



# Child and Youth Risk Management Strategy

---

**Toowoomba Hockey Association Inc**



**Table of Contents**

1. Toowoomba Hockey Association’s Child Protection Policy .....4

    1.1 Purpose .....4

    1.2 Who Must Comply .....4

    1.3 Statement of Commitment.....4

    1.4 Policy .....4

    1.5 Implementing the Policy .....5

    1.6 Monitoring Compliance .....5

    1.7 Breaches.....5

    1.8 Evaluation and Review .....5

2. Code Of Conduct For Interacting With Children And Young People .....6

    2.1 Who Must Comply With This Code?.....6

    2.2 Code of Conduct.....6

3. Volunteer Position Descriptions .....8

    3.1 THA Volunteer Coordinator Position Description .....8

    3.2 THA Junior Chairman of Selectors Position Description .....9

    3.3 THA Senior Chairman of Selectors Position Description ..... 10

    3.4 THA Team Coach Position Description ..... 11

    3.5 THA Assistant Coach Position Description ..... 12

    3.6 THA Team Manager Position Description ..... 13

    3.7 THA Video Analyst Position Description..... 14

4. Recruitment, Selection, Management And Training Of Staff And Volunteers .....15

5. Handling Disclosures Or Suspicions Of Harm .....16

    5.1 Policy ..... 16

    5.2 Who Must Comply With This Policy?..... 16

    5.3 Definitions Of Harm ..... 16

    5.4 Definition Of Suspicion Of Harm..... 16

    5.5 Receiving A Disclosure..... 16

    5.6 Dealing With A Disclosure ..... 17

    5.7 Definition Of Disclosure of Harm ..... 17

    5.8 Procedures To Minimise Harm To Children And Young People ..... 17

    5.9 Procedures For Receiving A Disclosure Of Harm ..... 18

    5.10 Reporting Guidelines For Disclosures Or Suspicions Of Harm..... 18

    5.11 Documenting A Suspicion Of Harm..... 18

    5.12 Documenting A Disclosure Of Harm..... 18

    5.13 Reporting The Disclosure Or Suspicion Of Harm To Authorities ..... 18

    5.14 Actions Following A Disclosure Of Harm..... 18

    5.15 Review Procedures..... 19

6. Managing Breaches Of The Risk Management Strategy .....20

7. High Risk Activities And Special Events .....21

8. Compliance With Blue Card Legislation .....22

9. Rights And Expectations Of Parents And Guardians .....23

10. Procedures For Reviewing The Child And Youth Risk Management Strategy .....24

    10.1 Frequency Of Reviews ..... 24

    10.2 Who Will Be Involved In The Review..... 24

    10.3 What Will Be Covered In The Review ..... 24

    10.4 Following The Review..... 24

    10.5 Procedures For Maintaining the Employee Register ..... 24

11. Strategies For Communication And Support .....25

12. Appendices .....26

    12.1 Recruitment And Selection Of Volunteers Procedure ..... 26

    12.2 Blue Card Membership Register ..... 26

    12.3 Incident Report Form ..... 26

    12.4 Managing Breaches Of The Child and Youth Risk Management Strategy Policy ..... 26

    12.5 THA Recommended Guidelines ..... 26



---

12.6	Blue Card Compliance Policy .....	26
12.7	Parent/Guardian Code Of Behaviour.....	26
12.8	Information Sheet For Parents/Carers.....	26
12.9	Coaches Code Of Behaviour .....	26
12.10	Officials Code Of Behaviour .....	26
13.	Governance .....	27
13.1	Responsibility.....	27
13.2	Version Control And Change History.....	27
13.3	Policy And Procedure Directory.....	27



# 1. TOOWOOMBA HOCKEY ASSOCIATION'S CHILD PROTECTION POLICY

## 1.1 Purpose

- 1.1.1 The policy provides the procedures that support our commitment to eliminating child abuse from our sport. As part of this commitment, the Toowoomba Hockey Association Inc. (THA) and affiliated clubs of the Association will take disciplinary action against any person or organisation bound by this policy if they breach it.

## 1.2 Who Must Comply

- 1.2.1 This policy applies to the following, whether they are in a paid or unpaid/voluntary capacity of THA or affiliated clubs of the Association:
- Individuals on the Board of Directors, committees and sub-committees.
  - Employees and volunteers.
  - Support personnel (e.g. managers).
  - Coaches and assistant coaches.
  - Players.
  - Referees, umpires and other officials.
  - Members, including life members.
  - Any other person or organisation that is a member of or affiliated to the THA.
  - Parents, guardians, spectators and sponsors to the full extent that is possible.

## 1.3 Statement of Commitment

- 1.3.1 The THA is committed to ensuring that the safety, welfare and wellbeing of children is maintained at all times during their participation in activities run by the THA.
- 1.3.2 The THA aims to provide a safe environment for all children and young people and to assist all paid employees and volunteers, officials, coaches, managers and members to recognise child abuse and neglect and follow the appropriate notification procedures when reporting alleged abuse.

## 1.4 Policy

- 1.4.1 All volunteers and staff within the THA, who directly and individually deal with children under the age of 18 on a regular basis will undergo the Working with Children Check and will hold a positive notice blue card (where exemptions do not apply).
- 1.4.2 Volunteers working on a short-term or one-off basis will be required to undergo the Working with Children Check or hold a blue card. (where an exemption does not apply).
- 1.4.3 THA volunteers are not required to undertake a Working with Children Check or hold a blue card where exemptions apply (as defined by the Commission for Children and Young People and Child Guardian), which includes the following circumstances:
- Children under the age of 18 years who are volunteers;
  - Parent volunteers who provide services or conduct activities in the THA and where the volunteer parent and child are involved in the same or similar service or activity
- 1.4.4 Where there is evidence, disclosure or reasonable suspicion of harm or abuse to a child or young person within the THA, the Department of Communities, the police or the relevant government department is to be notified immediately.
- 1.4.5 All disclosures and allegations of child abuse will be dealt with promptly, seriously, sensitively and confidentially. A person will not be victimised for reporting an allegation of child abuse and the privacy of all persons concerned will be respected.



## **1.5 Implementing the Policy**

- 1.5.1 This policy will be effective from the date upon which it is accepted and adopted by the Board of Directors of the THA. All committee members, volunteers and staff who work with children and young people are to receive a copy of the policy upon its adoption, and are expected to familiarise themselves with the document.

## **1.6 Monitoring Compliance**

- 1.6.1 Compliance with this policy will be monitored by the THA's Board of Directors via regular liaison with THA volunteers and members.

## **1.7 Breaches**

- 1.7.1 The THA will review any allegations of breaches of this policy and take steps to minimise the risk of any further breaches. Non-compliance with the *Commission for Children and Young People and Child Guardian Act 2000 (Qld)* will result in penalties imposed under the Act. Refer to the Act for information regarding failure to comply.

## **1.8 Evaluation and Review**

- 1.8.1 This policy will be reviewed annually, in line with the THA's review of its entire Child and Youth Risk Management Strategy. The policy will be reviewed with regard given to any aspects of the document that require changes. This review shall be carried out by the THA's Board of Directors.



---

## 2. CODE OF CONDUCT FOR INTERACTING WITH CHILDREN AND YOUNG PEOPLE

### 2.1 Who Must Comply With This Code?

- a) Individuals on the Board of Directors, committees and sub-committees;
- b) Employees and volunteers;
- c) Support personnel (e.g. managers);
- d) Coaches and assistant coaches;
- e) Players;
- f) Children and young people;
- g) Referees, umpires and other officials;
- h) Members, including life members;
- i) Any other person or organisation that is a member of or affiliated to the THA;
- j) Parents, guardians, spectators and sponsors to the full extent that is possible;

2.1.2 This Code of Conduct compliments the Codes of Behaviour for relevant positions within the organisation (see appendix 1.)

### 2.2 Code of Conduct

- a) Use appropriate language when dealing with children and young people;
- b) Do not make inappropriate physical contact with any children or young people;
- c) If coaching or officiating, maintain professional relationships with children and young people within the THA and treat them with the same respect you would offer an adult;
- d) Do not tolerate bullying within the THA, either amongst children and young people, or from adults towards children and young people;
- e) Place the safety and welfare of children and young people above all else;
- f) Report all violent and illegal acts;
- g) Set a good example for children and young people within the THA by the way you dress, speak and act.

2.2.2 If anyone within the THA is faced with an ethical dilemma, they should ask themselves:

- a) Is this action legal?
- b) Will the decision be in the best interest of the child or young person?
- c) Do I have all relevant information to make an informed, responsible decision?
- d) Is it consistent with the organisation and its policies?
- e) Do I think it is the right thing to do – if not, why not?
- f) Would other people think it was the right thing to do? If not, why not?
- g) What will the consequences be for our organisation, for my colleagues and for me?
- h) Can I justify my actions?
- i) What will happen if this matter becomes public, for example, in the media?



<b>Behaviour</b>	<b>Appropriate</b>	<b>Inappropriate</b>
Language	Using encouraging positive words and a pleasant tone of voice Open and honest communication	Insults, criticisms or name calling Bullying, swearing or yelling Sexually suggestive comments/jokes
Relationships	Being a positive role model Building relationships based on trust Empowering children to share in decision making	Favouritism or giving gifts Spending excessive amounts of time alone with children Contact outside of working hours (either physical or via email/phone) Bullying, harassment 'Grooming' children or young people
Physical Contact	Allowing for personal space Touching due to medical emergency or protecting from physical harm Non-threatening	Violent or aggressive behaviour including hitting, kicking, slapping or pushing Kissing or touching of a sexual nature consistent with 'grooming'
Other	Appropriate attire/clothing for role Use of internet/mobile phone for work related purposes only	Using alcohol or other substances before or during work Inappropriate clothing Sending inappropriate emails



### 3. VOLUNTEER POSITION DESCRIPTIONS

#### 3.1 THA Volunteer Coordinator Position Description

<b>Responsibility</b>	To essentially manage hockey volunteers in the association and provide the link between the Executive Committee and other volunteers.
<b>Key Roles</b>	<p>To be a member of the executive.</p> <p>Assist in the planning, implementation and evaluation of the volunteer management program.</p> <p>Assist in the development of a policy on volunteering in conjunction with the management committee.</p> <p>Plan and develop a recruitment strategy in alignment with the association planning process.</p> <p>Seek out, recruit, select, appoint in conjunction with the Board of Directors and deploy volunteers.</p> <p>Provide job descriptions for all tasks and revise volunteer duties regularly.</p> <p>Organise orientation and training of volunteers where appropriate.</p> <p>Hold regular meetings with volunteers.</p> <p>Ensure appropriate recognition of the volunteers &amp; make volunteers feel 'special' by public and personal acknowledgments.</p> <p>Keep up-to-date record of volunteers.</p> <p>Ensure that the right person is found for the particular job and that where there is a mismatch that the volunteer's feelings are considered and valued.</p>
<b>Helpful Hints</b>	<p>Be aware of the nature of volunteering and be able to keep volunteers motivated and enthusiastic.</p> <p>Have an understanding of the organisational goals and structure of the hockey Association.</p> <p>Know the role that volunteers play within the association.</p> <p>Know the principles of, and have the ability to manage people.</p> <p>Communicate effectively and in a positive, encouraging manner.</p> <p>Produce written material for posters, newsletters etc.</p> <p>Supervise, evaluate and make necessary changes to the volunteer programs as appropriate.</p> <p>Assist volunteers work together as a team.</p> <p>Create a social and friendly environment.</p>





### 3.2 THA Junior Chairman of Selectors Position Description

<b>Responsibility</b>	To select the most competent players for junior representative teams in conjunction with the Regional Coaching Director.
<b>Key Roles</b>	<p>Agree upon the competencies needed for each position, valid performance criteria and assessment methods with coach, assistant coach and manager.</p> <p>Communicate with clubs when player trials are to take place and when players have been identified as candidates for the team.</p> <p>Selection of players in specialist positions.</p> <p>Meet as a panel with coaches, assistant coach and manager to choose a team based on competence.</p>
<b>Attributes</b>	<p>A sound technical knowledge of the game is essential.</p> <p>The ability to observe and to be analytical is essential to establish important matters such as:</p> <ul style="list-style-type: none"><li>• whether a player has the ability to take the transition from one level to another;</li><li>• whether a player performs well in a high pressure situation;</li><li>• recognition of qualities such as determination and mental toughness;</li><li>• recognition of absolute potential.</li></ul> <p>A selector must be honest in his appraisal of and communication with players, at the same time being tactful. Criticism constructively presented has a positive influence but thoughtless criticism can be destructive to a playing career.</p>
<b>Other</b>	<p>It is important that selectors:</p> <ul style="list-style-type: none"><li>• maintain confidentiality of discussion.</li><li>• are objective and unbiased.</li><li>• are consistent in their views.</li><li>• Selectors need to be disciplined in the selection process to ensure that established criteria are met</li><li>• balance and overall team balance in relation to the match plan.</li><li>• Good selectors need to be both firm and persuasive; otherwise their well formed views will have no impact.</li></ul>



### 3.3 THA Senior Chairman of Selectors Position Description

<b>Responsibility</b>	To select the most competent players for senior representative teams in conjunction with the Regional Coaching Director.
<b>Key Roles</b>	<p>Agree upon the competencies needed for each position, valid performance criteria and assessment methods with coach, assistant coach and manager.</p> <p>Communicate with clubs when player trials are to take place and when players have been identified as candidates for the team.</p> <p>Selection of players in specialist positions.</p> <p>Meet as a panel with coaches, assistant coach and manager to choose a team based on competence.</p>
<b>Attributes</b>	<p>A sound technical knowledge of the game is essential.</p> <p>The ability to observe and to be analytical is essential to establish important matters such as:</p> <ul style="list-style-type: none"><li>• whether a player has the ability to take the transition from one level to another;</li><li>• whether a player performs well in a high pressure situation;</li><li>• recognition of qualities such as determination and mental toughness;</li><li>• recognition of absolute potential.</li></ul> <p>A selector must be honest in his appraisal of and communication with players, at the same time being tactful. Criticism constructively presented has a positive influence but thoughtless criticism can be destructive to a playing career.</p>
<b>Other</b>	<p>It is important that selectors:</p> <ul style="list-style-type: none"><li>• maintain confidentiality of discussion.</li><li>• are objective and unbiased.</li><li>• are consistent in their views.</li><li>• Selectors need to be disciplined in the selection process to ensure that established criteria are met</li><li>• balance and overall team balance in relation to the match plan.</li><li>• Good selectors need to be both firm and persuasive; otherwise their well formed views will have no impact.</li></ul>



### 3.4 THA Team Coach Position Description

<p><b>Responsibility</b></p>	<p>To provide the athletes with the opportunity to reach their potential through excellent technical and tactical coaching.</p> <p>Provide the platform to allow the team to excel at the major tournament.</p>
<p><b>Key Roles</b></p>	<p>Prepare all training and coaching programs for the team;</p> <p>Be responsible to supervise each coaching session for the team or delegate such areas of the coaching, training and fitness programmes to appropriate Association officials;</p> <p>Liaise with the appropriate selection panel regarding team composition and attend trials whenever possible.</p> <p>If injury occurs to any player, arrange and report on fitness test fourteen (14) days prior to departure or assembly, whichever is first and report to the Regional Coaching Director.</p> <p>At all times comply with all competition and match rules, THA guidelines, procedures and policies, THA codes of behaviour.</p> <p>Not act in any way that may bring the game of hockey, the team or the THA into disrepute;</p> <p>During any match or competition dates, attend at the team venues and provide coaching game support and guidance to the team members. The coach will also accompany the team to and from the event and stay with the team at the team accommodation (unless otherwise agreed by the THA);</p> <p>Ensure the team members conduct is appropriate at all times;</p> <p>Recommend appropriate disciplinary measures to THA for any team member that is not complying with THA requirements and guidelines;</p> <p>Attend regular meetings with THA at a time and place convenient to both parties to report on the progress of the team and provide such other information relating to the team and THA may require.</p> <p>The coach is responsible for completing the coaches report (as provided by THA) within 14 days and submission to the Toowoomba Hockey Committee.</p> <p>During the event:</p> <ul style="list-style-type: none"> <li>a) Rotate players on the field to ensure all players in the team play for equal time (if possible). Only in semi-finals and finals will the coach use their discretion on playing time for players.</li> <li>b) Under 11 players must be rotated evenly and given equal time (if possible).</li> <li>c) No captains or vice-captains are appointed for under 11 teams. The position of co-captains is rotated over the whole championships.</li> <li>d) Confer with the manager only on matters of dispute etc.</li> <li>e) Confer with the manager for the daily schedule.</li> <li>f) Selection of run-on team is to be advised to the manager as soon as possible after the team meeting with coach and captain prior to the match.</li> <li>g) Liaise with the manager and team physiotherapist/sports trainer on the appropriate nutritional intake and hydration needs for players during the championships.</li> </ul> <p>The representative coaches kit provides a fuller description of duties.</p>



### 3.5 THA Assistant Coach Position Description

<b>Responsibility</b>	To provide assistance, advice and support to, and carry out duties as designated by, the designated coach.
<b>Key Roles</b>	<p>The role of Assistant Coach involves the following duties:</p> <p>Pre-Tournament</p> <ul style="list-style-type: none"><li>• Be familiar with the coaching philosophy of the coach and be capable of supporting this philosophy</li><li>• Be familiar with the various strategies that the coach has for the team and be capable of supporting these strategies</li><li>• Assist the coach in identifying areas for development within the team</li><li>• Assist the coach at practices, matches and team discussions</li><li>• Assist the team manager where possible with logistics</li></ul> <p>During Tournament</p> <ul style="list-style-type: none"><li>• Assist the coach at practices (usually only one practice), matches and team discussions</li><li>• Assist the coach in identifying team strategy for each opponent</li><li>• Assist the team manager where possible with logistics</li></ul> <p>It is important to recognise that the role of assistant coach will differ from team to team. Each coach will have different expectations of an assistant coach and as a result a concrete job description is not possible. On that basis, it is important that a coach and assistant coach discuss their expectations as soon as possible following appointment to the position.</p> <p>The representative coaches kit provides a fuller description of duties.</p>



### 3.6 THA Team Manager Position Description

<b>Responsibility</b>	Team Managers have an extremely important role ensuring the successful management of the team and welfare of the players in their care.
<b>Key Roles</b>	<p>The role of Representative Manager involves the following duties:</p> <p>Pre-Tournament</p> <ul style="list-style-type: none"> <li>• Coordinate the communication of information within the team, including team management (e.g. coaches) and Club Glenvale Reception/Accounts.</li> <li>• Act as liaison between the players (and parents where appropriate), team management (e.g. coaches) and Club Glenvale Reception/Accounts.</li> <li>• Ensure arrangements are in place for practices, preparation matches and state championships.</li> <li>• Be responsible for the management and distribution of team gear (including uniforms, first aid kit, balls and other practice equipment).</li> <li>• Prepare a team budget for all incidental costs across the program, communicate this information to players and collect payment from players (options exist in terms of the management of these funds and should be discussed with Club Glenvale Reception/Accounts).</li> <li>• Coordinate team fundraising activities (although responsibility for various activities can be delegated).</li> <li>• Ensure all relevant documentation relating to the team is completed and submitted to either Club Glenvale Reception.</li> </ul> <p>During Tournament</p> <ul style="list-style-type: none"> <li>• Establish the daily schedule in conjunction with the coaches and ensure arrangements are in place for the schedule to be delivered</li> <li>• Be the liaison for the team with tournament personnel, as well as other interested parties, such as accommodation, airport and rental vehicle company staff.</li> <li>• Be aware of specific tournament and tournament venue regulations and ensure these are adhered to by the team and team members.</li> </ul> <p>Post-Tournament</p> <ul style="list-style-type: none"> <li>• Return to THA all team gear distributed at the start of the program</li> <li>• Prepare and submit to THA a report on the full team program, including the provision of all relevant financial information.</li> </ul> <p>The representative manager’s kit provides a fuller description of duties.</p>



### 3.7 THA Video Analyst Position Description

<b>Responsibility</b>	Team Managers have an extremely important role ensuring the successful management of the team and welfare of the players in their care.
<b>Key Roles</b>	<p>The role of Video Analyst involves the following duties:</p> <p>Pre-Tournament</p> <ul style="list-style-type: none"><li>• Be familiar with the effective operation of software and hardware used by THA for video analysis.</li><li>• Understand exactly what information the coach wishes to access from video analysis and code matches to capture this information.</li><li>• Video practices or matches as directed by the coach.</li><li>• Provide match analysis to the coach in a format suitable for intended use by the coach.</li><li>• If capable, provide additional feedback to the coach on strengths and weaknesses of the team or an opposition team that may be of interest to the coach.</li><li>• Assist the team manager where possible with logistics.</li></ul> <p>During Tournament</p> <ul style="list-style-type: none"><li>• Video matches as directed by the coach.</li><li>• Provide match analysis to the coach in a format suitable for intended use by the coach.</li><li>• If capable, provide additional feedback to the coach on strengths and weaknesses of the team or an opposition team that may be of interest to the coach.</li><li>• Assist the team manager where possible with logistics.</li></ul> <p>It is important to recognise that the role of video analyst will differ from team to team. Each coach will have different expectations of a Video Analyst and what information they want from video analysis, and as a result a concrete job description is not possible. On that basis, it is important that a coach and video analyst discuss their expectations as soon as possible following appointment to the position.</p>



## 4. RECRUITMENT, SELECTION, MANAGEMENT AND TRAINING OF STAFF AND VOLUNTEERS

- 4.1.1 To assist with effective child protection, the THA will implement appropriate recruitment, selection, screening, induction, monitoring and management of volunteers and staff who work with children and young people within the THA, see *Appendix 12.1 Recruitment and Selection of Volunteers Procedure*.
- 4.1.2 Any person nominated by the THA Board of Directors to recruit volunteers and staff will implement this Child Protection Risk Management Strategy in all recruiting activities. In particular, applicants for positions regularly dealing with children will be required to demonstrate an ability to comply with child safety requirements and will be informed that it will be mandatory for them to hold and maintain a blue card while working for the Association (where an exemption does not apply).
- 4.1.3 Once identified, volunteers and staff will be screened to ensure that they fit with the organisation and with the positions to be filled. In screening volunteers and staff, the Association recognises the importance of assessing the skills, experience and availability of potential workers, or their willingness to learn the required skills through training. Volunteers and staff should then be matched to the needs of the Association.
- 4.1.4 Once new volunteers and staff have been successfully recruited and screened, the Association will ensure their effective induction. Induction will include making workers aware of the following:
- a) The THA's commitment to an environment which is safe and friendly to children and young people;
  - b) The THA's child and youth friendly policies, codes of conduct and procedures;
  - c) Procedures to follow when harm is disclosed or suspected;
  - d) Their rights and responsibilities;
  - e) What is expected of them;
  - f) What they can and can't do – the boundaries of their roles;
  - g) The roles of the key people in the THA;
  - h) What to expect if there is an allegation of harm made against them or to them;
- 4.1.5 Once selected, volunteers and staff regularly working with children and young people will be required to obtain a blue card (where an exemption does not apply). The Association's blue card register (*Appendix 12.2 Blue Card Membership Register*) will be utilised to monitor who within the Association holds a current blue card, as well as blue card numbers and expiry dates.
- 4.1.6 Training will be provided to volunteers and staff to outline their responsibilities under the THA's codes of conduct and other organisational policies. Training will also be provided that alerts workers to the nature of harm which can occur to children and young people, and how to respond to disclosures or suspicions of harm.
- 4.1.7 Training for volunteers and staff will aim to:
- a) Enhance the skills and knowledge of workers, enabling them to do their job effectively;
  - b) Reduce exposure to risks;
  - c) Support friendly environments for children and young people.
- 4.1.8 The THA may use information sheets, training materials and strategies to help volunteers, staff and parents identify and manage risks of harm.



---

## 5. HANDLING DISCLOSURES OR SUSPICIONS OF HARM

### 5.1 Policy

All staff will receive training in identifying risks of harm and handling disclosures or suspicions of harm as soon as possible upon commencing employment. All staff will report disclosed or suspected harm to either the Department of Communities or the Queensland Police Service who will decide on an appropriate course of action.

### 5.2 Who must comply with this policy?

- 5.2.1 The following people must comply with this policy:
- Employees and volunteers;
  - Contractors;
  - Committee members; and
  - Work experience students/students on placement.

### 5.3 Definitions of Harm

- 5.3.1 Harm as defined under the *Child Protection Act 1999* as 'any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. For harm to be significant, the detrimental effect on the child's wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child's presentation, functioning or behaviour'.
- 5.3.2 Harm may be categorised as:
- Physical abuse, for example, beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication;
  - Emotional or psychological abuse, for example, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement;
  - Neglect, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school, and
  - Sexual abuse or exploitation, for example sexual jokes or touching, exposing children to sexual acts or pornography or having sexual intercourse with a child or young person under 16 years of age (even if the child appears to have consented).

### 5.4 Definition of Suspicion of Harm

- 5.4.1 You can suspect harm if:
- You are concerned by significant changes in behaviour or the presence of new unexplained and suspicious injuries.

### 5.5 Receiving a Disclosure

- 5.5.1 When THA volunteers or staff are confronted with disclosures of harm or suspect harm to children and young people, they will respond professionally and in the best interests of the child or young person subjected to the alleged harm. Complaints will be dealt with promptly, seriously, sensitively and confidentially.
- 5.5.2 In the event that a volunteer or employee is confronted with disclosures of harm, that person will:
- Not react in a shocked or critical way;
  - Reassure the child or young person they have done the right thing in telling;
  - Say they need to tell someone else who can help the child or young person;
  - Reassure the child or young person that they will only tell someone who will make them safe;
  - Ultimately believe the child or young person and assume that they are telling the truth;
  - Not ask leading questions such as "Did 'x' touch you?", but ask non-leading questions such as "Tell me what happened next";
  - Only ask the child or young person enough questions to determine the need to report the matter to the Queensland Police Service or the Department of Communities.





## 5.6 Dealing With A Disclosure

- 5.6.1 Following a disclosure of harm from a child or young person, the THA will investigate whether the allegation should be reported to either the Queensland Police Service or the Department of Communities. If the incident(s) are serious or criminal in nature, the THA's response should be immediate. All other allegations should be actioned as soon as possible, preferably within 24 hours.
- 5.6.2 For allegations of a serious or criminal nature, the THA will follow these guidelines:
- If the allegation involves a child at risk of harm, the incident should immediately be reported to the police or other appropriate authority. Some allegations may need to be reported to both the police and relevant government agency
  - The THA will contact the Commission for Children and Young People and Child Guardian for advice if there is any doubt whether the complaint should be reported.
  - If the child's parent(s) or guardian is suspected of committing the abuse, the THA will report the allegation to the Police or the Department of Communities immediately.
- 5.6.3 Strict confidentiality, impartiality, fairness and due process must be maintained at all times.
- 5.6.4 Under no circumstances will the THA conduct its own investigations into any serious allegations or allegations of a criminal nature.

## 5.7 Definition of Disclosure of Harm

- 5.7.1 A disclosure of harm occurs when someone, including a child, tells you about harm that has happened or is likely to happen.
- 5.7.2 Disclosures of harm may start with:
- "I think I saw ...."
  - "Somebody told me that ..."
  - "Just think you should know ..."
  - "I'm not sure what I want you to do, but ..."

## 5.8 Procedures to Minimise Harm to Children and Young People

- 5.8.1 Our organisation works to minimise harm to children and young people by acting in a manner that supports their interests and wellbeing, by:
- Making sure that children know that it is their right to feel safe at all times;
  - Teaching them about acceptable and unacceptable behaviour in general;
  - Letting them know who is and who is not an employee in the organisation;
  - Allowing them to be a part of decision-making processes;
  - Making sure they are safe by monitoring their activities and ensuring their environment meets all safety requirements;
  - Taking anything a child or young person says seriously and following up their concerns;
  - Letting them know there is no secret too awful, no story too terrible, that they can't share with someone they trust;
  - Teaching them about appropriate and inappropriate contact in a manner appropriate to their age and level of understanding;
  - Teaching children and young people to say 'no' to anything that makes them feel unsafe;
  - Encouraging them to tell staff of any suspicious activities or people; and
  - Listening to children and young people and letting them know that staff are available for them if they have any concerns.



## 5.9 Procedures for Receiving a Disclosure of Harm

5.9.1 When receiving a disclosure of harm:

- a) Remain calm and find a private place to talk;
- b) Don't promise that you'll keep a secret; tell them they have done the right thing in telling you but that you'll need to tell someone who can help keep them safe;
- c) Only ask enough questions to confirm the need to report the matter; probing questions could cause distress, confusion and interfere with any later enquiries; and
- d) Do not attempt to conduct your own investigation or mediate and outcome between the parties involved.

## 5.10 Reporting Guidelines for Disclosures or Suspicions of Harm

5.10.1 Following are the actions are organisation will take immediate following a disclosure or suspicion of harm.

### 5.11 Documenting a Suspicion of Harm

5.11.1 If you or others have concerns about the safety of a child, record your concerns in a non-judgemental and accurate manner as soon as possible. If a parent explains a noticeable mark on a child, record you own observations as well as accurate details of the conversation. If you see unsafe or harmful actions towards a child in your care, intervene immediately, provided it is safe to do so. If it is unsafe, call the police for assistance.

### 5.12 Documenting a Disclosure of Harm

5.12.1 Complete an incident report form (*Appendix 12.3 Incident Report Form*) or record the details as soon as possible so that they are accurately captured. Include:

- a) Time, date and place of the disclosure;
- b) 'Word for word' what happened and what was said, including anything you said and any actions that have been taken; and
- c) Date of report and signature.

5.12.2 If you need to take notes as the person is telling you, explain that you are taking a record in case any later enquiry occurs.

### 5.13 Reporting the Disclosure or Suspicion of Harm to Authorities

5.13.1 Our organisation will not conduct its own enquiries in relation to the disclosure or suspicion of harm or try to come to an agreement between the parties involved. The person who receives a disclosure or suspects harm is to contact the relevant authority to ensure information provided is comprehensive and accurate.

5.13.2 Report the matter to:

- a) Department of Communities (Child Safety Services) on 1300 683 390 or freecall 1800 811 810; or
- b) Queensland Police Service on (07) 4631 6333 and ask for the Child Protection Investigation Unit.

### 5.14 Actions Following a Disclosure of Harm

5.14.1 Support and counselling will be offered to all parties involved.

5.14.2 Processes for those involved in the report:

- a) The child or young person: The children and young people involved should be offered appropriate counselling and support.
- b) The person who made the report: *Under Section 22 of the Child Protection Act 1999*, a person who reports suspected child abuse is protected from civil or criminal legal actions and is not considered to have broken any code of conduct ethics. Details of the person who made the report are to be completely confidential and will not be made available to the family of the child or young person, or the person against whom the allegation has been made.



- c) The person against whom the allegation has been made: If the person responding to the allegation of harm is a member of the organisation, you may need to review their duties. If they continue to interact/work with children, ensure that they are appropriately supervised at all times. You may want to seek legal advice as to the extent to which that person can carry out duties in the organisation.

## **5.15 Review Procedures**

- 5.15.1 The organisation's policy and procedures for handling disclosures or suspicions of harm are to be reviewed and assessed regularly to ensure that the Association is continuing to provide a safe and supportive service environment.



---

## 6. MANAGING BREACHES OF THE RISK MANAGEMENT STRATEGY

- 6.1.1 The THA will review any allegations of breaches of the Child and Youth Risk Management Strategy and take steps to minimise the risk of any further breaches.
- 6.1.2 Non-compliance with the *Commission for Children and Young People Act 2000 (Qld)* will result in penalties imposed under the Act. Refer to the Act for information regarding failure to comply.
- 6.1.3 Refer to (*Appendix 12.4 Managing Breaches of the Risk Management Strategy*) for complete policy.



## 7. HIGH RISK ACTIVITIES AND SPECIAL EVENTS

7.1.1 Association volunteers and employees have less control over events and activities which are conducted away from the Toowoomba Hockey Centre, Clyde Park. Volunteers and paid employees must therefore ensure that participating in 'away' events or activities will not compromise the Association's commitment to providing a safe environment for children and young people by:

- a) Ensuring that enough information has been provided to parents or carers so they can make an informed decision about whether they want their children to attend;
- b) Evaluating any risks involved with attending the event and developing procedures to minimise those risks;
- c) Ensuring that event organisers are committed to an environment which is safe and friendly for children and young people and that they have developed policies and procedures supporting such an environment.

7.1.2 Refer to (*Appendix 12.5 for THA Recommended Guidelines*).



## **8. COMPLIANCE WITH BLUE CARD LEGISLATION**

- 8.1.1 The THA will comply with blue card legislation by ensuring that all relevant volunteers and paid employees within the Association undergo the Working with Children Check and obtain a positive notice blue card. The THA's Board of Directors will assist relevant volunteers or paid employees in seeking approval to work with children from the Commission for Children and Young People and Child Guardian. Compliance with the Child Protection Policy included within this risk management strategy will help ensure that the THA complies with blue card legislation.
- 8.1.2 The THA will respect the confidentiality of information relating to applications by volunteers and staff for blue cards and will maintain appropriate systems to protect the privacy of applicants.
- 8.1.3 Refer to *Appendix 12.6 for THA's Blue Card Legislation Policy*.



---

## 9. RIGHTS AND EXPECTATIONS OF PARENTS AND GUARDIANS

Parents and guardians often turn to sport as a safe place for children to build character, develop skills, learn valuable lessons and to have fun. While involvement in sport remains a positive experience for most participants, parents are now aware that children can face the risk of being harassed and abused in sport. In addition to the THA's volunteers and paid employees, parents can play a key role in creating a safe environment for children in sport.

The following actions will help parents contribute to providing a safe environment:

- a) Get involved and get to know your child's coach. Maintain open and frank communication. If things occur that disturb you, talk to the coach about them;
- b) Speak out when you hear language or attitudes that contribute to a negative or unsafe environment. You may wish to pursue your issues with the THA Board of Directors;
- c) Be careful not to put coaches on pedestals. Tell your children it's okay to say 'no' if the coach is doing something that makes them feel uncomfortable;
- d) Make an effort to attend training and games whenever you can;
- e) Be wary of private, closed training sessions. If they occur on a regular basis ask the coach for an explanation;
- f) Be wary of any increases in the amount of time the coach spends with your children beyond the training session;
- g) If you volunteer in sport and are asked to take part in screening, accept this as a positive step to keep children safe;
- h) Make sure you are not part of the problem. Don't engage in verbal abuse of officials, coaches or others;
- i) Know and abide by the Parents Code of Behaviour (refer to *Appendix 12.7 Parent/Guardian Code of Behaviour*) and encourage others to do the same;
- j) Encourage your child to play by the rules;
- k) Never ridicule your child for making a mistake.



---

## **10. PROCEDURES FOR REVIEWING THE CHILD AND YOUTH RISK MANAGEMENT STRATEGY**

To ensure that the child and youth risk management strategy remains current and effective in identifying and minimising risks of harm to children, this strategy will be monitored and reviewed.

### **10.1 Frequency Of Reviews**

10.1.1 This strategy will be reviewed annually in accordance with the legislation. In the event that the organisation identifies concerns, particularly following an incident, the child and youth risk management strategy will be reviewed.

### **10.2 Who Will Be Involved In The Review**

10.2.1 Employees and volunteers, parents and carers, children and young people and other stakeholders will be involved in the review of the child and youth risk management strategy.

### **10.3 What Will Be Covered In The Review**

10.3.1 The child and youth risk management strategy will be reviewed in its entirety. The date of the review, where the review took place, who was present and what was discussed will be recorded.

10.3.2 Issues to be considered in the review include:

- a) Whether stakeholders adhered to the policies and procedures;
- b) The incidents relating to the protection of children or young people from harm and the outcome of these incidents;
- c) The effectiveness of policies and procedures in preventing or minimising harm to children and young people; and
- d) The frequency of training in the child and youth risk management strategy.

### **10.4 Following The Review**

10.4.1 Stakeholders will be advised of any changes to policies and procedures, and training will be provided if necessary.

### **10.5 Procedures For Maintaining the Employee Register**

10.5.1 The organisation will regularly review and update the employee register.





## **11. STRATEGIES FOR COMMUNICATION AND SUPPORT**

Copies of this child and youth risk management strategy will be made available to all volunteers and staff that regularly deal with children and young people within the THA. This will ensure that all the THA's relevant workers understand what is expected of them with regard to providing a safe and friendly environment for children and young people. A copy of the strategy will also remain available and easily accessible at Club Glenvale Reception.

An information sheet has been developed to provide a summary for parents and carers in relation to the Association's child and youth risk management strategy (*appendix 12.8 Information Sheet for Parents/Carers*).



## **12. APPENDICES**

### **12.1 Recruitment and Selection of Volunteers Procedure**

### **12.2 Blue Card Membership Register**

### **12.3 Incident Report Form**

### **12.4 Managing Breaches of the Child and Youth Risk Management Strategy Policy**

### **12.5 THA Recommended Guidelines**

### **12.6 Blue Card Compliance Policy**

### **12.7 Parent/Guardian Code of Behaviour**

### **12.8 Information Sheet For Parents/Carers**

### **12.9 Coaches Code of Behaviour**

### **12.10 Officials Code of Behaviour**



## 13. GOVERNANCE

### 13.1 Responsibility

<b>Policy Owner</b>	THA Board of Directors
---------------------	------------------------

### 13.2 Version Control And Change History

Version Number	Approval Date	Approved by	Amendment
1	07/06/2011	THA Board of Directors	
2	17/06/2014	THA Board of Directors	1.4.2 "will be " required Appendix 12.6 1. Blue Card Compliance 1.5.2 "three (3)"

### 13.3 Policy And Procedure Directory

Category
2. THA Board of Directors