



THA MEMBER PROTECTION POLICY

THE POLICY AND CODES OF BEHAVIOUR CAN BE FOUND ON THE HOCKEY AUSTRALIA WEBSITE . THE LINK IS:

<http://www.hockey.org.au/Portals/2/Ops%20Manual/2014%20Hockey%20Australia%20Member%20Protection%20Policy.pdf>

PART B: CODES OF BEHAVIOUR

- Attachment B1: Coaches/Managers/Team Officials Code of Behaviour
- Attachment B2: Officials Code of Behaviour
- Attachment B3: Player/Athlete Code of Behaviour
- Attachment B4: Administrator Code of Behaviour
- Attachment B5: Board Member Code of Behaviour
- Attachment B6: Parent/Guardian Code of Behaviour
- Attachment B7: Spectator Code of Behaviour

PART D: COMPLAINT HANDLING PROCEDURES

We will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously. We will provide individuals with an informal and informal process to resolve the matter, along with access to an external complaint handling body, based on their preferences and the nature of the complaint. We also provide an appeals process for those matters where it is required. We will maintain confidentiality as far as possible and ensure that no one is victimised for making, supporting or providing information about a complaint.

All complaints will need to be completed on an appropriate ' Complaint Form', available from *reception* or via the Website, and submitted to *Office*.

PART E: REPORTING REQUIREMENTS AND FORMS

We will 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 and stored in a secure place. We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity. We will ensure that everyone who works with our organisation in a paid or unpaid capacity understands how to appropriately receive and record allegations of child abuse and neglect and how to report those allegations to the relevant authorities in their state or territory.



ATTACHMENTS

- Attachment E1: Confidential record of informal complaint
- Attachment E2: Confidential record of formal complaint
- Attachment E3: Confidential record of child abuse allegation

All complaints will need to be completed on the appropriate form available from *reception* or via the Website, and submitted to *Office*.

GOVERNANCE

Responsibility

Policy Owner	Hockey Australia / THA
---------------------	------------------------

Version Control And Change History

Version Number	Approval Date	Adopted by THA	Amendment
1 Hockey Australia Version 8	March 2014	19 th April 2016	
2			

1.1 Policy and Procedure Directory

Category
1. Member Protection