds of people. Guidelines to making a complaint are provided in this policy at **Section 5** and if you feel any doubt, ring and consult with the child protection authorities.

4.3 Screening: Working With Children - Blue card requirements

Working with Children Check (WWCC) laws aim to prevent people who pose a risk from working with children as paid employees or volunteers. The law requires individuals involved in areas such as sport and recreation to undertake a check to determine their suitability to work (in a paid or volunteer capacity) with children. This is done by checking certain criminal history and other matters. If an individual passes the checks, they are issued a Blue Card as clearance to work with children and will be allowed to hold a position within the club. There are also requirements placed on organisations and Skate Australia requires all who work, coach, supervise or have regular unsupervised contact with people under the age of 18 years to have a [Blue Card clearance](#). This includes Club Committee Members.

In alignment with Skate Australia requirements ([Bylaw 1: Attachment C- Screening Requirements](#)) the Club identifies and keeps a register of positions that involve working, coaching, supervising or regular unsupervised contact with people under the age of 18 and the currency of their Blue Card. Volunteers can apply at 17 years 6 months and it will be actioned immediately at transition to age 18. Skate Queensland - Artistic Committee and Queensland Commissioned Artistic Officials Committee (CAOC) require all artistic clubs provide an updated register annually at the beginning of the year and to provide a copy of the register when changes occur during the year showing these changes in red so the register held by Skate Queensland Artistic Chairperson can be updated. This is then sent to the Administrator at Skate Queensland to keep on file.

The Skate Queensland Artistic Chairperson is the contact person to whom clubs provide the blue card details. This person will also send a reminder to the clubs when blue cards expire if they haven't been updated and sent to Skate Queensland Artistic. Clubs must also send the Artistic Chairperson a list of committee members after elections occur each year ensuring that all committee members have a current blue card. The CAOC Chair will also ensure that all officials have up to date blue cards and provide this information annually at the beginning of each year and throughout the year when new officials make application to become an official.

The Club also ensures that all coaches have a current blue card and coaches are to send current Blue Card details at the beginning of each year to the **Club Secretary** who will compile a spreadsheet on behalf of the Club. Following acceptance of a Blue Card [application](#), members are to complete the [Linking Form](#) identifying their association with the club and Skate Queensland and send it to the **Club Secretary** to upload to the Blue Card site as confirmation. A copy of the current Blue Card and photo ID must be sent to Queensland Artistic Committee Artistic Chairperson to link to Skate Queensland Artistic. Notification will be sent by Blue Card Services to the **Club Secretary** and all members are required to notify the **Club Secretary** of changes that occur.

covered.

Refer [Skate Australia Bylaw 1a Member Protection Policy Part C- Working With Children Check](#) Attachment C3: Working with Children - Child Protection Requirements; and By Law 1 Attachment E3 - Procedure for Handling Allegations of Child Abuse

5. COMPLAINTS HANDLING

In alignment with [Skate Australia's Bylaw 1.7.1](#), the Club aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of procedural fairness. As such anyone wanting to make a complaint should read this section as a foundation and then follow the guidelines detailed in the [Skate Australia Bylaw 1.7.1](#).

Generally, sporting organisations receive complaints about a number of things, including;

- discrimination and harassment
- abuse, including child abuse
- bullying and personality clashes
- team selection, favouritism, duties
- safety
- spectator behaviour
- other unfair treatment

This does not mean that complaints aren't good for a club, or that complaints suggest that a club is in trouble. Complaints can indicate a club with a healthy and safe, robust, engaged and active membership when complaints are managed constructively.

Depending on the circumstances, sporting clubs can be held responsible for the behaviour of its Members (paid or unpaid) and volunteers. This could include athletes, coaches, volunteers, and other members. This is known as vicarious liability. Circumstances where vicarious liability may not apply are where a club or organisation has shown:

- all reasonable steps were taken to prevent the behaviour from happening in the first place
- appropriate policies were in place for dealing with the behaviour when it does occur.

To prevent vicarious liability all members are to take reasonable steps to ensure that our club is free from the types of behaviours and incidents that lead to claims being made against you or the club. If you don't take reasonable steps then you may become personally liable for any damages. If you do take reasonable steps then you cannot be found liable and are protected by law.

5.1 Making a Complaint

Any person (a complainant) may report a breach of this policy by a person, people or club bound by this policy (respondent) if they feel they have felt unsafe, been discriminated against, harassed, bullied or there has been any other breach of this policy. The Club will align with [Skate Australia By Law 1: Member Protection Policy: Section 8 - What is a breach of this policy? And Section 9. Disciplinary measures.](#)

Any Member receiving a complaint needs to know that:

- the complaint can be dealt with through the Club's internal complaint processes as outlined here and detailed in the [Skate Australia Bylaw 1](#) or lodge their complaint with an authority like the anti-discrimination agency or Child Safety department. This decision rests with the person complaining
- the complainant may seek information from the Skate Australia Member Protection Information Officer (MPIO). MPIOs are not trained to resolve the complaint, but they can advise the complainant of the available options.
- the person complaining can refer the matter to a government agency at any point during the complaint process
- if a government agency handles the complaint the Club Management Committee will be responsible for managing the situation while the process is underway – this means everyone involved is to be protected from victimisation (see Section 5.3 below)
- for serious complaints (e.g., sexual harassment or child abuse) it may be necessary to move the person being complained about to another position/club or provide additional support until the outcome of an investigation is finalised. You should get advice before making this decision.

Where possible complaints should be resolved through [Informal Processes](#) in the first instance. Options include:

- provide more information to the person complaining (e.g. to clarify club policies and procedures)
- the complainant should talk directly with the person being complained about where they feel psychologically safe to do so
- meet with the person being complained about
- hold an informal meeting with those involved in the complaint

Complaints can also be reported to the Skate Australia Member Protection Information Officer and via more [Formal Processes](#). Consider escalating the matter to an MPIO if you are

- not sure what to do
- not sure of the rights and responsibilities of the parties, the club, or yourself
- not able to deal with or resolve the complaint or concern within your club

Mediation is a confidential process that allows those involved in a complaint to discuss the issues or incident in question and come up with mutually agreed solutions. It may occur before or after the investigation of a complaint.

If a complainant wishes to resolve the complaint with the help of a mediator, a Club Management Committee Member will, in consultation with the complainant, arrange for an independent mediator where possible.

The Queensland Government offers a potentially free [mediation service](#) which anyone in Queensland can access. The Club will not allow lawyers to participate in the mediation process. More information on the mediation process is outlined in [Attachment D2 of Skate Australia's Bylaw 1](#).

If a complaint relates to behaviour or an incident that occurred at the:

- **state level**, or involves people operating at the state level, then the complaint should be reported to and handled by the relevant state association in the first instance
- **club level**, or involves people operating at the club level, then the complaint should be reported to and handled by the Club Management Committee in the first instance.

Only matters that relate to, or which occurred at, the national level, as well as serious cases referred from the state and club level, should be dealt with by the national body (Skate Australia).

The following are links to factsheets that **Safe Work Australia** has published about volunteer organisations and the new Work Health and Safety legislation that now applies.

- [How to comply](#)
- [Volunteer duties](#)
- [Model Act for volunteer organisations](#)
- [Information for volunteers](#)

The Club Management Committee is responsible for the responsive and confidential management of a complaint. All complaints will be dealt with promptly, seriously, sensitively and confidentially. The processes for complaints are detailed in Attachment [D1] to [Skate Australia's ByLaw 1 Member Protection Policy](#)

- *Attachment D1 Complaints Procedure*
- *Attachment D2 Mediation*
- *Attachment D3 Investigation Process*
- *Step 7: Documenting the resolution*

Other relevant policies / procedures include:

Skate Australia By Law 1 9. Disciplinary Measures

Skate Australia By Law 8 9. Duties of officials making a report

Further information in a sport context, is also available from the Australian Sports

Commission's [Integrity in Sport](#) and [Play by the Rules](#) websites.

5.2 Reporting a Complaint

Complaints can be reported to the Club Management Committee verbally or in writing. The Club prefers to know about a concern or an issue regarding its activities because we are then in a position to do something about it. It is important to us therefore that people who find it difficult to make a complaint feel that they can be heard and that their complaint will be respected.

We will also ensure that all the complaints we receive, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint. This information, and any additional records and notes, will be treated confidentially (subject to disclosure required by law or permitted under this policy) and stored by the Club Information Manager in the club's Secure Storage.

For a discrimination complaint to be lodged with the appropriate authority, such as an anti-discrimination agency or human rights commission, it has to meet the following criteria:

- There has to be sufficient grounds for complaint. The grounds for discrimination include race, sex, age, impairment, marital status and sexuality.
- It needs to fit within the areas of membership, conditions, playing rights and/or employment.
- It needs to fall within the time limit for making the complaint.

Generally, complaints must be lodged within 12 months from the time the discrimination or harassment occurred. This is not automatic under all situations and jurisdictions though. It's best to check with the [Anti-Discrimination Commission](#).

Anyone who has reasonable grounds for suspecting that a child or young person is being neglected, abused or needs protection has an obligation to report it. The person does not have to be certain or have proof, but only needs to ensure the concerns are well founded and based on information they know or have from a reliable source.

The situations where Members and stakeholders will need to be familiar with reporting procedures include:

- suspicions of harm or abuse occurring to a child
- a child discloses a concern or harm
- you are named in a complaint
- you are a club administrator or official dealing with a complaint.

If you are in a situation where a child is disclosing information about potential abuse from someone within the club, remain calm and try to ease the child's distress. Ask open-ended questions ('What happened then ...') rather than questions that elicit 'yes/no' answers. Then take this disclosure immediately to a member of the Club Management Committee and/or Head Coach and be prepared to cooperate with any investigation. You may also choose to consult with and report to the [Department of Child Safety](#).

The club will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity. If you believe a child is in immediate danger or in a life-threatening situation, contact the police immediately.

Members or stakeholders who have been negatively affected by an event and/or are considering reporting a complaint may wish to confer with an external agency about the process and your experience in the matter. For example, **Lifeline** offer free counselling on matters of personal crisis. Lifeline may be contacted on **13 11 14**.

Mandatory reporting: Occasionally, and unfortunately, there will be times when complaint handlers must act and exercise a duty of care to protect individuals, especially children and report the complaint under law. Notwithstanding, no matter what your position within the Club - coach, administrator, skater, volunteer, parent or official – you have a vital role to play in ensuring that children in our club can enjoy their sport in a protected and safe environment. It's not somebody else's responsibility. It is your personal responsibility/obligation to report suspected child abuse and neglect. It is not the responsibility of the coach or committee.

Your notification needs to be accompanied by a statement of the observations, information and opinions on which your suspicions are based. You are immune from civil liability for reporting your suspicions in good faith.

If you are not sure of your legal obligations for reporting child abuse or suspicion of child abuse, speak to the Skate Australia Member Protection Information Officer (MPIO) or call the child protection authorities. If you are mandated to report, then you must consult these agencies.

Listed below are the [Skate Australia Bylaws](#) providing detailed information about reporting and handling complaints.

- **Managing suspicions or disclosures of harm**

Skate Australia By Law 1: *Attachment E4 Confidential Record of Child Abuse Allegation*

- **Duties of officials making a report**

Skate Australia By Law 8: *Disciplinary Procedures*

- **Reporting processes for a suspicion or disclosure of harm**

Skate Australia By Law 1: *Attachment E3 Procedure for Handling Allegations of Child Abuse; Attachment E4 Confidential Record of Child Abuse Allegation*

Skate Australia By Law 4.1 *Skate Australia Privacy Regulation*

Skate Australia By Law 8.9. *Duties of officials making a report*

- **Conducting a review of your policies and procedures after an incident**

Skate Australia By Law 1 Attachment C3: *Working with Children Child Protection Requirements 4. Clubal Responsibilities*

Contact Details

- **Queensland Police Service:**

- If it is an emergency or the crime is happening now call triple zero 000.
- If it is not an emergency and the crime has already happened call Policelink on 131 444

- If you have any information that might help solve a crime call Crime Stoppers on 1800 333 000
- **Department of Community, Disability Services and Seniors:** 13 QGOV (13 74 68)
- **Department of Child Safety, Youth and Women:**
 - If you believe a child is in immediate danger or a life-threatening situation call Triple Zero (000).
 - If you have a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm or being neglected, contact Child Safety Services and talk to someone about your concerns: 1300 682 254
 - For emergencies outside of working hours, contact the Child Safety After Hours Service Centre on (07) 3235 9999 or freecall 1800 177 135 (Queensland only).

5.3 Improper Complaints and Victimisation

People have the right to use the law and should not be victimised for doing so. Victimisation is treating someone unfairly because they have acted on the rights given to them by laws, or because they have supported someone else who acted on those rights. An example of this might be a club threatening the membership of somebody who made or supported a complaint to an anti-discrimination authority.

If someone tells a club officer that they are being victimised by another member or stakeholder for coming forward with a complaint, or for helping to resolve one, the officer should make sure that this is immediately reported to the Club's Management Committee and/or Head Coach. The Club Management Committee are to do all they can to stop the victimisation and to recommend disciplinary action against the victimiser/s.

If at any point in the complaint handling process the Compliant Handler considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or inappropriately intended to cause distress to the respondent, the matter may be referred to the Club Management Committee for review and appropriate action, including possible disciplinary action against the complainant.

If you see a person experiencing victimising behaviour you should do your best to encourage the person to approach a committee member (assuming the complaint is not about the Club Management Committee). If the complaint is about the Club Management Committee this may be best reported to the Head Coach and/or Skate Australia MPIO although the Club would prefer the opportunity to resolve it via informal processes first.

5.4 Recording Complaints

The Skate Australia procedures described above are the necessary resources to ensure that everyone who works with our club in a paid or unpaid capacity understands how to appropriately receive and record complaints and how to report allegations of child abuse to the relevant authorities.

The Club will ensure that any complaints we receive, both formal and informal, are properly processed and documented in accordance with the principles of [Due Process](#). This includes investigating with care and sensitivity, listening to all parties involved and recording how the complaint was resolved together with the outcome of the complaint.

This information and any additional records and notes, will be treated confidentially (subject to disclosure required by law or permitted under this policy) and stored by the Club Information Manager in the Club Secure Storage area for a period of seven (7) years. Records will be either destroyed or deleted after 7 years so members with a right to access the information are to ensure they have requested it in writing within the 7-year period.

A review of club policy and procedures will be conducted after a disclosure or reporting of suspicion of harm has been received, investigated and recorded so that processes that are currently working and what may need to be refined and/or improved are identified. The review information is to be reported in the annual review to the Club Annual General Meeting with details of improvement recommendations made and implemented.

Refer to [Skate Australia By Law 4: Privacy Statement](#) and [Part E Reporting requirements and documents/forms](#)

Further information is detailed in the free *Play by the Rules Website* [The Complaint Handling online course](#).

6. PRIVACY AND CONFIDENTIALITY

6.1 Training/Practice Protocols

Skaters are to be afforded performance privacy during practice and as such no unauthorised spectators are allowed at training. Parents and carers may stay around to observe their child or spouse but all others must clear their attendance at training sessions with the Head Coach prior to observing practice sessions.

To ensure focus and attention are not split between personal and skating time and therefore the safety of skaters, practicing skaters may not access their phones during training unless in the case of emergency.

Skaters and/or parents/caregiver/spouses may video their own personal training with clearance from the Head Coach.

Adults are to balance the need for supervision and the privacy of children by not entering the change rooms in which children are changing without another person present and announcing themselves before entering the changing room.

Rest and recovery are essential for an athlete's performance. Rest is the time spent sleeping and not training or exercising. Recovery is the action/s you take to optimise your body's repair. Exercise at the level of a competitive skater causes strains and drains on the skater's body, its muscles and energy resources. Skaters are to recognise and respect their body's need for rest and recovery. Rest is physically and mentally necessary so that the muscles can repair and rebuild after being challenged, and so that energy and emotional stores can be returned. Proper recovery includes; hydration, stretching, nutrition, postural supports, heat and ice to body parts that need it. Sleep is the most important time to recover and most athletes require seven to ten hours.

Since children and adolescents are still growing and developing, they need more time than adults for recovery between high-intensity training sessions. Similarly, Masters athletes have different physiologies to younger adults and whilst rigorous exercise has proven highly beneficial to the aging athlete, sufficient recovery has proven an essential factor in sustaining their performance. Skater's coaches will share rest and

recovery options for their students and parents are requested to support the rest and recovery of their children for their growth, development and safety.

6.2 Competition Photography and video

For the safety of skaters, flash photography is not permitted during any skating events whether League, States, Nationals or Internationally.

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

League Competitions: Rules for taking photographs and videos at leagues are outlined in programs as well as Event Requirements documents. Parents/coaches are only permitted to take photos/videos of their own child/skater unless permission has been given by the Financial guardian or their delegate of the other child/skater being photographed. Club Members and stakeholders are asked to respect the right of each skater to skate at their best without the interference of flash bulbs to disrupt their routine.

States and Prep States: An official photographer may be appointed to a state, national or international level competition. The official photographer will be given the exclusive right to enter the rink surface for the purpose of taking photographs during presentations. However, the general public may take photographs from the edge of the skating floor as directed at any session. In the event of no official photographer being appointed, Skate Queensland (in accordance with the rules of World Skate) reserves all rights to identify an official photographer for the State, National and any International Championships.

Individuals will be permitted to video tape or film their own events for their own private use but no selling or copying will be permitted without the express approval of Skate Queensland Artistic Committee in writing.

Photographs may be stored by the Queensland State Committee for use in the publicity of State Artistic events.

6.2 Photography and video at National Events

Skate Australia may appoint a video person to film all events and further details are available from the Skate Australia Website.

Australian Artistic Notice of Championships: An official photographer is appointed who will be given the exclusive right to enter the rink surface for the purpose of taking photographs during presentations. However, the general public may take photographs from the edge of the skating floor as directed at any session.

Skate Australia (in accordance with the rules of World Skate) reserves all rights to the Australian Championships photography. Individuals will be permitted to video tape or film events for their own private use but no selling or copying will be permitted without the express approval of Skate Australian in writing.

The Championships may be live streamed depending on budget availability.

6.3 Photography at Seminars and other Education Events

Only coaches can photograph or video their own skaters during any education events. Coaches may video skaters who are demonstrating for their own educational purposes in general classes however the video may NOT be posted to any open social media platform.

Any parents wishing to video their child must request in writing to Queensland Artistic Committee (QAC) at qartcom12@gmail.com prior to the commencement of the seminar. Requests must be made by the skater's financial guardian who their delegate and will only be considered for private lessons not classes. Only the coach of the skater having a private lesson is permitted to video during the private lessons. No-one else is permitted to video except parents (if permission has been granted by QAC as outlined above).

At times during events, skaters may be videoed by event organisers or the Artistic Technical Committee (ATC) for use in judging or educating officials. These will be managed under the confidentiality requirements of [Skate Australia's Bylaw 4: Privacy Policy](#).

6.4 Images of Children

The club does not want images of children to be used inappropriately or illegally. We require that members, wherever possible, obtain permission from a child's financial guardian or their delegate before taking an image of a child that is not their own. We will also ensure that the parent or guardian understand how the image will be used.

When using a photo of a child, we will not name or identify the child or publish personal information such as 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 paedophiles or others to "groom" a child.

We will only use images of children that are relevant to our club's activities and we will ensure that they are suitably clothed in a manner that promotes our club. We will seek permission from a child's financial guardian or their delegate before using the images.

6.5 Technology and Social Media

The Club acknowledges the enormous value that technology like websites and social networking provide in promoting our sport and sharing and celebrate the achievements and success of the people involved. We encourage the constructive use of these social mediums to forward the Club's activities with members and stakeholders, family and friends.

All content for the club websites will be managed by the **Publicity Officer** under the guidance of the Club Management Committee. All changes to the club website will be managed by the Information Manager or delegated to the Publicity officer where appropriate.

6.6 Social networking: Social networking refers to any interactive website or technology that enables people to communicate and/or share content via the internet. This includes social networking websites such as Facebook, Instagram and Twitter.

We expect all people bound by this policy to conduct themselves appropriately when using social networking sites to share information related to our sport.

In particular, social media activity including, but not limited to, postings, blogs, status updates, and tweets is to:

- be in alignment with the Club Code of Conduct,
- not contain material which is, or has the potential to be, offensive, aggressive, defamatory, threatening, discriminatory, obscene, profane, harassing, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate;
- not contain material which is inaccurate, misleading or fraudulent;
- not contain material which is in breach of laws, court orders, undertakings or contracts;
- respect and maintain the privacy of others; and
- promote the sport in a positive way.

Also refer to [Skate Australia By Law 26: Social Media Usage Policy](#)

6.6 Information Management

As a risk management strategy in case of damage or failure, loss of equipment and for security purposes all club data is to be held in Secure Storage by the Registrar. This includes all club paperwork, administration, registrations, complaints, investigations and photos. It is intended that a secure and confidential archive is provided and backed up for Privacy Law requirements whilst providing an area where the information can be readily accessed when required. The Information Manager will therefore ensure secure and private regular backups of a minimal weekly schedule.

The Information Manager will set up a Cloud Drive onto which members and stakeholders can upload the information and maintain a mirrored copy of it for backup purposes. All club information is to be scanned and uploaded to the Cloud Drive except Registrations as these contain confidential information. I.e. addresses, ages, birthdates apply. These are to be sent to the Registrar (LCSARegistrar@outlook.com) for privacy purposes and the Registrar will scan and forward these documents to another secure Cloud Drive with access restrictions. The registrar is to provide a list of photo sensitivities to the Publicity Officer so that photos of club members identifying themselves as not wanting their photos shared are not inappropriately included in publicity activities.

The Information Manager is the custodian of the laptop on which the club financial software is stored. The Treasurer will manage the laptop and the financial bookwork and will back up the bookwork every time they enter data into it. They will then provide a copy of the backup in soft copy to the Information Manager. The Information Manager will provide an instruction document for the Treasurer to follow to ensure the books are backed up and the backup delivered to the Information Manager securely.

The Information Manager will also maintain an Information Technology Access Register listing User names and Passwords for accessing all of the Club's mailboxes and the website.

Records of members will be kept for the duration of their membership and for seven (7) years after they are released from the club.

Only club committee members can access the information relevant to their roles. Club members and stakeholders can only access the information relevant to themselves via an email to the Information Manager (LCSAwebmaster@outlook.com). Information relevant to complaints and disclosure of suspicion of harm will only be released by the investigating officer to parties to the event in accordance with [the Privacy Act 1988](#).

7. RECRUITING, SELECTING, TRAINING AND MANAGING MEMBERS AND VOLUNTEERS

7.1 Mandatory Training

7.1.1 Learn to Skate Participants

exempt.

7.1.2 Developmental & Competitive Skaters over the age of 16

Sport Integrity Australia (Formerly ASADA) <https://elearning.sportintegrity.gov.au/>

- Level 1
- Level 2

7.1.2 All Coaches

Sport Integrity Australia (Formerly ASADA)

<https://elearning.sportintegrity.gov.au/>

- Level 1
- Level 2
- Anti-doping for coaches
- Ethical Decision making 4 modules (Starter course, Helping or dobbing, moral duty or team duty, it's the fans, coaches, sports fault)

Australian Coaching Council

<https://www.openlearning.com/courses/covid-safe-sport-coach-certification/>

- COVID Training

Play by the Rules

<https://www.playbytherules.net.au>

- The Harassment and Discrimination online course
- Child Protection online course
- The Complaint Handling online course

7.1.3 Committee Members

Play by the Rules

<https://www.playbytherules.net.au>

- The Harassment and Discrimination online course
- Child Protection online course
- The Complaint Handling online course

All certificates must be emailed to lcsaregisrtar@outlook.com in PDF Format:

Surname, First Name_SIA_Certificate of Learning_Date of completion

Surname, First Name_PBTR_Name of Module_Date

Surname, First Name_AAC Open Learning_Covid Safe_Date

Screen shot is ok Play by the rules COVID module

7.2 Member Selection

The process for applying to the club is detailed at **Section 6** of the **Club Constitution**. Members are selected on their proven interest in skating either via the Star Classes of the Club or another club or previous artistic skating experience. Their fit and alignment with the Club's Mission and ethos as described in its policies and procedures is also a serious consideration. Membership application details are available from the club [website](#).

The Club Management Committee is elected in Annual General Meetings as detailed in the Club Constitution and are required to undertake the Member Protection training as described in **Section 2. Code of Conduct** above.

7.3 Training and Development

Skaters

Our regularly scheduled training sessions allow parents to ensure their children can be dropped off, supervised and picked up in a responsible manner. An appropriate individual coach/s for competitive skaters is to be negotiated with the Head coach. Individual coaching sessions are to be coordinated by adult skaters or the financial guardian or their delegate of children under 18 with the individual's coach.

Skaters will collaborate with their coach to set annual and period goals and participate in feedback sessions with their coach to improve their performance. The coach will determine the readiness of their skater to attend seminars and development classes and will invite the skater to participate at the relevant time.

Coach

The head coach selects coaches to develop so they may service skaters based on their knowledge of the sport of artistic skating and its disciplines, their skating experience and ability to coach and develop another. Selected coaches are to undergo [Coaching Principles](#) training and formal artistic skating coaching accreditation through [Skate Australia](#). Club coaches are coached and mentored in the specifics of skating by the Head Coach to ensure consistency of standards and performance for the club. It is each coach's responsibility to manage the currency requirements of their role as coach, to consult with the Head Coach for advancing their accreditation through the accredited coaching levels.

Officials

Skating officials including Marshalls, Referees and Judges will be selected by the Club Management Committee and/or Head Coach. Interested Members and stakeholders should express their interest verbally or in writing to the Management Committee or Head Coach, who will advise the interested person on the requirements and guide them through the application and accreditation process (if applicable).

Education Provider

Education and development seminars and events are coordinated through the State and National bodies. Education providers are encouraged to review the requirements at [Skate Australia By Law 1:](#)

- *Attachment B2 Skate Australia Administrators Code of Conduct*
- *Attachment B3 Skate Australia Inc Accredited Coach Education Provider Code of Conduct*
- *Attachment B4 Skate Australia Inc Accredited Coach Education Provider Code of Ethics Form*
- *Attachment B5 Skate Australia Inc Accredited Officials Education Provider Code of Conduct*
- *Attachment B6 Skate Australia Inc Accredited Officials Education Provider Code of Ethics Form*

8. COMMUNICATION

Information on the day to day running of the Club, upcoming competitions and events is shared through established internal channels such as emails, Messenger and the club's closed Facebook page.

We rely on mobile phones, texting, social media and instant messaging to communicate quickly with members about upcoming events, changes in rosters, picking up and dropping children home and updates in general. Members and stakeholders are encouraged to use these easily accessible communication tools, however, are also asked to consider other members in group chats who may be receiving the chat notices and may be unable to respond immediately or find themselves constantly interrupted by unnecessary chatter.

Members and stakeholders are discouraged from interacting with children from the club outside of the general operations of the club. It is not intended that children will be discouraged from "friending" their favourite skaters of all ages and friends in the sport, only that caution should be exhibited about what might constitute an inappropriate relationship with a child.

Information to the media in relation to State run events can only be provided by the Skate Queensland Artistic Committee.

Information about changes to state and national policy and procedures will be emailed to clubs and CAOC chair for distribution through club channels.

Members and stakeholders seeking information or support should talk to;

- the skater's coach about the skater's learning, development, practice and wellbeing needs
- the head coach about selecting and or changing a coach
- the Artistic Representative about the process of nominating and paying for participation in competition
- the Management Committee about any matter pertaining to the governance and management of the club.
- The Information Management Officer about storing and accessing club

information.

Updates to this policy and any of the legislative requirements covered within it will be shared with members and stakeholders on the club's website, in the club newsletter and social media pages.

8.1 Communicating with the Club Management Committee

The following email addresses are to be used when communicating with Committee Members;

- **General:** logancityckatearound@gmail.com
- **President:** lcsapresident@outlook.com
- **Registrar:** lcsaregistrar@outlook.com
- **Treasurer:** lcsatreasurer@outlook.com
- **Artistic Representative:** lcsaartrep@outlook.com
- **Secretary:** TBA
- **Learn to Skate Coordinator:** lcsaregistrar@outlook.com
- **Fundraising / sponsorship Coordinator:** TBA
- **Information Manager:** LCSAwebmaster@outlook.com
- **Publicity Officer:** LCSApublicity@outlook.com
- **Grants:** lcsagrants@gmail.com

When everyone uses these emails it facilitates handover to new incumbents each year and provides a trail for the new incumbent to follow.

8.2 Publicity

The quality and impact of marketing depends a great deal on the readiness of our skaters to share their photos and experience and of parents and stakeholders readiness to commit their time to assist in publicising events.

This section gives options from Mt Warren Sports Centre should the club decide to do marketing;

The Publicity Officer will co-ordinate for marketing activities with the Venue Coordinator and establish opportunities for community interaction in such places as shopping malls and call for parents and stakeholders to assist. More skating time and access to better equipment is achieved through a club with healthy vibrant numbers.

The club will actively promote its activities and event outcomes in the media. The information about the club and publicity of the club will be shared with selected media through the **Publicity Officer** in consultation with the Club Management Committee and Head Coach.

The Mount Warren Sporting Club supports the club with marketing activities including;

- **Notice Boards:** Use of notice boards for non-commercial (sporting association) activities and events.
- **Logan Leisure Centres website:** A webpage advertising club regular activities like Learn to Skate classes.
- **Snap frames:** Enclosed posters of a more permanent nature attached to the

walls around the centre.

- **Week Night Sports Community Flyer:** A semi-regular flyer sent to households advising of venue activities such as gym memberships and times but also available for sporting clubs using the venue.
- **TV advertising in the reception area:** Drafted in powerpoint with text and image – 5 to 10 second display, engages those accessing the venue at the entry point.
- **Club Flyers:** Counter staff find flyers about the club help them to facilitate converting enquiries to registrations.
- **Social Media:** Insports Health and /fitness has approximately 1400 followers and will sharing our posts for events such as Leagues or State Championships, and the tart the year for Skate Stars.
- **Grandstand Sign:** Permanent fixed signage with costs negotiated with management. Exposure of 92, 650 + through the venue daily.
- **Banners in carpark:** A large Ketteredge billboard with exposure to over 70, 000 passers by daily. This option requires an annual investment from the club which may be billed monthly and is to be negotiated with venue management. – top edge slides into the billboard. May be options for getting them produced through a buy now pay later, as part of end of month invoicing.

These channels are also used to promote a healthy, safe and thriving club.

Members and stakeholders with ideas for publicity and promotions are to share with the Publicity Officer at LCSApublicity@outlook.com.

9. **SUPPORTING YOUR CLUB**

Please see Logan City Skate Around Rules

10. **ANNUAL REVIEW**

The Management Committee will organise for an annual review of this policy prior to its annual general meeting. The review is to address;

- Does the club's Member Protection Policy and the strategies within it reflect current legislation?
- In what specific ways is the strategy as outlined in this policy document continue to be effective in addressing risks of harm to our members and stakeholders?
- In what specific ways should the club act to improve the member protection?
- Describe the type of incidents that occurred during the year, whether the Club's procedures were followed and whether any changes are required as a result

The Club President will be accountable for co-ordinating the review process and for ensuring it is documented and results reported in the Annual General Meeting.

Members and stakeholders are encouraged to contribute recommendations for improvements to any part of this document at any time. The recommendation is to made in writing directly to the Club Management Committee or Head Coach who will confirm receipt of it in writing directly to the recommender within 7 days of receipt. The Club Management Committee will consider the recommendation at its next meeting and report their decision

making to the recommender within 14 days of their meeting. An email will suffice for communications between parties.

11. GLOSSARY OF TERMS

[Skate Australia Bylaw 1: Member Protection Policy](#) provides a dictionary of terms used in the sport of skating at page 26. This glossary provides definitions of terms used in this policy with which new or existing members and stakeholders may not be fully aware. If a member of stakeholder identifies a term they believe others would benefit from knowing, please advise the Management Committee who will consider including it in the glossary.

Term	Description
Abuse	Is the violation of an individual's human or civil rights through the act or actions of another person or persons. Types of abuse include physical abuse, psychological or emotional abuse, sexual abuse, constraints
ASADA	Australian Sports Anti-Doping Authority, Now Sport Integrity Australia
ATC	Artistic Technical Committee
COAC	Queensland Commissioned Artistic Officials Committee
Complaint Handler	Any person in authority in the club or association that may be required to manage complaints or concerns, this may include resolution, investigation and mediation. Complaint Handlers may be in the role of a President, Secretary, committee, coaches and officials (referees and umpires).
Financial Members	Members whose membership fees including monthly fees are up to date and no more than 1 months in arrears.
FIRS	Federation of International Roller Skaters
Good Faith	Although the Australian Competition and Consumer Commission does not define exactly what good faith means, it does state that the obligation of good faith is to reflect historical judge-made law (known as the 'common law'). Under common law, good faith requires parties to an agreement to exercise their powers reasonably and not arbitrarily or for some irrelevant purpose. Certain conduct may lack good faith if one party acts dishonestly, or fails to have regard to the legitimate interests of the other party.
MPIO	A person who has completed a state or territory MPIO course. The MPIO is responsible for providing information about a person's rights, responsibilities and options to an individual making a complaint or raising a concern, as well as support during the process. They may reside within the club or association, or be freelance (not linked to the sport). They are NOT a person who investigates matters, advises, or advocates for the complainant.
Procedural fairness	Requires that: <ul style="list-style-type: none"> • the respondent knows the full details of what is being said against him or her and they have the opportunity to respond; • no person may judge their own case; and • the decision-maker(s) must be unbiased, fair and just.
QACC	Queensland Accredited Coaches' Committee

Stakeholder	A sponsor or patron and anyone engaged or participating in a club activity in a support or spectator role.
Sport Integrity Australia	Formerly ADASA

12. REFERENCES

AIS (2013) National Safeguarding Children in Sport Strategy

AIS (2013) Child Safe Sports Framework

Associations Incorporation Act 1981

Logan City Subordinate Local Law No. 12.4 (Community and Major Venues) 2003

Mount Warren Fire and Evacuation Plan

Mount Warren Sport Centre Monthly Hazard Inspection Report (12270343)

Mount Warren Cleaners Weekly Cleaning Schedule (11679371)

Skate Australia Inc, Member Protection Policy – November 2016 34

Skate Queensland Completed Risk Assessment – Mount Warren Sporting Complex, dated ###

Federal Law

[Racial Discrimination Act 1975](#)

[Sex Discrimination Act 1984](#)

[Disability Discrimination Act 1992](#)

[Age Discrimination Act 2004](#)

[The Privacy Act 1988](#)