

**PONY CLUB TASMANIA Inc.**

**STATE MEMBER PROTECTION POLICY**



**PONY CLUB**  
TASMANIA

**November 2014**

**Version 6**

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**REVIEW HISTORY  
OF PONY CLUB ASSOCIATION OF TASMANIA INC,  
MEMBER PROTECTION POLICY**

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**PREFACE**

- The Pony Club Association of Tasmania is committed to providing an environment that is safe for children and is free from harassment, discrimination and abuse for everyone, and promotes respectful and positive behaviour and values.
- This policy provides codes of behaviour forming the basis of appropriate and ethical conduct which everyone must abide by.
- The President of Pony Club Association of Tasmania is committed to ensuring that everyone associated with the organisation complies with the policy.

Signed: .....*Karina Johnstone*..... Date: November 2014

Karina Johnstone

PRESIDENT

PONY CLUB ASSOCIATION OF TASMANIA INC

# PONY CLUB ASSOCIATION OF TASMANIA INC

## PART A: STATE MEMBER PROTECTION POLICY

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### 1. Introduction

The objectives of Pony Club Association of Tasmania Inc (PCT) are:

- To encourage young people to ride and to learn to enjoy all kinds of sport connected with horses and riding.
- To provide coaching in riding and horsemastership and to instill in members the proper care of their horses.
- To promote the highest ideals of sportsmanship, citizenship and loyalty, thereby cultivating strength of character and self-discipline.

### 2. Purpose of this policy

This Member Protection Policy aims to assist PCT to uphold its core values and create a safe, fair and inclusive environment for everyone associated with our sport. It sets out our commitment to ensure that every person involved in our sport is treated with respect and dignity and protected from discrimination, harassment and abuse. It also ensures that everyone involved in our sport, at National and International level is aware of their legal and ethical rights and responsibilities, as well as the standards of behaviour expected of them.

The policy attachments describe the practical steps we will take to eliminate discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, PCT will take disciplinary action against any person or organisation bound by this policy if they breach it.

This policy has been endorsed by the PCT Council and has been incorporated into our By-Laws. The policy starts on *30th March, 2014* and will operate until replaced.

The current policy and its attachments can be obtained from our website at: [www.pcat.org.au](http://www.pcat.org.au).

This policy is supported by Member Protection Policies that have been adopted and implemented by our member associations and affiliated clubs.

### 3. Who this Policy Applies To

This national policy applies to the following people operating at or representing the PCAT at a national or international level, whether they are in a paid or unpaid/voluntary capacity:

- 3.1 Persons appointed or elected to national or international boards, committees and sub-committees;
- 3.2 Employees of PCT;
- 3.3 Members of the PCT Council
- 3.4 Support personnel appointed or elected to state, national or international teams and squads (e.g. managers, chaperones and or coaches);
- 3.5 State, National or international rider representatives;
- 3.6 State, National judges, stewards and other officials involved in the regulation of our sport;
- 3.7 Members, including life members of the PCT;
- 3.8 Riders, coaches, officials and other personnel participating in rallies, events and activities, including camps and training sessions, held or sanctioned by PCT; and
- 3.9 Any other person including parents/guardians and spectators accompanying the rider/riders or team(s).
- 3.10 This policy also applies to Member associations;  
Member associations are required to adopt and implement this policy and to provide proof to the PCT of approval of the policy by the relevant board in accordance with its constitution. Member associations must also undertake to ensure that affiliated Clubs and individual Members are bound by this policy and are made aware of this policy and what it says.

This policy will continue to apply to a person even after they have ceased their association or employment with the PCT, if disciplinary action against that person has commenced.

#### **4. Organisational responsibilities**

The PCT member associations must:

- 4.1 Adopt, implement and comply with this policy;
- 4.2 Make such amendments to their Constitution, Rules or Policies necessary for this policy to be enforceable;
- 4.3 Publish, distribute and promote this policy and the consequences of breaches;
- 4.4 Promote and model appropriate standards of behaviour at all times;
- 4.5 Promptly deal with any breaches or complaints made under this policy in a sensitive, fair, timely and confidential manner;
- 4.6 Apply this policy consistently;
- 4.7 Recognise and enforce any penalty imposed under this policy;
- 4.8 Ensure that a copy of this policy is available or accessible to the persons and associations to whom this policy applies;
- 4.9 Use appropriately trained people to receive and manage complaints and allegations, eg Member Protection Information Officers (MPIOs);
- 4.10 Monitor and review this policy at least annually.

#### **5. Individual Responsibilities**

Individuals bound by this policy are responsible for:

- 5.1 Making themselves aware of the policy and complying with its standards of behaviour;
- 5.2 Complying with our screening requirements and any state/territory Working with Children checks;
- 5.3 Placing the safety and welfare of children above other considerations;
- 5.4 Being aware and ensuring the welfare of the horse is paramount in all activities;
- 5.5 Being accountable for their behaviour;
- 5.6 Following the procedures outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour; and
- 5.7 Complying with any decisions and/or disciplinary measures imposed under this policy.

#### **6. Position Statements**

##### **6.1 Child protection**

PCT is committed to the safety and well-being of all children and young people who participate in our sport or access our services. We support the rights of the child and will act at all times to ensure that a child-safe environment is maintained.

We acknowledge the valuable contribution made by our staff, members and volunteers and we encourage their active participation in providing a safe, fair and inclusive environment for all participants.

##### **6.1.1 Identify and analyse risk of harm**

We will develop and implement a risk management strategy, including a review of our existing child protection practices, to determine how child-safe our organisation is and to identify any additional steps we can take to minimise and prevent the risk of harm to children because of the actions of an employee, volunteer or another person.

##### **6.1.2 Develop codes of behaviour**

We will develop and promote a code of behaviour that sets out the conduct we expect of adults when they deal and interact with children involved in our sport, especially those in our care. We will also implement a code of behaviour to promote appropriate conduct between children.

These codes will clearly describe professional boundaries, ethical behaviour and unacceptable behavior. (Refer to the attachments in Part B of this policy.)

##### **6.1.3 Choose suitable employees and volunteers**

We will take all reasonable steps to ensure that our organisation engages suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This will include using a range of screening measures.

We will ensure that Working with Children Checks are conducted for all employees and volunteers who work with children, where an assessment is required by law. If a criminal history report is obtained as part of their screening process, we will handle this information confidentially and in accordance with the relevant legal requirements. (Refer to the attachments in Part C of this policy.)

#### **6.1.4 Support, train, supervise and enhance performance**

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

#### **6.1.5: Empower and promote the participation of children**

We will encourage children and young people to be involved in developing and maintaining a child-safe environment for our sport.

#### **6.1.6: Report and respond appropriately to suspected abuse and neglect**

We will ensure that all our employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable grounds that a child has been, or is being, abused or neglected. (Refer to the attachments in Part E of this policy.)

Further, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a child, or is in breach of this policy, he or she may make an internal complaint. (Refer to the attachments in Part D of this policy.)

### **6.2 Taking Images of Children**

Images of children can be used inappropriately or illegally. The PCT requires that individuals and associations, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own, They should also make sure that the parent /guardian understands how knows the way the image will be used.

To respect people's privacy, we do not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets.

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 parent/guardian. We will not provide information about a child's hobbies, interests, school or the like, as this can be used by paedophiles or other persons to "groom" a child.

We will only use images of children that are relevant to our sport and we will ensure that they are suitably clothed in a manner that promotes participation in the sport. We will seek permission from the parents/guardians of the children before using the images. We require our member associations and clubs to do likewise.

### **6.3 Anti-Discrimination and Harassment**

PCT aims to provide an environment where all those involved in our activities and events are treated with respect.

We recognise that people cannot participate, enjoy themselves or perform at their best if they are treated unfairly, discriminated against or harassed.

We prohibit all forms of harassment, discrimination and bullying based on the personal characteristics listed in the "Definitions" set out in our Dictionary of Terms [see clause 10]. In most circumstances, this behaviour is against the law.

If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, they may make an internal complaint. In some circumstances, they may also be able to make a complaint to an external organisation. (Refer to the attachments in Part D of this policy.)

#### **6.4 Sexual Relationships**

PCT takes the position that sexual relationships between coaches and the adult riders that they coach should be avoided as these relationships can have harmful effects on the individual rider involved, on other riders and coaches, and on the sport's public image. Such relationships may be intentionally or unintentionally exploitative due to a disparity between coaches and riders in terms of authority, power, maturity, status, influence and dependence.

Should a sexual relationship exist between a rider and a coach, PCT will consider whether any action is necessary. Factors that may be relevant in this consideration are the age and maturity of the rider relative to the coach, the financial or emotional dependence of the rider on the coach, and the likelihood of the relationship having any adverse impact on the rider and/or other riders. If it is determined that the sexual relationship is inappropriate, action may be taken to stop the coaching relationship with the rider. Action may include dismissal from coaching duties.

In the event that a rider attempts to initiate an intimate sexual relationship, the coach must take personal responsibility for discouraging such approaches, explaining the ethical basis for such action. The coach or rider may wish to approach the PCT's MPIO or other designated person if they feel harassed. Our complaints procedure is outlined in Attachment [D1] of this policy.

#### **6.5 Pregnancy**

Pregnant women should be treated with respect and any unreasonable barriers to their full participation in our sport should be removed. We will not tolerate any discrimination or harassment against pregnant women.

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

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sport and ensure that they make informed decisions about their participation in our sport. We will only require pregnant women to sign a disclaimer if all other participants are required to sign one in similar circumstances. We will not require women to undertake a pregnancy test.

If a pregnant woman feels she has been harassed or discriminated against by another person or organisation bound by this Policy, she may make a complaint. (Refer to the attachments in Part D of this policy.)

#### **6.6 Gender Identity**

PCT is committed to providing a safe, fair and inclusive sporting environment where people of all backgrounds can contribute and participate. People who identify as transgender or transsexual should be treated fairly and with dignity and respect at all times. This includes acting with sensitivity when a person is undergoing gender transition.

We will not tolerate any unlawful discrimination or harassment of a person who identifies as transgender or transsexual or who is thought to be transgender or transsexual. If a transgender or transsexual person feels he or she has been harassed or discriminated against by another person

or organisation bound by this policy, he or she may make a complaint. (Refer to the attachments in Part D of this policy.)

PCT recognises that excluding transgender and transsexual people from participating in sporting events and activities has significant implications for their health, well-being and involvement in community life. In general, we will support their participation in our sport on the basis of the gender with which they identify.

We also recognise that there is debate over whether a male-to-female transgender person obtains any physical advantage over other female participants. This debate is reflected in the divergent discrimination laws across the country. If issues of performance advantage arise, we will seek advice on the application of those laws in the particular circumstances.

PCT is aware that the International Olympic Committee (IOC) has established criteria for selection and participation in the Olympic Games. Where a transgender person intends to compete at an elite level, we will encourage them to obtain advice about the IOC's criteria, which may differ from the position we have taken.

Drug testing procedures and prohibitions also apply to people who identify as transgender. A person receiving treatment involving a Prohibited Substance or Method, as described on the World Anti-Doping Agency's Prohibited List, should apply for a standard Therapeutic Use Exemption.

## **6.7 Alcohol Policy**

PCT requires all member Clubs to adhere to strict guidelines regarding the responsible consumption of alcohol at any Pony Club event. Generally, alcohol should not be available nor be consumed at any Pony Club organised rally, competition or other event at which children under 18 are participants. Responsible service and consumption of alcohol should apply to any alcohol to be consumed at a Pony Club social occasion or after a rally, competition or event, has concluded, including light alcohol and soft drinks always being available. Wherever possible, food should be available to be consumed when alcohol is available with Senior Pony Club Officials always being in attendance to ensure appropriate practices are followed.

The consumption of alcohol by officials and riders is prohibited for eight hours prior to and during an event. PCT chaperones and coaches should exercise special care and not consume alcohol during the period they are travelling and accompanying riders and teams intrastate or interstate. PCT policies apply when travelling internationally with riders and teams.

Guidance can be obtained from the "Alcohol Management Policy" available at <http://www.goodsports.com.au/goodsports/pages/sample-policies.html>.

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## **6.8 Smoking Policy**

For full details on Tasmanian legislation covering Smoking areas see the Public Health Act 1997 section 67B. This section was amended 1 March 2012 and provides full details on legislated requirements for sporting venues. The Public Health Act can be found on [www.thelaw.tas.gov.au](http://www.thelaw.tas.gov.au)

The following PCT policy on smoking should be applied to all Pony Club rallies, competitions, training and other events including social events:

- No smoking shall occur inside or around any club rooms, cooking or dining areas, at any pony club events. This policy shall apply to coaches, riders, judges, officials, volunteers and spectators;
- Social functions shall be smoke free, with smoking only permitted at designated outdoor smoking areas;
- Coaches, judges, officials, volunteers and spectators should set an example by refraining from smoking while involved in an official capacity for any of Pony Club event on and off the field.

## 6.9 Cyber Bullying/Safety

PCT regards bullying and harassment in all forms as unacceptable in our sport. Bullying has the potential to cause great anxiety and distress to the person targeted by hurtful or derogatory comments or statements.

New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments.

PCT will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. In some cases, bullying is a criminal offence punishable.

Frustration at a referee, teammate, coach or sporting body should never be communicated on social networking websites. These issues should instead be addressed – in a written or verbal statement or a complaint – to the relevant controlling club, league or peak sporting body.

## 6.10 Social Networking Websites Policy

PCT acknowledges the enormous value of social networking websites, such as Facebook and Twitter, to promote our sport and celebrate the achievements and success of the people involved in our sport.

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

Social media postings, blogs, status updates and tweets:

- must not use offensive, provocative or hateful language
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of others
- should promote the sport in a positive way.

[f further guidance on developing a Communications Policy is available at: [www.playbytherules.net.au/resources/club-toolkit](http://www.playbytherules.net.au/resources/club-toolkit).

## 6.11 Bullying, Victimization and Intimidation policy

### **Bullying, Victimization and Intimidation are all forms of Harassment**

**It is not right, it is not fair and it is against the principles of Pony Club where we expect people to be treated with respect.**

Everyone in Pony Club has the right to a fair and safe environment where they are valued and treated with respect whilst performing their particular role or partaking in Pony Club activities.

Pony Club Association of Tasmania Inc has an obligation to do everything possible to ensure that all people involved in Pony Club activities as a rider, member, official, coach, administrator, committee member, club/zone/state delegate, and parent, volunteer, in fact everyone is treated with RESPECT

Respect means without bullying, victimization, intimidation, discrimination or harassment. This kind of behavior is unacceptable, it can compromise health and safety and it can damage the reputation of Pony Club with the community. **Such behavior is in breach of the Pony Club Member Protection Policy and Codes of Conduct and could be illegal.**

**Bullying, Victimisation and Intimidation are all forms of Harassment.**

**“If a reasonable person having regard to all the circumstances, could anticipate that their behavior might cause another person to feel offended, humiliated, intimidated, insulted, frightened or ridiculed, they should not engage in that behavior”.**

### **What is bullying:**

Bullying denies people respect, it can cause a person to be offended, humiliated, intimidated, frightened, insulted or ridiculed. Bullying can cause harm to the individual(s) directly involved and it may also create an environment that is unproductive and unpleasant for others. Bullying may be unintentional but if it causes a person to feel uncomfortable or powerless or the behavior interferes with their ability to perform their duty or to ride to the best of their ability then the harassment is real.

Bullying includes a range of behaviors:

- For example, people working in a committee situation where one or two members wish to put a point forward are howled down by other committee members ridiculing them not really listening to their case and as a result the two minority members feel humiliated, insulted and ridiculed and are unable to get a fair hearing. Frequently this kind of behavior results in members refusing to work on a committee and/or Pony Club losing good support personnel and riding members.

Bullying may be a subtle process of isolating a person or withholding information or it may be more overt. For example, the consistent use of ‘put downs’ or the use of derogatory ‘nicknames’ may also constitute bullying.

### **What is Intimidation?**

Intimidation includes the intentional or unintentional use of formal or informal power by inappropriately forcing a person or persons to do, or not to do something.

- For example: An official telling club members, for no valid reason, that if they participate in a competition run by another club they will not be considered for selection to represent their own club in state competition.

Intimidation also includes behavior that may be subtly manipulative or insulting, through actions that are verbally or physically threatening and abusive inducing a feeling of humiliation in that person.

- For example: The use of foul language used repeatedly and or loudly when giving instructions.

**Clear and proper direction, advice and/or opinion given in a respectful manner by a person in their official capacity or as constructive feedback does not constitute bullying, intimidation or harassment.**

### **What is Victimization?**

Victimization is a form of intimidation. Victimization commonly takes the form of treating, or threatening to treat someone differently on the basis of an action they have legitimately taken, or indicated that they intend to take, such as making a complaint or giving evidence.

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**All affiliated member clubs of the PCT are bound by this Member Protection Policy (see part 3.10 and part 4) and as such are required to adhere to the documented Grievance Resolution Procedure The PCT will appoint MPIO's. The following is the normal procedure for handling grievances.**

Anyone who feels they are being subjected to bullying, victimization, intimidation, discrimination or harassment is entitled and encouraged to seek assistance by contacting their club/zone/state association Member Protection Information Officer (MPIO) or the National body Pony Club Association of Tasmania Inc MPIO who will provide advice and how to proceed using the State Association Grievance Procedure.

What to do if you feel you are being subjected to Bullying, Victimization and Intimidation or Harassment. The following is an example of the process for grievance resolution (see also Attachment D1 of the PCT Member Protection Policy):

If you feel you are being subjected to bullying, victimization or harassment you have a right and a responsibility to do something about it. You might feel able to approach the person or persons who are responsible for the behavior, explain how it makes you feel and ask them to stop doing it.

OR if you don't feel able to do this, or the problem requires some senior official intervention, you can ask your Club District Commissioner (DC) or President, to help you to deal with the issue. Or you can ask a Member Protection Information Officer (MPIO) to advise you how to deal with it. You can either deal with it verbally or you can put your complaint in writing explaining exactly what has occurred, how it makes you feel and what outcome you are looking for.

NOTE ALL GRIEVANCES SHOULD BE HANDLED IN THE STRICTEST CONFIDENCE TO AVOID FURTHER POSSIBLE HARASSMENT OF ANY KIND. GENERAL GUIDANCE ON GRIEVANCE HANDLING CAN BE FOUND AT Attachment D1 OF THIS POLICY AND ON THE SPORT AND RECREATION "PLAY BY THE RULES" WEBSITE.

Summary of the Grievance Process: (see also part 7.1 Complaints Procedures and Part D)

1. If the issue is at Club level then the DC, President or a MPIO have a responsibility to help you deal with the issue if you feel you are unable to do it yourself.
2. If the club feels they are unable to investigate and deal with the grievance or you are not satisfied with the outcome of club's findings or lack of action taken by the Club then the Zone can be asked to assist in consultation with a MPIO. If the grievance is forwarded to the Zone then the grievance should be considered as formal and be made in writing. If the grievance is at Zone level then the Zone Visiting Commissioner or head of the Zone has a responsibility to do (or arrange for) an investigation and deal with the grievance.
3. If the Zone is unable to investigate and deal with the grievance or you are not satisfied with the outcome of Zone's findings or lack of action then the grievance can be forwarded to State level. If it goes to State level then the State President or head of the state organisation has a responsibility to do (or arrange for) an investigation and deal with the grievance.
4. If the State is unable to investigate and deal with the grievance or you are not satisfied with the outcome of the State's findings or lack of action then and you believe the case needs to be brought to the attention of the National body then the grievance can be forwarded to the President of Pony Club Association of Tasmania (PCAT)

Minor Grievances are usually investigated and handled at club level on an informal basis, however an informal note must be made because if the accused harasser is accused of repeated inappropriate behavior not necessarily by the same person and following an investigation the harassment is considered to be real then formal action must be taken in the form of written advice that the behavior must not reoccur or disciplinary action in accordance with the Club, Zone or State Constitution (depending on what level the grievance is being investigated) may be taken.

## **6.12 Inclusion Policy**

This policy has been developed in order to encourage the participation of all groups in the community in PAT activities. The term inclusiveness represents participation in community life, in whatever capacity desired, by all members of the community regardless of age, ability income, education, sexual preference, race or religion. Inclusiveness embraces such diversity.

Pony Club is essentially a youth movement for young people up to the age of 25 years, these members partake in all pony club activities. Adult supporters groups are affiliated with most Pony Clubs, to enable people over the age of 25 years, who are interested in riding and activities associated with horses to be involved. These groups hold rally days and operate under Pony Club rules and insurance. Depending on the organisation of each particular Pony Club rallies are held at the same time as a normal pony club rally or on a separate day. Adult supporter's group members are not eligible to compete in official Pony Club competition, however in some cases specific competitions for Adult supporters are organised. There is no requirement for Pony Club to provide competition for Adult supporters.

### **What is Access/Inclusion?**

When we think of access to facilities or activities, too often our thoughts turn to the physical barriers that prevent people with disabilities from participation. While such concerns are obviously relevant to the

opportunities available for participation, there are other less tangible barriers to access and inclusion that are of equal, if not greater significance.

### **How Does Inclusion Work?**

Inclusion will only work if all participating organisations embrace the idea of including people of **ALL AGES AND ABILITIES** into the organisation. An understanding that all members of the community have a part to play in the success of the organisation. Inclusion involves the integration of people with varying abilities into mainstream activities within the organisation and associated bodies. Any organisation is only as good as the people who make it up and it is the responsibility of all members to recognise the value of persons of varying abilities.

Inclusion means at every level of the organisation from President down. Inclusion is about recognising the role that every person plays to make the organisation a success and success should not only be measured by success in competition but the FEEL and ATMOSPHERE around the organisation.

### **What does an inclusive environment mean to the people who use it?**

1. Pony Club as an inclusive sport and recreation facility can contribute to community safety and develop a social network for people who may not have previously had a feeling of belonging.
2. Inclusive sport and recreation environments contribute to a sense of local and community control.
3. Inclusive organisations become a hub and are key social spaces, which contribute to community and cultural development.
4. Being able to access a facility without fear of feeling isolated from mainstream activities and building a mutual trust within the organisation.

The above points are only guidelines to how people who may see themselves as being disadvantaged, would view having the opportunity to belong to an inclusive facility.

### **In line with this Inclusion Policy the PCT is committed to the following principles:**

**Providing a welcoming environment:** With all physical barriers removed, people, whether having disabilities or not will, feel uncomfortable in an environment that does not make them feel welcome. The PCAT will therefore orient people around our facilities, introduce them to other club members and help them to feel like they belong.

**This outside the norm:** When considering people's input into Pony Club activities, we will focus on their abilities and not on their limitations. We will acknowledge people's skills and attributes in all areas of Pony Club activities such as riding, administrating, coaching, general assistance, judging, scoring, timekeeping, stewarding, maintenance, organising, fund-raising, supporting and general club management.

**Maintain consistency:** We will acknowledge that while some people have specific needs and may require assistance in some areas of the participation, ie. People with disabilities, their involvement in other areas of competence will not be met with unusual or extraordinary treatment. Genuine participation in community based recreation requires contributions from both participants and groups and therefore the PCAT will regard every person as an active and contributing participant.

**Given the importance of recreation to everyone in the community, the PCAT agrees that it is of utmost importance to Pony Club that all members of the community who ride a horse or pony, regardless of their age, sex, race, socio-economic status, ability and geographical location have access to the range of opportunities that pony club provides.**

**This policy statement is made in recognition that horse riding is a dangerous sport and as a consequence the safety of all people involved in the sport and the welfare of the horse is of prime importance to any inclusion decision making.**

## **6.13 Anti Doping Policy**

The PCT has adapted the PCA Anti Doping Policy available on [www.ponyclubaustralia.com.au](http://www.ponyclubaustralia.com.au); and will abide by the Equestrian Australia Doping Policy with respect to horses.

## **6.14 Drug and Medications Policy**

The use of illicit or recreational drugs is illegal and is strictly forbidden at all PCT activities.

Where possible the PCT will implement safe use of legal and prescribed drugs by :

- Ensuring that medications are used when needed and according to directions.

- Following the Sports Medicine Australia Policy on the administration of medications by non-medical personnel, and
- Ensuring that members with conditions requiring the therapeutic use of drugs that are banned or restricted in equestrian competition shall provide adequate and correct notification to the PCT

### **6.15 Sun Smart Policy**

It is acknowledged that Skin Cancer is a major public health problem in Australia, While the PCT will endeavour to assist in sun protection at pony club activities it is recognized that ultimately it is the responsibility of each individual and parents/guardians.

- Parents and Guardians are encouraged to provide high SPF Broad Spectrum Sunscreen for their child and promote sun protection behavior.
- Clubs must strive to conform to guidelines for sun safe clothing when choosing uniforms.
- Riding members are encouraged to wear brims on helmets and long sleeved shirts for extra protection while participating in PCT activities during summer months.
- Maximum use should be made of existing natural shade for people and horses. Where natural shade is not adequate, PCT, Zones and Clubs should endeavour to make available portable shade structures for activities.
- Maximum use of natural shade must also be used for horses. If natural shade is not available the horses should have suitable protection by way of summer cotton rugs/sheets.
- PCT encourages trainers, coaches, officials and members in prominent positions to act as strong role models, making use of all sun protection available

### **6.16 Welfare of the Horse**

- The PCT expects all those involved in Pony Club or any other equestrian sport to adhere to and acknowledge and accept at all times the welfare of the horse must be paramount and must take priority over competition or other influences.
- At all times the welfare of horses and ponies must take precedence over all other demands. This includes good horse management, training methods, farriery, tack and transportation.
- Horses must be fit and in good health before they are allowed to participate in pony club activities and competition. This encompasses medication use, surgical procedures that threaten welfare or safety, pregnancy in mares and misuse of aids.
- Rallies and Competitions must not prejudice horse welfare. This involves paying careful attention to the competition areas, ground surfaces, weather conditions, stabling, site safety and fitness of the horse for onward travel after the event.
- Every effort must be made to ensure that horses receive proper attention after they have competed and that they are treated humanely when their careers are over. This covers veterinary care, competition injuries, retirement or euthanasia.

## **7. Complaints Procedures**

### **7.1 Handling Complaints**

PCT aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice.

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

In the first instance, complaints should be reported to the Member Protection Information Officer OR other senior official in the organisation.

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 relevant club 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.

A complaint may be handled informally or formally. The complainant will usually indicate his or her preferred option unless *the Member Protection Information Officer OR other senior official in the organisation*, considers that the complaint falls outside this policy and should be handled another way. For example, the law may require that the complaint/allegation be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially. Our procedures for handling and resolving complaints are outlined in Attachment [D1].

Individuals and organisations may also seek to have their complaint handled by an external agency under anti-discrimination, child protection, criminal or other relevant legislation.

## **7.2 Improper Complaints & Victimisation**

PCT aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against the person making the complaint.

We will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint or supporting another person's complaint.

If at any point in the complaint handling process the MPIO or the PCT President considers that a complainant has **knowingly** made an untrue complaint or the complaint is malicious or intended to cause distress to the respondent, the matter may be referred to the PCT Council for appropriate action which may include disciplinary action against the complainant.

## **7.3 Mediation**

PCT aims to resolve complaints quickly and fairly. Complaints may be resolved by agreement between the people involved with no need for disciplinary action.

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, the Member Protection Information Officer,] will, in consultation with the complainant, arrange for an independent mediator where possible. We will not allow lawyers to negotiate on behalf of the complainant and/or the respondent.

More information on the mediation process is outlined in Attachment [D2].

## **7.4 Tribunals (Disputes)**

Should a formal complaint be made the Tribunal will be the PCT Council and the complaint will be heard in accordance with procedures described in part 1.13 of the Constitution of the PCAT.

The PCT Council decision is final and every organisation bound by this policy will recognise and enforce any decision of the PCT Council.

## 8. What is a Breach of this policy?

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

- 8.1 Breaching the Codes of Behaviour (attachment B to this policy);
- 8.2 Bringing the sport and/or the PCT into disrepute, or acting in a manner likely to bring the sport and/or the PCT into disrepute;
- 8.3 Failing to follow PCT policies (including this policy) and procedures for the protection, safety and welfare of children;
- 8.4 Discriminating against, harassing or bullying (including cyber bullying) any person;
- 8.5 Victimising another person for reporting a complaint;
- 8.6 Engaging in a sexually inappropriate relationship with a person that they supervise, or have influence, authority or power over;
- 8.7 Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- 8.8 Disclosing to any unauthorised person or organisation any PCT information that is of a private, confidential or privileged nature;
- 8.9 Making a complaint they **knew** to be untrue, vexatious, malicious or improper;
- 8.10 Failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy; or
- 8.11 Failing to comply with a direction given to the individual or organisation during the discipline process.

## 9. Disciplinary Measures

PCAT may impose disciplinary measures on an individual or organisation for a breach of this policy.

Any disciplinary measure imposed will be:

- fair and reasonable
- applied consistent with any contractual and employment rules and requirements
- be based on the evidence and information presented and the seriousness of the breach
- be determined in accordance with our Constitution, By-laws, this policy and/or the rules of the sport.

### 9.1 Individual

Subject to contractual and employment requirements, if a finding are made by a Tribunal (the PCT Council) that an individual has breached this policy, one or more of the following forms of discipline may be imposed:

- A direction that the individual make a verbal and/or written apology;
- A written warning;
- A direction that the individual attend counselling to address their behaviour;
- A withdrawal of any awards, placing, records, and achievements bestowed in any tournaments, activities or events held or sanctioned by the PCT;
- A suspension of the individual's membership or participation or engagement in a role or activity;
- Termination of the individual's membership, appointment or engagement;
- A recommendation that the PCT terminate the individual's membership, appointment or engagement;
- In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
- a fine;

- any other form of discipline that the designated person or committee considers appropriate.

## 9.2 Organisation

If a finding is made that a PCT member or affiliated organisation has breached its own or the national Member Protection Policy, one or more of the following forms of discipline may be imposed by the PCAT Council:

- A written warning;
- A fine;
- A direction that any rights, privileges and benefits provided to that organisation by the national body or other peak association be suspended for a specified period;
- A direction that any funding granted or given to it by the PCT cease from a specified date;
- The PCT will cease to sanction events held by or under the auspices of that organisation;
- A recommendation to the association that its membership of the peak association be suspended or terminated in accordance with the relevant constitution or rules; and/or
- Any other form of discipline that the national body or peak organisation considers being reasonable and appropriate.

## 9.3 Factors to consider

The form of discipline to be imposed on an individual or organisation will depend on factors such as:

- The nature and seriousness of the breach;
- If the person knew or should have known that the behaviour was a breach of the policy
- The persons' level of contrition;
- The effect of the proposed disciplinary measures on the person including any personal, professional or financial consequences;
- If there have been relevant prior warnings or disciplinary action;
- The ability to enforce disciplinary measures if the person is a parent or spectator (even if they are bound by the policy); and/or
- Any other mitigating circumstances.

## 10. Dictionary of Terms

This Dictionary sets out the meaning of words used in this policy and its attachments without limiting the ordinary and natural meaning of the words. State/Territory specific definitions and more detail on some of the words in this dictionary can be sourced from the relevant State/Territory child protection commissions or equal opportunity and anti-discrimination commissions.

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

**Affiliated club** means any club affiliated with the PCT.

**Child** means a person who is under the age of 18 years

**Child abuse** involves conduct which puts children at risk of harm (usually by adults, sometimes by other children) and often by those they know and trust. It can take many forms, including verbal and physical actions and by people failing to provide them with basic care. Child abuse may include:

- Physical abuse by hurting a child or a child's development (e.g. hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child's development or maturity).
- Sexual abuse by adults or other children where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to 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 of a pony club riding member, official, volunteer or adult person involved in pony club activities (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring or placing unrealistic expectations on a riding member).
- Neglect (e.g. failing to give food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury).

**Complaint** means a complaint made under clause 7.

**Complainant** means a person making a complaint.

**Complaint Handler/Manager** means a person appointed under this policy to investigate a Complaint

**Discrimination** means treating or proposing to treat someone less favourably because of a particular characteristic in the same or similar circumstances in certain areas of public life (Direct Discrimination), or imposing or intending to impose an unreasonable requirement, condition or practice that is the same for everyone, but which has an unequal or disproportionate effect on individuals or groups with particular characteristics (Indirect Discrimination). The characteristics covered by discrimination law across Australia are:

- Age;
- Disability;
- Family/carer responsibilities;
- Gender identity/transgender status;
- Homosexuality and sexual orientation;
- Irrelevant medical record;
- Irrelevant criminal record;
- Political belief/activity;
- Pregnancy and breastfeeding;
- Race;
- Religious belief/activity;
- Sex or gender;
- Social origin.

### **Examples of Discrimination**

- **Age:** A club refuses to allow an older person to coach or judge simply because of age.
- **Breastfeeding:** A member of the club who is breastfeeding a baby in the club rooms is asked to leave.
- **Disability:** A junior player is overlooked because of mild epilepsy.
- **Family responsibilities:** A club decides not to promote an employee because he has a child with a disability even though the employee is the best person for the job.
- **Gender Identity:** A transgender contract worker is harassed when employees refuse to call her by her female name.
- **Homosexuality:** An athlete is ostracised from her team after it becomes known that she is a lesbian.
- **Marital Status:** A player is deliberately excluded from team activities and social functions because she is single
- **Pregnancy:** A woman is dropped from a team when she becomes pregnant.
- **Race:** An Italian referee is not permitted to referee games with a high proportion of Italian players on one team because of his race.

**Harassment** is any type of behaviour that the other person does not want and that is offensive, abusive, belittling or threatening. The behaviour is unwelcome and a reasonable person would

recognise it as being unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated.

Unlawful harassment is sexual or targets a person because of their race, sex, pregnancy, marital status, sexual orientation or some other characteristic (see characteristic list under discrimination).

It does not matter whether the harassment was intended: the focus is on the impact of the behaviour. The basic rule is if someone else finds it harassing then it could be harassment. Harassment may be a single incident but is usually repeated. It may be explicit or implicit, verbal or non-verbal.

Discrimination and harassment are not permitted in employment (including volunteer and unpaid employment); when providing sporting goods and services including access to sporting facilities; when providing education and accommodation; the selection or otherwise of any person for competition or a team (domestic or international); the entry or otherwise of any player or other person to any competition and the obtaining or retaining membership of clubs and organisations (including the rights and privileges of membership).

Some exceptions to state and federal anti-discrimination law apply. Examples include:

- holding a competitive sporting activity for females only who are under 12 years of age or of any age where strength, stamina or physique is relevant or
- not selecting a participant if the person's disability means he or she is not reasonably capable of performing the actions reasonably required for that particular sporting activity.

Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination or harassment may also be against the law.

It is also a breach of discrimination law to victimise a person who is involved in making a complaint of discrimination or harassment. Example: a player is ostracised by her male coach for complaining about his sexist behavior or for supporting another player who has made such a complaint.

Public acts of racial hatred which are reasonably likely to offend, insult, humiliate or intimidate are also prohibited. This applies to spectators, participants or any other person who engages in such an act in public. Some states and territories also prohibit public acts that vilify on other grounds

**Member** means a registered member of the association.

**Member Protection Information Officer (MPIO)** means a person trained to be the first point of contact for a person reporting a complaint under, or a breach of, this Policy.

**Natural justice (also referred to as procedural fairness)** incorporates the following principles:

- both the Complainant and the Respondent must know the full details of what is being said against them and have the opportunity to respond;
- all relevant submissions must be considered;
- no person may judge their own case;
- the decision maker/s must be unbiased, fair and just;
- the penalties imposed must be fair.

**Police check** means a national criminal history record check conducted as a pre-employment, pre-engagement or current employment background check on a person.

**This policy** means this Member Protection Policy.

**Respondent** means the person who is being complained about.

**Role-specific codes of conduct (or behaviour)** means standards of conduct required of certain roles (e.g. coaches).

**Sexual harassment** means unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include unwanted physical contact, verbal comments, jokes,

propositions, display of pornographic or offensive material or other behaviour that creates a sexually hostile environment.

Sexual harassment is not behaviour based on mutual attraction, friendship and respect. If the interaction is between consenting adults, it is not sexual harassment.

**Sexual offence** means a criminal offence involving sexual activity or acts of indecency including but not limited to (due to differences under state/territory legislation):

- Rape
- Indecent assault
- Sexual assault
- Assault with intent to have sexual intercourse
- Incest
- Sexual penetration of child under the age of 16
- Indecent act with child under the age of 16
- Sexual relationship with child under the age of 16
- Sexual offences against people with impaired mental functioning
- Abduction and detention
- Procuring sexual penetration by threats or fraud
- Procuring sexual penetration of child under the age of 16
- Bestiality
- Soliciting acts of sexual penetration or indecent acts
- Promoting or engaging in acts of child prostitution
- Obtaining benefits from child prostitution
- Possession of child pornography
- Publishing child pornography and indecent articles.

**Transgender** is a general term applied to individuals and behaviours that differ from the gender role commonly, but not always, assigned at birth. It does not imply any specific form of sexual orientation.

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

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

## **PART B: CODES OF BEHAVIOUR**

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### **PONY CLUB ASSOCIATION OF TASMANIA INC.**

#### **CODES OF BEHAVIOUR**

##### **B 1. RIDERS**

1. Ride by the rules.
2. Never argue with an official. If you disagree, have your coach or manager follow the correct procedure for objections at a suitable time.
3. Control your temper. Verbal abuse of officials and sledging other riders, deliberately distracting or provoking an opponent are not acceptable or permitted behaviors in any sport.
4. Work equally hard for yourself and/or your team. Your team's performance will benefit, so will you.
5. Be a good sport. Applaud all good performances whether they be by your team/club or the opposition.
6. Treat all participants in your sport as you like to be treated. Do not interfere with, bully or take unfair advantage of another competitor.
7. Cooperate with officials, your coach, fellow club/team members and other club/team members. Without them there would be no rallies or competition.
8. Participate for your own enjoyment and benefit, not just to please parents and coaches.
9. Respect the rights, dignity and worth of all participants regardless of their gender, ability or disability, cultural background or religion.

##### **B 2. ADMINISTRATORS**

1. Abide by, support and promote this PCT Member Protection Policy and the policies included.
2. Involve young people in planning & leadership, evaluation and decision making related to Pony Club activities.
3. Give all young people equal opportunities to participate.
4. Create pathways for young people to participate in sport not just as a rider but as a coach, judge, administrator etc.
5. Ensure that rules, equipment, length of games and training schedules are modified to suit the age, ability and maturity level of all riders.
6. Provide quality supervision and instruction for young riders.
7. Remember that young people participate for their enjoyment and benefit. Do not overemphasize competition and winning but encourage the achievement of Efficiency Test awards.
8. Help coaches and officials highlight appropriate behavior and skill development and help improve the standards of instruction and officiating.
9. Ensure that everyone involved in pony club emphasizes fair play and the care of their horse and not winning at all costs.
10. Promote the codes of behavior to officials, parents, coaches, riders and spectators and encourage them to follow it.
11. Remember, you set an example. Your behavior and comments should be positive and supportive.
12. Make it clear that abusing other people or a horse in any way or the use of bad language is unacceptable and will result in disciplinary action.
13. Respect the rights, dignity and worth of every young person regardless of their gender, ability or disability, cultural background or religion.

### **B 3. OFFICIALS**

1. Modify rules and regulations to match the skill levels and needs of young people.
2. Compliment and encourage all participants.
3. Be consistent, objective and courteous when making decisions.
4. Condemn unsporting behavior and promote respect for all opponents.
5. Emphasize the spirit of pony club competition rather than the errors.
6. Encourage and promote rule changes which will make participation more enjoyable.
7. Be a good sport yourself. Actions speak louder than words.
8. Keep up to date with the latest trends in officiating and the principles of growth and development of young people.
9. Remember, you set an example. Your behavior and comments should be positive and supportive.
10. Place the safety and welfare of the participants and horses above all else.
11. Give all young people a "fair go" regardless of their gender, ability or disability, cultural background or religion.

### **B 4. COACHES**

1. Remember to encourage riders to participate for enjoyment, winning is only part of the fun.
2. Never ridicule or yell at a rider for making a mistake.
3. Be reasonable in your demands on riders' time, energy and enthusiasm.
4. Operate within the rules and spirit of your sport and teach your riders to do the same.
5. Ensure that the time riders spend with you is a positive experience. All young people are deserving of equal attention and opportunities.
6. Avoid overplaying the talented riders or riders with talented horses; the just average need and deserve equal time and praise.
7. Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all riders.
8. Display control, respect and professionalism to all involved with the sport. This includes officials, administrators, the media, parents and, spectators. Encourage riders to do the same.

### **B 5. PARENTS/GUARDIANS**

1. Remember that children participate in sport for their enjoyment, not yours.
2. Encourage children to participate, do not force them.
3. Focus on the rider's efforts and performance rather than winning or losing.
4. Insist that riders always to participate according to the rules and never resort to hostility or violence.
5. Never ridicule or yell at a rider for making a mistake or blame the horse for not winning a competition.
6. Remember that children learn best by example. Appreciate good performances by all participants.
7. Support all efforts to remove bad language or verbal and physical abuse of riders and horses from pony club activities.
8. Respect officials' decisions and teach children to do likewise.
9. Show appreciation for coaches, officials and administrators. Without them, your child could not participate.
10. Respect the rights, dignity and worth of every young person regardless of their gender, ability or disability, cultural background or religion.

## **B 6. VOLUNTEERS AND SPECTATORS**

1. Respect the decisions of officials and teach young people to do the same.
2. Never ridicule or scold a young rider for making a mistake. Positive comments are
3. motivational.
4. Condemn the use of violence in any form, whether it is by other spectators, coaches, officials or riders.
5. Show respect for your team's opponents. Without them there would be no competition.
6. Do not use violence, harassment or abuse in any form (that is, do not use foul language, sledge or harass riders, coaches, officials or other spectators.
7. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

## **PART C: WORKING WITH CHILDREN CHILD PROTECTION**

The Working With Children Check (“WWC Check”) creates a mandatory minimum checking standard across Tasmania.

Working with Children applies to paid workers, volunteers, self employed people, child care service providers, and adults who reside at the home where a home-based child care service is provided. The Working with Children Registration is valid for three years.

For more information including forms and fees:

- Visit: [www.justice.tas.gov.au/working\\_with\\_children](http://www.justice.tas.gov.au/working_with_children) or
- Call: 1300 135 513

## **PART D: COMPLAINT HANDLING PROCEDURES**

### **Attachment D1: COMPLAINTS PROCEDURE**

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All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

Individuals and organisations may also pursue their complaint externally under anti-discrimination, child protection or other relevant legislation.

If you wish to remain anonymous, the PCAT may have difficulty assisting you to resolve your complaint. Procedural fairness (natural justice) means that the PCAT is required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond.

#### **INFORMAL APPROACHES**

##### **Step 1: Talk with the other person (where this is reasonable and appropriate)**

In the first instance, you (the Complainant) should try to sort out the problem with the person or people involved (respondent) if you feel able to do so.

##### **Step 2: Contact a Member Protection Information Officer (MPIO)**

Talk with one of our Member Protection Information Officers (MPIOs) if:

- the first step is not possible/reasonable;
- you are not sure how to handle the problem by yourself;
- you want to talk confidentially about the problem with someone and obtain more information about what you can do; or
- the problem continues after you tried to approach the person or people involved.

PCAT MPIO's are:

|                      |   |  |
|----------------------|---|--|
| <b>Tasmania PCAT</b> | <b>Phyllis Fairhurst<br/>Phyliss Pyke<br/>Kylee Pearn<br/>Anne Cotton</b> | <b>03 6265 2034<br/>03 6393 1682<br/>0419 384 433<br/>0409 250 656</b> |
|----------------------|---|--|

The MPIO or a designated person will:

- take confidential notes about your complaint;
- try to find out the facts of the problem;
- ask what outcome/how you want the problem resolved and if you need support;
- provide possible options for you to resolve the problem;
- act as a support person if you so wish;
- refer you to an appropriate person (e.g. Mediator) to help you resolve the problem, if necessary;
- inform the relevant government authorities and/or police if required by law to do so;
- maintain confidentiality.

##### **Step 3: Outcomes from initial contact**

After talking with the MPIO or the designated person, you may decide:

- there is no problem;
- the problem is minor and you do not wish to take the matter forward;
- to try and work out your own resolution (with or without a support person such as a MPIO); or
- to seek a mediated resolution with the help of a third person (such as a mediator); or
- to seek a formal approach.

#### **FORMAL APPROACHES**

#### **Step 4: Making a Formal complaint**

If your complaint is not resolved or informal approaches are not appropriate or possible, you may:

- make a formal complaint in writing to a MPIO or the President of the PCAT, or
- approach a relevant external agency such as an anti-discrimination commission, for advice.

On receiving a formal complaint and based on the material you have provided, the MPIO or the President of the PCAT will decide whether:

- they are the most appropriate person to receive and handle the complaint;
- the nature and seriousness of the complaint warrants a formal resolution procedure;
- to appoint a person to **investigate** (gather more information on) the complaint;
- to refer the complaint to mediation;
- to refer the complaint to a hearings tribunal;
- to refer the matter to the police or other appropriate authority; and/or
- to implement any interim arrangements that will apply until the complaint process set out in these Procedures is completed.

In making the decision(s) outlined above, the MPIO or the President of the PCAT will take into account:

- whether they have had any personal involvement in the circumstances which means that someone else should handle the complaint;
- your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;
- the relationship between you and the respondent (for example an actual or perceived power imbalance between you and the respondent);
- whether the facts of the complaint are in dispute; and
- the urgency of the complaint, including the possibility that you will be subject to further unacceptable behaviour while the complaint process is underway.

If the MPIO or the President of the PCAT is the appropriate person to handle the complaint they will, to the extent that these steps are necessary:

- put the information they've received from you to the person/people you're complaining about and ask them to provide their side of the story;
- decide if they have enough information to determine whether the matter alleged in your complaint did or didn't happen; and/or
- determine what, if any, further action to take. This action may include disciplinary action in accordance with this policy.

#### **Step 5: Investigation of the complaint**

- A person appointed under Step 3 will conduct an investigation and provide a written report to the President of the PCAT who will determine what further action to take;
- If the complaint is referred to mediation, it will be conducted in accordance with Attachment D2 or as otherwise agreed by you and the respondent and the mediation provider;
- If the complaint is referred to a hearings tribunal, the hearing will be conducted in accordance with part 1.13 of the PCAT Constitution.
- If the complaint is referred to the police or other appropriate authority, the PCAT will use its best endeavours to provide all reasonable assistance required by the police or other authority.

*[Any costs relating to the complaint process set out in this Policy (e.g. investigation and/or mediation and/or hearings tribunal) are to be met by PCAT unless otherwise stated in the relevant Attachment.]*

#### **Step 6: Reconsideration of initial outcome/investigation or appeal**

If, under the formal complaint process, mediation is unsuccessful, you may request that the President of the PCAT reconsider the complaint in accordance with **Step 3**.

There is no right of appeal under the PCAT Constitution however a person who is not satisfied with the decision of the PCAT may lodge an appeal with the President of Pony Club Australia.

#### **Step 7: Documenting the resolution**

The President of the PCAT or delegate will document the complaint, the process and the outcome. This document will be stored in a confidential and secure place. If the complaint was dealt with at a state/district level, the information will be stored in the state association office. If the matter is of a serious nature, or if the matter was escalated to and/or dealt with at the national level, the original document will be stored at the national office with a copy stored at the state office.

#### **EXTERNAL APPROACHES**

There are a range of other options available depending on the nature of your complaint. If you feel that you have been harassed or discriminated against, you can seek advice from your State or Territory anti-discrimination commission without being obliged to make a formal complaint. If the commission advises you that the problem appears to be harassment within its jurisdiction, you may lodge a formal complaint with the commission.

Once a complaint is received by an anti-discrimination commission, it will investigate. If it appears that unlawful harassment or discrimination has occurred, the commission will conciliate the complaint confidentially. If this fails, or is inappropriate, the complaint may go to a formal hearing where a finding will be made. The tribunal will decide upon what action, if any, will be taken. This could include financial compensation for such things as distress, lost earnings or medical and counselling expenses incurred.

If you do lodge a complaint under anti-discrimination law, you may use an appropriate person (e.g. a MPIO) as a support person throughout the process. It is also common to have a legal representative, particularly at the hearing stage of a complaint.

You could also approach another external agency such as the police.

## **Attachment D2: MEDIATION**

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Mediation is a process that allows the people involved in a complaint to talk through the issues with an impartial person – the mediator – and work out a mutually agreeable solution.

The mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved to talk through the issues and makes sure that the process is as fair as possible for all concerned.

Our approach to mediation follows the steps set out below.

1. The MPIO or other designated official will appoint a mediator to help resolve the complaint. This will be done under the direction of the PCT and in consultation with the complainant and the respondent(s).
2. The mediator will talk with the complainant and respondent(s) about how the mediation will take place and who will participate. At a minimum, the mediator will prepare an agenda of issues to be discussed.
3. All issues raised during mediation will be treated confidentially. We also respect the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
4. If the complaint is resolved by mediation, the mediator will prepare a document that sets out the agreement that has been reached. This agreement will be signed by the complainant and the respondent(s). We expect the parties involved to respect the terms of the agreement.
5. If the complaint is not resolved by mediation, the complainant may:
  - write to *the President PCA or other designated official to request that the President or other designated official reconsider the complaint in accordance with **Step 3***
  - approach an external agency, such as an anti-discrimination or equal opportunity commission, to resolve the matter.

We recognise that there are some **situations where mediation will not be appropriate**, including:

- when the people involved have completely different versions of the incident
- when one or both parties are unwilling to attempt mediation
- when the issues raised are sensitive in nature
- when there is a real or perceived power imbalance between the people involved
- matters that involve serious, proven allegations.

## **Attachment D3: INVESTIGATION PROCEDURE**

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If an investigation needs to be conducted to gather more information the following steps will be followed:

1. We will provide a written brief to the investigator clarifying terms of engagement and roles and responsibilities. The investigator will:
  - 1.1 Interview the complainant and record the interview in writing.
  - 1.2 Convey full details of the complaint to the respondent (s) so that they can respond.
  - 1.3 Interview the respondent to allow them to answer the complaint, and record the interview in writing.
  - 1.4 Obtain statements from witnesses and other relevant evidence to assist in a determination, if there is a dispute over the facts
  - 1.5 Make a finding as to whether the complaint is:
    - substantiated (there is sufficient evidence to support the complaint);
    - inconclusive (there is insufficient evidence either way);
    - unsubstantiated (there is sufficient evidence to show that the complaint is unfounded); and/or
    - mischievous, vexatious or knowingly untrue.
  - 1.6 Provide a report to PCAT Board documenting the complaint, investigation process, evidence, finding and, if requested, recommendations.
2. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points that are substantiated, inconclusive, unsubstantiated and/or mischievous.
3. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person/adviser (e.g.MPIO or other person).
4. There is no right to appeal against any decision based on the investigation.

## **Attachment D4: HEARINGS & APPEALS TRIBUNAL PROCEDURE**

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The following will be followed by hearings tribunals established by the PCAT to hear member protection related complaints.

### **Preparation for Tribunal Hearing**

1. A Tribunal Panel will be constituted following the rules outlined in part 1.13 of the PCAT Constitution, to hear a complaint that has been referred to it by the President of the PCAT. The number of Tribunal members required to be present throughout the hearing will be as outlined in the Constitution.
2. The Tribunal members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the President of the PCAT relating to the complaint/allegations.
3. The Tribunal will be scheduled as soon as practicable, but must allow adequate time for the person being complained about (respondent(s)) to prepare their case for the hearing.
4. The Tribunal will not include any person who has any actual or perceived conflict of interest, or bias regarding the matter.
5. The President of the PCAT will inform the respondent(s) in writing that a tribunal hearing will take place. The notice will outline:
  - That the person has a right to appear at the tribunal hearing to defend the complaint/allegation;
  - Details of the complaint, and details of all allegations and the clause of any policy or rule allegedly breached;
  - The date, time and venue of the tribunal hearing;
  - That they can make either verbal or written submissions to the Tribunal;
  - That they may arrange for witnesses to attend the Tribunal in support of their position (statutory declarations of witnesses not available or from character witnesses may also be provided to the Tribunal);
  - An outline of any possible penalties that may be imposed if the complaint is found to be true; and
  - That legal representation will not be allowed. If the respondent is a minor, they should have a parent or guardian present.

A copy of any information / documents that have been given to the Tribunal (e.g. investigation report findings) will also be provided to the respondent.

The respondent(s) will be allowed to participate in all PCAT activities and events, pending the decision of the Tribunal, unless the President of the PCAT believes it is necessary to exclude the respondent(s) from all or some PCAT activities and events, after considering the nature of the complaint.

6. The President of the PCAT or a designated person will notify the complainant in writing that a tribunal hearing will take place. The notice will outline:
  - That the person has a right to appear at the tribunal hearing to support their complaint;
  - Details of the complaint, including any relevant rules or regulations the respondent is accused of breaching
  - The date, time and venue of the tribunal hearing;
  - That they can make either verbal or written submissions to the Tribunal;
  - That they may arrange for witnesses to attend the Tribunal in support of their position (or provide statutory declarations from witnesses unable to attend); and
  - That legal representation will not be allowed. . If the respondent is a minor, they should have a parent or guardian present.

A copy of any information / documents that have been given to the Tribunal (e.g. investigation report findings) will also be provided to the complainant.

7. If the complainant believes the details of the complaint are incorrect or insufficient they should inform the President of the PCAT as soon as possible so that the respondent and the Tribunal Panel members can be properly informed of the complaint.

8. It is preferable that the Tribunal include at least one person with knowledge or experience of the relevant laws/rules (e.g. Discrimination).

### **Tribunal Hearing Procedure**

9. The following people will be allowed to attend the Tribunal Hearing:
  - The Tribunal members;
  - The respondent(s);
  - The complainant;
  - Any witnesses called by the respondent;
  - Any witnesses called by the complainant;
  - Any parent / guardian or support person required to support the respondent or the complainant.
10. If the respondent(s) is not present at the set hearing time and the Tribunal Chairperson considers that no valid reason has been presented for their absence, the Tribunal Hearing will continue subject to the Tribunal Chairperson being satisfied that all Tribunal notification requirements have been met.
11. If the Tribunal Chairperson considers that a valid reason for the non-attendance of the respondent(s) has been presented, or the Tribunal Chairperson does not believe the Tribunal notification requirements have been met, then the Tribunal will be rescheduled to a later date.
12. The Tribunal Chairperson will inform the relevant person of the need to reschedule, and the relevant person will organise for the Tribunal to be reconvened.
13. The Tribunal Chairperson will read out the complaint, ask the respondent(s) if they understand the complaint and if they agree or disagree with the complaint.
14. If the respondent agrees with the complaint, he or she will be asked to provide any evidence or witnesses that should be considered by the Tribunal Panel when determining any disciplinary measures (penalty) under the PCAT Constitution.
15. If the respondent disagrees with the complaint, the complainant will be asked to describe the circumstances that lead to the complaint being made.
  - Reference may be made to brief notes.
  - The complainant may call witnesses.
  - The respondent(s) may question the complainant and witnesses.
16. The respondent(s) will then be asked to respond to the complaint.
  - Reference may be made to brief notes.
  - The respondent may call witnesses.
  - The complainant may ask questions of the respondent and witnesses.
17. Both the complainant and respondent may be present when evidence is presented to the Tribunal. Witnesses may be asked to wait outside the hearing until required.
18. The Tribunal may:
  - consider any evidence, and in any form, that it deems relevant.
  - question any person giving evidence.
  - limit the number of witnesses presented to those who provide any new evidence.
  - Require the attendance of any witness it deems relevant;
  - Act in an inquisitorial manner in order to establish the truth of the issue/case before it.
19. Video evidence, if available, may be presented. The arrangements must be made entirely by the person/s wishing to offer this type of evidence.
20. If the Tribunal considers that at any time during the Tribunal Hearing that there is any unreasonable or intimidatory behavior from anyone the Chairperson may stop further involvement of the person in the hearing.
21. After all of the evidence has been presented the Tribunal will make its decision in private. The Tribunal must decide whether the complaint has been substantiated on the balance of probabilities (i.e. more probable than not). As the seriousness of the allegation increases, so too must the level of satisfaction of the Tribunal that the complaint has been substantiated. The respondent will be given an opportunity to address the Tribunal on disciplinary measures which might be imposed. Disciplinary measures imposed must be reasonable in the circumstances.

22. All Tribunal decisions will be by majority vote.
23. The Tribunal Chairperson will announce the decision in the presence of all those involved in the hearing and will declare the hearing closed, or may advise those present that the decision is reserved and will be handed down in written form.
24. Within 48 hours, the Tribunal Chairperson will:
  - Forward to the relevant person a copy of the Tribunal decision including any disciplinary measures imposed.
  - Forward a letter to the respondent(s) reconfirming the Tribunal decision and any disciplinary measures imposed. The letter should also outline, if allowed, the process and grounds for an appeal. Where the matter is of unusual complexity or importance, the Tribunal Chairperson may inform the parties in writing within 48 hours that the decision will be delayed for a further 48 hours.
25. The Tribunal does not need to provide written reasons for its decision.

### Appeals Procedure

*[It is considered good and fair practice to provide a process to appeal against decisions or disciplinary actions imposed. The **reasons allowable for an appeal need to be determined** e.g. limited to such aspects as a denial of natural justice or an unfair / unreasonable penalty. The ability to, and process of, appealing a decision must be outlined in your Constitution.]*

26. A complainant or a respondent(s) who is not satisfied with the decision of a Complaints Manager, the outcome of mediation or a Tribunal decision can lodge one appeal to Pony Club Association of Tasmania on one or more of the following bases:
  - 26.1 That a denial of natural justice has occurred; or
  - 26.2 That the disciplinary measure(s) imposed is unjust and/or unreasonable.
  - 26.3 That the decision was not supported by the information/evidence provided to the Complaints Manager/Mediator/Tribunal;
  - 26.4 *[insert other reasons if you so choose]*
27. A person wanting to appeal in accordance with clause 25 must lodge a letter setting out the basis for their appeal with the *President or Secretary* within 14 days of the relevant decision. *[An appeal fee of \$50 shall be included with the letter of intention to appeal.]*
28. If the letter of appeal is not received by the PCAT President or Secretary within the time period the right of appeal lapses. *If the letter of appeal is received but the appeal fee is not received by the relevant time, the appeal lapses.*
29. The letter of appeal and notice of tribunal decision (clause 24) will be forwarded to the *Executive committee* to review and decide whether there are sufficient grounds for the appeal to proceed. The *Executive committee* may invite any witnesses to the meeting it believes are required to make an informed decision.
30. If the appellant has not shown sufficient grounds for appeal in accordance with clause 26, then the appeal will be rejected. The appellant will be notified with reasons. *The appeal fee will be forfeited.*
31. If the appeal is accepted an Appeal Tribunal with a new panel will be convened to rehear the complaint, *and the appeal fee will be refunded.*
32. The Tribunal Procedure shall be followed for the appeal.
33. The decision of an Appeal Tribunal will be final.



**This record and any notes must be kept in a confidential and safe place.** Do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be given to PCAT Secretary.

**Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT**

|   |  |  |
|---|--|--|
| Complainant's Name  | <input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18   | Date Formal Complaint Received: / /  |
| Complainant's contact details   | Phone:<br>Email:   |  |
| Complainant's role/position   | <input type="checkbox"/> Administrator (volunteer)<br><input type="checkbox"/> Rider<br><input type="checkbox"/> Coach/Assistant Coach<br><input type="checkbox"/> Employee (paid)<br><input type="checkbox"/> Official  | <input type="checkbox"/> Parent<br><input type="checkbox"/> Spectator<br><input type="checkbox"/> Support Personnel<br><input type="checkbox"/> Other<br>..... |
| Name of person complained about (respondent)  | <input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18   |  |
| Respondent's role/position  | <input type="checkbox"/> Administrator (volunteer)<br><input type="checkbox"/> Athlete/player<br><input type="checkbox"/> Coach/Assistant Coach<br><input type="checkbox"/> Employee (paid)<br><input type="checkbox"/> Official   | <input type="checkbox"/> Parent<br><input type="checkbox"/> Spectator<br><input type="checkbox"/> Support Personnel<br><input type="checkbox"/> Other<br>..... |
| Location/event of alleged incident  |  |  |
| Description of alleged incident   |  |  |
| Nature of complaint (category/basis/grounds)<br><br>Tick more than one box if necessary | <input type="checkbox"/> Harassment    or <input type="checkbox"/> Discrimination<br><input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods<br><input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse<br><input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse<br><input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation<br><input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision<br><input type="checkbox"/> Other ..... |  |
| Methods (if any) of attempted informal resolution                                       |  |  |

|   |  |
|---|--|
| Formal resolution procedures followed (outline) |  |
| If investigated:                                | Finding  |
| If heard by Tribunal:                           | Decision<br><br>Action recommended   |
| If mediated:                                    | Date of mediation:<br><br>Both/all parties present<br><br>Agreement<br><br>Any other action taken  |
| If decision was appealed                        | Decision<br><br>Action recommended   |
| Resolution                                      | <input type="checkbox"/> Less than 3 months to resolve<br><input type="checkbox"/> Between 3 – 8 months to resolve<br><input type="checkbox"/> More than 8 months to resolve |
| Completed by                                    | Name:<br>Position:<br>Signature: <span style="float: right;">Date / /</span>   |
| Signed by:                                      | Complainant:<br><br>Respondent:  |

**This record and any notes must be kept in a confidential and safe place.** If the complaint is of a serious nature, or if it is taken to and/or dealt with at the national level, the original record must be provided to the PCA and a copy kept with the club/district/state/territory level where the complaint was first made.

**Attachment E3:  
PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE**

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**If you believe a child is in immediate danger or a life-threatening situation, contact the Police immediately on 000.**

Fact sheets on reporting allegations of child abuse in different states and territories are available at [www.playbytherules.net.au](http://www.playbytherules.net.au).

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

All people working with PCA in a paid or unpaid capacity have a duty to report any concerns to the appropriate authorities, following the steps outlined below.

**Step 1: Receive the allegation**

If a child or young person raises with you an allegation of child abuse or neglect that relates to them or to another child, it is important that you listen, stay calm and be supportive.

| Do  | Don't   |
|---|---|
| Make sure you are clear about what the child has told you                         | Do not challenge or undermine the child   |
| Reassure the child that what has occurred is not his or her fault                 | Do not seek detailed information, ask leading questions or offer an opinion.              |
| Explain that other people may need to be told in order to stop what is happening. | Do not discuss the details with any person other than those detailed in these procedures. |
| Promptly and accurately record the discussion in writing.                         | Do not contact the alleged offender.  |

**Step 2: Report the allegation**

- Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the police and/or the relevant child protection agency. You may need to make a report to both.
- Contact the relevant child protection agency or police for advice if there is **any** doubt about whether the allegation should be reported.
- If the allegation involves a person to whom this policy applies, then also report the allegation to the Club President or other official of the PCA so that he or she can manage the situation.

**Step 3: Protect the child and manage the situation**

- The Club President or other official will assess the immediate risks to the child and take interim steps to ensure the child's safety and the safety of any other children. This may include redeploying the alleged offender to a position where there is no unsupervised contact with children, supervising the alleged offender or removing/suspending him or her until any investigations have been concluded. Legal advice should be sought before any interim steps are made if the person is in paid employment with PCA.
- The Club President or other official will consider what services may be most appropriate to support the child and his or her parent/s.

- The Club President or other official will consider what support services may be appropriate for the alleged offender.
- The Club President or other official will put in place measures to protect the child and the alleged offender from possible victimisation and gossip.

#### Step 4: Take internal action

- Up to three different investigations could be undertaken to examine allegations that are made against a person to whom this policy applies, including:
  - a criminal investigation (conducted by the police)
  - a child protection investigation (conducted by the relevant child protection agency)
  - a disciplinary or misconduct inquiry/investigation (conducted by PCA).
- Regardless of the findings of the police and/or child protection agency investigations, PCA will assess the allegations to decide whether the alleged offender should return to his or her position, be dismissed, be banned or face any other disciplinary action.
- Club President or other designated official, tribunal etc of PCA will consider all information relevant to the matter – including any findings made by the police, the child protection authority and/or court – and then set out a finding, recommend actions and the rationale for those actions.
- If disciplinary action is recommended, we will follow the procedures set out in *[Clause 9]* of our Member Protection Policy.
- We will provide the relevant government agency with a report of any disciplinary action we take, where this is required.

#### Contact details for advice or to report an allegation of child abuse

|   |  |
|---|--|
| <b>Australian Capital Territory</b>   |  |
| ACT Police<br>Non-urgent police assistance<br>Ph: 131 444<br><a href="http://www.afp.gov.au">www.afp.gov.au</a>                             | Office for Children, Youth and Family Services<br><a href="http://www.dhcs.act.gov.au/ocyfs/services/care_and_protection">www.dhcs.act.gov.au/ocyfs/services/care_and_protection</a><br>Ph: 1300 556 729 |
| <b>New South Wales</b>  |  |
| New South Wales Police<br>Non-urgent police assistance<br>Ph: 131 444<br><a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>   | Department of Community Services<br><a href="http://www.community.nsw.gov.au">www.community.nsw.gov.au</a><br>Ph: 132 111  |
| <b>Northern Territory</b>   |  |
| Northern Territory Police<br>Non-urgent police assistance<br>Ph: 131 444<br><a href="http://www.pfes.nt.gov.au">www.pfes.nt.gov.au</a>      | Department of Children and Families<br><a href="http://www.childrenandfamilies.nt.gov.au">www.childrenandfamilies.nt.gov.au</a><br>Ph: 1800 700 250  |
| <b>Queensland</b>   |  |
| Queensland Police<br>Non-urgent police assistance<br>Ph: 131 444<br><a href="http://www.police.qld.gov.au">www.police.qld.gov.au</a>        | Department of Communities<br><a href="http://www.communities.qld.gov.au/childsafety">www.communities.qld.gov.au/childsafety</a><br>Ph: 1800 811 810  |
| <b>South Australia</b>  |  |
| South Australia Police<br>Non-urgent police assistance<br>Ph: 131 444<br><a href="http://www.sapolice.sa.gov.au">www.sapolice.sa.gov.au</a> | Department for Communities and Social Inclusion<br><a href="http://www.dcsi.sa.gov.au">www.dcsi.sa.gov.au</a><br>Ph: 131 478   |

|   |   |
|---|---|
| <b>Tasmania</b>   |   |
| Tasmania Police<br>Non-urgent police assistance<br>Ph: 131 444<br><a href="http://www.police.tas.gov.au">www.police.tas.gov.au</a>        | Department of Health and Human Services<br><a href="http://www.dhhs.tas.gov.au/children">www.dhhs.tas.gov.au/children</a><br>Ph: 1300 737 639 |
| <b>Victoria</b>   |   |
| Victoria Police<br>Non-urgent police assistance<br>Ph: (03) 9247 6666<br><a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a> | Department of Human Services<br><a href="http://www.dhs.vic.gov.au">www.dhs.vic.gov.au</a><br>Ph: 131 278                                     |
| <b>Western Australia</b>  |   |
| Western Australia Police<br>Non-urgent police assistance<br>Ph: 131 444<br><a href="http://www.police.wa.gov.au">www.police.wa.gov.au</a> | Department for Child Protection<br><a href="http://www.dcp.wa.gov.au">www.dcp.wa.gov.au</a><br>Ph: (08) 9222 2555 or 1800 622 258             |

**Attachment E4:  
CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION**

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Before completing this form, please ensure that the steps outlined in [Attachment D4] have been followed and advice has been sought from the police and/or the relevant child protection agency.

|  |  |  |
|--|--|--|
| Complainant's name<br>(if other than the child)                                |  | Date formal complaint received:<br>/ / |
| Role/status in sport   |  |  |
| Child's name   |  | Age:                                   |
| Child's address  |  |  |
| Person's reason for suspecting abuse<br>(e.g. observation, injury, disclosure) |  |  |
| Name of person complained about  |  |  |
| Role/status in sport   | <input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent<br><input type="checkbox"/> Rider <input type="checkbox"/> Spectator<br><input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel<br><input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other<br><input type="checkbox"/> Official |  |
| Witnesses<br>(if more than three witnesses, attach details to this form)       | Name (1):<br>Contact details:<br>Name (2):<br>Contact details:<br>Name (3):<br>Contact details:  |  |
| Interim action taken<br>(if any)   |  |  |
| Police contacted   | Who:<br>When:<br>Advice provided:  |  |

|  |                                      |
|--|--------------------------------------|
| Child protection agency contacted              | Who:<br>When:<br>Advice provided:    |
| CEO contacted                                  | Who:<br>When:                        |
| Police investigation (if any)                  | Finding:                             |
| Child protection agency investigation (if any) | Finding:                             |
| Internal investigation (if any)                | Finding:                             |
| Action taken                                   |                                      |
| Completed by                                   | Name:<br>Position:<br>Signature: / / |
| Signed by                                      | Complainant (if not a child)         |

**This record and any notes must be kept in a confidential and safe place.** If required, they should be provided to the police and/or the relevant child protection agency.