



MEMBER PROTECTION POLICY

Revised 31st MAY 2018

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Preface

Jack Newton Junior Golf Foundation of NSW Inc. (trading as Jack Newton Junior Golf (JNJG)) was created to encourage, conduct and promote junior golf throughout New South Wales. This Policy is made for the purpose of governing the conduct and administration of junior golf in New South Wales and to promote the objectives of JNJG in its Statement of Objectives ('the Constitution').

JNJG is committed to provide an environment that is safe for children, free from harassment and abuse for everyone and promotes respectful and positive behaviour and values.

This Policy provides a Code of Conduct forming the basis of appropriate and ethical conduct which everyone must abide by.

This Policy is an essential part of JNJG's proactive and preventative approach to tackling inappropriate behaviour.

The Chief Executive Officer of JNJG is committed to ensuring that everyone associated with the organization complies with the Policy.

This Policy was reviewed and approved by the Board of Jack Newton Junior Golf on 31st May, 2018.

PART A: JACK NEWTON JUNIOR GOLF MEMBER PROTECTION POLICY

1. Introduction

Jack Newton Junior Golf (JNJG) is committed to participation in all aspects of the sport of golf, whatever members' status, ability, social and personal circumstances, in an environment that respects the worth, dignity and equality of opportunity of all people.

JNJG is committed to the advancement of participation in playing, coaching, administering and working in organisations devoted to golf, based on merit and equal opportunity. JNJG intends, by this Policy, to ensure that in all their dealings, members shall be treated fairly, with respect, in a manner appropriate to their innate worth and dignity as human beings and that members shall advance in their chosen field based on merit and achievement, fairly recognised.

JNJG is committed to providing an environment in which all members feel free to participate and considers that it is sometimes proper to make special provision for disadvantaged groups and to establish special programs designed to enable their members to overcome any disadvantage and participate in the community on conditions of equality.

2. Purpose of this policy

This Member Protection Policy aims to ensure our core values, good reputation, positive behaviours and attitudes are maintained. It assists us in ensuring that every person involved in our sport is treated with respect and dignity and is safe and protected from abuse. This policy also ensures that everyone involved in our sport is aware of his or her legal and ethical rights and responsibilities.

The policy attachments provide the procedures that support our commitment to eliminating discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, JNJG will take disciplinary action against any person or organisation bound by this policy if they breach it.

This policy has been endorsed by JNJG and has been incorporated into our By-Laws. The policy was reviewed on 31st May 2018 and will operate until replaced. This policy and/or its attachments may be amended from time to time by resolution of the JNJG Board as per the Constitution. Copies of the policy and its attachments can be obtained from our website (www.jnjg.com.au) or from Jack Newton Junior Golf.

3 Who is bound by this policy

This policy applies to the following, whether they are in a paid or unpaid/voluntary capacity:

- Individuals sitting on boards, committees and sub-committees;
- Employees and volunteers;
- Support personnel (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers);
- Coaches and assistant coaches;
- All players of the game of Golf
- Referees and other officials;
- Members;
- Member associations;
- Associated organisations;
- Peak associations and the national body;
- Any other person or organisation that is a member of or affiliated to Jack Newton Junior Golf;
- Parents, guardians, spectators and sponsors who agree in writing (whether on a ticket, entry form or otherwise) to be bound by this policy.

This policy will continue to apply to a person even after they have stopped their association or employment with JNJG if disciplinary action relating to an allegation of child abuse against that person has commenced.

4. Organisational responsibilities

JNJG must:

- 4.1 adopt, implement and comply with this policy
- 4.2 ensure that this policy is enforceable
- 4.3 publish, distribute and promote this policy and the consequences of any breaches of the policy
- 4.4 promote and model appropriate standards of behaviour at all times
- 4.5 deal with any complaints made under this policy in an appropriate manner
- 4.6 deal with any breaches of this policy in an appropriate manner
- 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 all people and organisations to whom this policy applies
- 4.9 use appropriately trained people to receive and manage complaints and allegations of inappropriate behavior (e.g. Member Protection Information Officers (MPIOs) and/or Complaint Managers) and display the names and contact details in a way that is readily accessible; and
- 4.10 monitor and review this policy at least annually.

5. Individual responsibilities

Individuals bound by this policy must:

- 5.1 make themselves aware of the contents of this policy;
- 5.2 comply with all relevant provisions of the policy, including any codes of conduct and the steps for making a complaint or reporting possible child abuse set out in this policy ;
- 5.3 consent to the screening requirements set out in this policy, and any state/territory Working with Children Checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18 or where otherwise required by law;
- 5.4 place the safety and welfare of children above other considerations;
- 5.5 be accountable for their behaviour: and,
- 5.6 comply with any decisions and/or disciplinary measures imposed under this policy.

6. Position statements

6.1 Child protection

Jack Newton Junior Golf 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 to develop their skills and capacity and to enhance their performance, so we can maintain a child-safe environment in our sport.

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 to us. (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. JNJG requires that individuals and associations obtain permission from a child's parent/guardian using the consent form contained in attachment E5 before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. We also require the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If JNJG uses an image of a child it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname. We will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. We will not display information about hobbies, likes/dislikes, school, etc as this information can be used as grooming tools by pedophiles or other persons. We will only use appropriate images of a child, relevant to our

sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

6.3 Anti-discrimination and harassment

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

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

6.3.1 Discrimination Unlawful discrimination involves the less favourable treatment of a person based on one or more of the personal characteristics protected by state or federal anti-discrimination laws.

The personal characteristics protected by anti-discrimination laws include attributes such as race, age, disability, gender and race. The full list of protected personal characteristics is in the “Definitions” set out in the Dictionary of Terms.

Discrimination can be either direct or indirect.

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

For the purposes of determining discrimination, the offender’s awareness and motive are irrelevant.

6.3.2 Harassment

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

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

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

6.3.3 Prohibition against discrimination and harassment

We prohibit all forms of harassment and discrimination based on the personal characteristics listed in the “Definitions” set out in the Dictionary of Terms [see clause 10].

Any person who believes they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy is encouraged to raise their concerns with us. A person may make an internal complaint, and 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 Intimate relationships

JNJG takes the position that sexual relationships between coaches and the adult players that they coach should be avoided. JNJG takes the view that such relationships while not necessarily constituting unlawful harassment can have harmful effects on the individual player involved, on other players and coaches, and on the sport's public image. Such relationships tend to be intentionally or unintentionally exploitative because there is usually a disparity between coaches and players in terms of authority, power, maturity, status and dependence. JNJG's policy position is similar to other organisations who disallow professionals such as teachers, doctors and counsellors to have sexual relationships with their clients or students.

Should a sexual relationship develop between a player and coach, JNJG will investigate whether any action is necessary. Factors that may be relevant to consider are the age and maturity of the athlete relative to the coach, the financial or emotional dependence of the player on the coach, and the likelihood of the relationship having any adverse impact on the player and/or other players. If it is determined that the sexual relationship is inappropriate, action may be taken to stop the coaching relationship with the player. Action may include transfer, a request for resignation or dismissal from coaching duties.

In the event that an athlete 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 player may wish to approach JNJG's MPIO if they feel harassed. JNJG's complaints procedure is outlined in Part D.

The law is always the minimum standard for behaviour within JNJG and therefore sex with a child is a criminal offence.

6.5 Pregnancy

Jack Newton Junior Golf is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our sport. We will not tolerate any discrimination or harassment against pregnant women.

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

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sport and ensure that they make informed decisions about their participation in our sport. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with Jack Newton Junior Golf.

We will only require pregnant women to sign a disclaimer in relation to their participation in our sport whilst they are pregnant 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 believes she is being, or 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

Gender identity means the gender-related identity, appearance or mannerisms or other gender-related characteristics of a person. This includes the way people express or present their gender and recognises that a person's gender identity may be an identity other than male or female. Some terms used to describe a person's gender identity include trans, transgender and gender diverse.

6.6.1 Gender identity discrimination and harassment

Federal, state and territory anti-discrimination laws provide protection from discrimination against people based on their gender identity. (See definition in Dictionary of terms).

Jack Newton Junior Golf is committed to providing a safe, fair and inclusive sporting environment all where people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity.

All persons, regardless of gender identity, are entitled to be treated fairly and with dignity and respect at all times. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity. This includes discrimination or harassment of a person who is transgender or transsexual, who is assumed to be transgender or transsexual or has an association with someone who has or is assumed to be transgender or transsexual. (Refer to the attachments in Part D of this policy.)

We expect all people bound by this policy to act with sensitivity when a person is undergoing gender transition/affirmation.

If any person believes that they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy because of their gender identity, they may make a complaint.

6.6.2 Participation in sport

Jack Newton Junior Golf recognises that excluding people from participating in sporting events and activities because of their gender identity may have significant implications for their health, wellbeing and involvement in community life. We are committed to supporting participation in our sport on the basis of the gender with which a person identifies.

If issues of performance advantage arise, we will consider whether the established discrimination exceptions for participation in sport are relevant in the circumstances. Discrimination is unlawful unless an exception applies.

Jack Newton Junior Golf 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.

6.6.3. Intersex status

Federal anti-discrimination law, and some state and territory anti-discrimination laws, provide protection from discrimination against a person on the basis of their intersex status. (See Dictionary of terms).

Jack Newton Junior Golf is committed to providing a safe, fair and inclusive sporting environment where all people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their intersex status.

6.7 Smoke-free environment

Jack Newton Junior Golf is committed to providing a safe and healthy environment at all sporting and social events that we hold or endorse.

In general, our policy is that:

- no smoking shall occur at or near sporting events involving children and young people under the age of 18. This policy shall apply to coaches, players, trainers, officials and volunteers;
- social events shall be smoke-free, with smoking permitted at designated outdoor smoking areas; and
- coaches, officials, trainers, volunteers and players will refrain from smoking while they are involved in an official capacity in our sport, both on and off the field.

6.8 Responsible service and consumption of alcohol

Jack Newton Junior Golf is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol.

In general, our policy is that:

- alcohol should not be available or consumed on the golf course during a JNKG event
- food and low-alcohol and non-alcoholic drinks be available at events we hold or endorse where alcohol is served.
- it is against the law for a minor to consume alcohol
- it is against the law to purchase alcohol for a minor

6.9 Bullying

Jack Newton Junior Golf is committed to providing an environment that is free from bullying. We understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable in our sport.

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

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

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

- verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
- excluding or isolating a group or person;
- spreading malicious rumours; or
- psychological harassment such as intimidation.

Bullying includes cyber-bullying which occurs through the use of technology. 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. Jack Newton Junior Golf will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. 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.

If any person believes they are being, or have been, bullied 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.)

6.10 Social networking

Jack Newton Junior Golf acknowledges the enormous value of social networking to promote our sport and celebrate the achievements and success of the people involved in our sport.

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

We expect all people bound by these policies (refer to Attachment B2 & B5) to conduct themselves appropriately when using social networking sites to share information related to our sport.

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

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

7. Complaints procedures

7.1 Handling complaints

Jack Newton Junior Golf aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of procedural fairness.

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 discriminated against, harassed, bullied or there has been any other breach of this policy.

In the first instance, complaints should be reported to the Member Protection Information Officer.

[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 may indicate his or her preferred option and the Member Protection Information Officer should consider whether that is an appropriate way to handle the particular complaint. 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 and victimisation

Jack Newton Junior Golf aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against any person making a complaint.

We will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures may be undertaken in respect of a person 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 Member Protection Information Officer considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or inappropriately intended to cause distress to the respondent, the matter may be referred in writing to the CEO for review and appropriate action, including possible disciplinary action against the complainant.

7.3 Mediation

Jack Newton Junior Golf 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 allow lawyers to participate in the mediation process.

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

7.3 Tribunals

In accordance with Jack Newton Junior Golf rules a Tribunal may be convened to hear a proceeding referred to it by CEO

Our Tribunal procedure is outlined in Attachment [D4].

A respondent may lodge an appeal to the Appeal Tribunal in respect of a Tribunal decision. The decision of the Appeal Tribunal is final and binding on the people involved. Our appeals process is outlined in Attachment [D4].

Every organisation bound by this policy will recognise and enforce any decision of a Tribunal or Appeal Tribunal under this policy.

8. What is a breach of this policy?

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

- 8.1 breaching the codes of behaviour (see Part B of this policy);
- 8.2 bringing the sport and/or JNJG into disrepute, or acting in a manner likely to bring the sport and/or JNJG into disrepute
- 8.3 failing to follow Jack Newton Junior Golf policies (including this policy) and our procedures for the protection, safety and well-being of children;
- 8.4 discriminating against, harassing or bullying (including cyber-bullying) any person;
- 8.5 victimising another person for making or supporting a complaint;
- 8.6 engaging in an inappropriate intimate relationship with a person that he or she supervises, or has 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 Jack Newton Junior Golf information that is of a private, confidential or privileged nature;
- 8.9 making a complaint that they know 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; and
- 8.11 failing to comply with a direction given to the individual or organisation as part of a disciplinary process.

9. Disciplinary measures

If an individual or organisation to which this policy applies breaches this policy, one or more forms of discipline may be imposed. These may include making a verbal or written apology, paying a fine, being suspended or de-registered or having a person's appointment or employment terminated. More information on the range of disciplinary measures and the factors that will be considered before imposing discipline is at attachment D of this policy. Any disciplinary measure imposed under this policy must:

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

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 Member means those organisations affiliated with JNJG.

Child means a person who is under the age of 18 years (see also definition of young person).

Child abuse relates to 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. Children may be harmed by both 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; giving bad nutritional advice; 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 by ill-treating a child (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring or placing unrealistic expectations on a child).
- 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 D of this policy.

Complainant means the person making 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;
- Marital status;
- Parental/carer status;
- Physical features;
- Political belief/activity;
- Pregnancy;
- Race;
- Religious belief/activity;
- Gender;
- Trade union membership/activity;
- Gender Identity/Transgender status;
- Irrelevant criminal record;
- Irrelevant medical record;
- Homosexuality and sexual orientation.

Some States and Territories include additional characteristics.

Discrimination is not permitted in the areas of employment (including volunteer and unpaid employment); the provision of goods and services; 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; obtaining or retaining membership of an organisation (including the rights and privileges of membership). Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination may also be discriminatory conduct.

Discrimination may be direct or indirect. **Direct discrimination** is treating, or proposing to treat someone less favourably because of a characteristic (such as race, sex, age etc) in the same or similar circumstances. **Indirect discrimination** is imposing or intending to impose a requirement, condition or practice that is the same for everyone but which has an unequal or disproportionate effect on particular individuals or groups.

Harassment is any type of behaviour that the other person does not want and does not return and that is offensive, abusive, belittling or threatening. The behaviour is unwelcome and of a type that a reasonable person would recognise as being unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated.

Unlawful harassment includes the above but is either sexual or targets a person because of their race, gender, pregnancy, marital status, sexuality or other characteristic (see characteristic list under discrimination).

Whether or not the behaviour is harassment is determined from the point of view of the person receiving the harassment. The basic rule is if someone else finds it harassing then it could be harassment. Harassment may be a single incident or 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 behaviour 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 such as homosexuality, gender identity, HIV/AIDS, religion and disability – see vilification.

Junior means a person under the age of eighteen (18) years who is participating in an activity of JNJC.

Mediator means an impartial person appointed to mediate complaints made under this policy. It is preferable that the mediator has relevant skills, qualifications and/or training in mediation.

Member protection is a term used by the Australian sport industry to describe the practices and procedures that protect members – both individual members such as players, coaches and

officials, and the member organisations such as clubs, state associations, other affiliated associations and the national body. Member protection involves:

- protecting those that are involved in sport activities from harassment, abuse, discrimination and other forms of inappropriate behaviour
- adopting appropriate measures to ensure the right people are involved in an organisation, particularly in relation to those involved with juniors, and
- providing education.

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. The MPIO provides confidential information and moral support to the person with the concern or who is alleging harassment or a breach of this policy. They help the complainant deal with any emotions they may have about what has happened and operate as a sounding board as the complainant decides what they want to do. The MPIO may accompany the complainant in anything they decide to do, if it feels appropriate and they are happy to do it. The Jack Newton Junior Golf MPIO will be the CEO or his/her delegate at events.

Natural justice incorporates the following principles:

- a person who is the subject of a complaint must be fully informed of the allegations against them
- a person who is the subject of a complaint must be given full opportunity to respond to the allegations and raise any matters in their own defence
- all parties need to be heard and all relevant submissions considered
- irrelevant matters should not be taken into account
- no person may judge their own case
- the decision maker/s must be unbiased, fair and just
- the penalties imposed must not outweigh the 'crime'

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

Policy and this policy mean this Member Protection Policy.

Respondent means the person who is being complained about.

Role-specific codes of conduct 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 another person to make a complaint.

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.

Young People/person means people in the under 18 year age group.

PART B: CODES OF BEHAVIOUR AND POLICIES

We seek to provide a safe, fair and inclusive environment for everyone involved in our organisation and in our sport.

To achieve this, we require certain standards of behavior by players/athletes, coaches, officials, administrators, parents/guardians (of child participants) and spectators.

Our codes of behaviour are underpinned by the following core values.

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

ATTACHMENTS

- B1. Policy for Interacting with Children
- B2. Communication Policy
- B3. Coach Code of Behaviour
- B4. Spectator and Bag Pusher Policy
- B5. Social Media Policy

PART C: EMPLOYMENT SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS

We are committed to providing a safe environment for children. As part of this, we will recruit staff and volunteers who do not pose a risk to children.

Employment screening and Working with Children Checks can involve criminal history checks, signed declarations, referee checks and other appropriate checks that assess a person's suitability to work with children and young people.

Working with Children Check laws are currently in place in New South Wales, Queensland, Western Australia, Victoria, the Northern Territory, the Australian Capital Territory, Tasmania and South Australia.

Jack Newton Junior Golf, including our state associations and clubs, will meet the requirements of the relevant state or territory Working with Children Check laws.

Individuals travelling with children and young people to another state or territory in a work-related capacity must comply with the screening requirements of that particular state or territory.

ATTACHMENTS

- Attachment C1: Member Protection Declaration
- Attachment C2: Working with Children Check requirements
- Attachment C3: Play By The Rules Fact Sheet for NSW

PART D: COMPLAINT HANDLING PROCEDURES

We will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously.

We will provide individuals with informal and/or formal process to resolve the matter, along with access to an external complaint handling body, based on the nature of the complaint and our rules and regulations.

We also provide an appeals process for those matters.

We will maintain confidentiality where possible and as provided in this policy and seek to ensure that no one is victimised for making, supporting or providing information about a complaint.

ATTACHMENTS

- Attachment D1: Complaints procedure
- Attachment D2: Mediation
- Attachment D3: Investigation procedure
- Attachment D4: Tribunal procedure

PART E: REPORTING REQUIREMENTS AND DOCUMENTS/FORMS

We will ensure that all the complaints we receive, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint.

This information, and any additional records and notes, will be treated confidentially (subject to disclosure required by law or permitted under this policy) and stored in a secure place.

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

We will ensure that everyone who works with our organisation in a paid or unpaid capacity understands how to appropriately receive and record allegations of child abuse and neglect and how to report those allegations to the relevant authorities in their state or territory.

ATTACHMENTS

- Attachment E1: Record of informal complaint
- Attachment E2: Record of formal complaint
- Attachment E3: Handling an allegation of child abuse
- Attachment E4: Confidential record of child abuse allegation
- Attachment E5: Consent to be photographed

Attachment B1:



JACK NEWTON JUNIOR GOLF

POLICY FOR INTERACTING WITH CHILDREN

Maintain appropriate boundaries

Coaches and other personnel in positions of authority should maintain clear:

PHYSICAL BOUNDARIES

- Use drills to develop fitness, not as a punishment
- Only use physical contact that is appropriate for the development of a particular skill and has the permission of the athlete
- Work within sight of others at all times

EMOTIONAL BOUNDARIES

- Use positive feedback on performance, not negative feedback about the person
- Be encouraging and avoid put-downs

SOCIAL BOUNDARIES

- Attend sport related events such as sponsorship and fundraising events, celebrations and annual meetings but do not socialise with athletes outside sporting functions
- Do not socialise with athletes via personal social media

SEXUAL BOUNDARIES

- Do not have sexual relationships with athletes you are coaching
- Do not touch athletes in ways likely to make them feel uncomfortable

MINIMISE PHYSICAL CONTACT

Generally, physical contact with players or participants should be to:

- Develop sport skills
- Give sports massage
- Treat an injury
- Prevent or respond to an injury
- Meet the specific requirements of the sport

All physical contact by personnel should fulfil the following criteria:

- Physical contact should be appropriate for the development of a sport skill/s
- Permission from the player or participant should always be sought
- Players or participants should be congratulated or comforted in public not in an isolated setting

AVOID BEING ALONE WITH A CHILD

To protect yourself and the child from risk:

- Do not isolate yourself and a child and avoid being alone with any particular child
- If a child approaches you and wants to talk to you privately about a matter, do so in an open area and in sight of other adults (e.g. other coaches, officials or parents/guardians)
- Before going into change rooms knock or announce that you will be coming in. Try to have at least one adult with you in a change room with children

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Attachment B2:



Jack Newton Junior Golf

COMMUNICATION POLICY

OUR COMMITMENT

Electronic communication is essential for sharing JNJG news and information with our members. Our communication will be timely, appropriate and related to JNJG business.

WHAT WE WILL DO

We use a range of electronic tools to communicate with our members.

Our communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

A webmaster will be appointed to provide accountability and control over material published on the

JNJG's website and any related discussion groups or social media websites, such as Facebook, YouTube or Twitter.

Website

- Our website will include current information on competitions, social events, committees, policies, constitution, rules and by-laws.
- No offensive content or photos will be published.
- If we intend to publish a photo of a child, we will first seek permission from his or her parents and take care not to provide identifying information.
- We will seek feedback from members to improve the information available on the site.

SMS and email

Committee members, coaches and team managers may use SMS and email to provide information about competition, training, JNJG-sanctioned social events and other JNJG business, however:

- SMS messages should be short and about JNJG matters

- email communication will be used when more information is required
- communication involving children will be directed through their parents.

Social media websites

- We treat all social media postings, blogs, status updates and tweets as public 'comment'.
- Postings (written, photos or videos) will be family-friendly and feature positive JNJG news and events.
- No personal information about our members will be disclosed.
- No statements will be made that are misleading, false or likely to injure a person's reputation.
- No statements will be made that might bring JNJG into disrepute.
- Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.
- Avoid connecting with players and parents through personal social media accounts. It is recommended to communicate and connect on a JNJG social media account.

WHAT WE ASK YOU TO DO

We expect our members to conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites connected to JNJG.

Electronic communication:

- should be restricted to JNJG matters
- must not offend, intimidate, humiliate or bully another person
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of members
- must not bring JNJG into disrepute
- must be done through a JNJG account

Coaches and others who work with children and young people must direct electronic communication through the child's parents.

SMS, email and Social media

- communication to coaches and others who work for JNJG must be directed to the JNJG accounts and not personal accounts of the JNJG coaches and staff.

NON-COMPLIANCE

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our Member Protection Policy or our Codes of Conduct.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter) may be liable for defamation.

I, _____ have read and understood the policy and will abide by it as a staff member and or junior member of Jack Newton Junior Golf.

Signature:

Date:

If under 18 years of age, parent/guardian:

Signature:

Date:

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Attachment B3:



JACK NEWTON JUNIOR GOLF

COACH CODE OF BEHAVIOUR

SAFETY AND HEALTH OF PARTICIPANTS

- Place the safety and welfare of the participants above all else.
- Be aware of and support the sport's injury management plans and return to play guidelines.

COACHING EXCELLENCE

- Help each person (athlete, official, etc) to reach their potential. Respect the talent, developmental stage and goals of each person and encourage them with positive and constructive feedback.
- Encourage and support opportunities for people to learn appropriate behaviours and skills.
- Support opportunities for participation in all aspects of the sport.
- Treat each participant as an individual.
- Obtain appropriate qualifications and keep up-to-date with the latest coaching practices and the principles of growth and development of participants.

HONOUR THE SPORT

- Act within the rules and spirit of your sport.
- Promote fair play over winning at any cost.
- Respect the decisions of officials, coaches and administrators.
- Show respect and courtesy to all involved with the sport.
- Display responsible behaviour in relation to alcohol and other drugs.

INTEGRITY

- Act with integrity and objectivity, and accept responsibility for your decisions and actions.
- Ensure your decisions and actions contribute to a harassment-free environment.
- Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance exists) with people under the age of 18.
- Ensure that any physical contact with another person is appropriate to the situation and necessary for the person's skill development.
- Be honest and do not allow your qualifications or coaching experience to be misrepresented.
- Never advocate or condone the use of illicit drugs or other banned performance enhancing substances or methods.
- Never participate in or advocate practices that involve match fixing.

RESPECT

- Respect the rights and worth of every person, regardless of their age, race, gender, ability, cultural background, sexuality or religion.
- Do not tolerate abusive, bullying or threatening behaviour.

I, _____ have read and understood the policy and will abide by it as a staff member and or junior member of Jack Newton Junior Golf.

Signature:

Date:

If under 18 years of age, parent/guardian:

Signature:

Date:

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Attachment B4:



JACK NEWTON JUNIOR GOLF

SPECTATOR AND BAG PUSHER POLICY

OUR COMMITMENT

JNJG is committed to providing a safe environment for participation. Aggressive, threatening or other inappropriate behaviour by members, their families, their friends, and other sporting personnel while attending a game or event will not be tolerated.

These behaviours are outlined include but not limited to:

- using bad language
- harassing or ridiculing players, coaches, officials or other spectators
- making racist, religious, sexist or other inappropriate comments to players, coaches, officials or other spectators
- any threatening behaviour or physical altercation between spectators and players, coaches, officials or other spectators
- putting undue pressure on children, berating them or putting down their performance
- drinking on the golf course or being drunk at a JNJG event.
- smoking on the golf course during a JNJG event.

WHAT WE WILL DO

- Provide members, their parents and other sporting personnel with our Code of Behaviour and make clear what is expected and the consequences of non-compliance.

- Where possible, bind non-members by prominently displaying conditions of entry to grounds and facilities and by requiring parents to abide by club rules (e.g. by making parents associate members, signing our Code of Behaviour).
- Reinforce messages of fair and respectful behaviour by displaying signs and posters around our facilities and providing information on our website, in our newsletter and through other club communication.
- Encourage our coaches and officials to complete training to develop their skills and confidence.
- Ban bringing alcohol on to the golf course during a JNJG event.
- Ban smoking on the golf course during a JNJG event.
- Consult with our local police and seek their support and advice on how to handle issues involving inappropriate behaviour by spectators prior to, at or after a game.
- Encourage the reporting of incidents and investigate inappropriate behaviours as outlined in this policy and take disciplinary or whatever other actions as are deemed necessary (e.g. appoint a ground official to monitor behaviour).
- Encourage our players, coaches, officials and spectators to call the police if they are concerned about escalating behaviour and their safety or the safety of others.

WHAT WE ASK YOU TO DO

- Read and abide by the Parent, Spectator and Bag Pusher Guideline which is outlined below.
- Parents/spectators to only smoke in the designated smoking areas around the clubhouse and carpark.
- Help create a positive atmosphere for players, officials and other spectators by showing respect for players, officials and other spectators.
- Abide by our Code of Behaviour and refrain from using bad language, harassing or ridiculing others or behaving in a threatening or violent manner.
- If you are aware of inappropriate spectator behaviour and you feel confident to do so, speak with the person and ask them to stop. If there is JNJG Staff member, official or volunteer, ask for their assistance.
- Report any inappropriate spectator behaviour to the MPIO or someone in a position of authority.
- Call the police or a club official if you are concerned for your safety or the safety of others.

NON-COMPLIANCE

Parents or others found to have behaved inappropriately, and who are associate members or have agreed to abide by our Code of Behaviour and this policy, may face disciplinary action as outlined in our Member Protection Policy.

PARENT, SPECTATOR AND BAG PUSHER GUIDELINES

JNJG will not enforce an "exclusion zone" or ban parents and spectators from being within a certain distance of the players on the course, provided the following rules and guidelines are followed:

- Parents and spectators are to stay on the designated paths or walk along the tree line of a particular fairway to watch the players.
- Parents and spectators are encouraged to act as additional spotters for errant shots or help search for lost balls in long grasses and hazards.
- Parents and spectators are not to walk onto any teeing ground, in the middle of the fairway with the players, or onto the green for any reason.
- Parents and spectators are not to push a player's golf bag, offer any advice or coaching throughout the round, or get involved with any rulings or scoring disputes.

There will be on course marshals, tournament staff, and designated rules officials available to assist and deal with any problems arising on the golf course.

Parents and spectators who are found to be crossing the clearly defined guidelines above will be given an official warning and may be asked to leave the course if the behaviour continues.

The exception to these rules above is for all players competing in the new 11 Years and Under Divisions at JNJG Tour Events.

These players in the new 11 Years and Under Divisions do have the option to use a "bag pusher" to help them get around the golf course. Bag pushers are purely there to help each golfer in the group with pace of play and help the entire group keep up with the group in front.

The bag pushers are not permitted to coach the players throughout the round, stand behind the players to line up shots or go onto the green to line up putts. The bag pushers can rake bunkers or attend the flag on the green, to help with the pace of play. The bag pushers are not rules officials and we don't want anyone getting into arguments with other parents and spectators following a particular group about any on course rulings or scoring.

Any bag pusher found to be crossing these clearly defined guidelines above will be given an official warning and may be asked to leave the course if the behaviour continues.

I, _____ have read and understood the policy and guideline and will abide by it as a spectator and or bag pusher for a Jack Newton Junior Golf event.

Signature:

Date:

If under 18 years of age, parent/guardian:

Signature:

Date:

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Attachment B1:



SOCIAL MEDIA POLICY

POLICY OVERVIEW AND PURPOSE

Social media is changing the way we communicate.

This policy has been developed to inform our community about using social media so people feel enabled to participate, while being mindful of their responsibilities and obligations. In particular, this policy provides practical guidance allowing all parties to benefit from the use of social media, while minimising potential risks and protecting those involved.

This policy assists to establish a culture of openness, trust and integrity in all online activities related to Jack Newton Junior Golf (JNJG).

This policy contains Jack Newton Junior Golf guidelines for the Jack Newton Junior Golf community to engage in social media use. It also includes details of breaches of the policy.

In circumstances where guidance about social media issues has not been given in this policy, we suggest you use common sense or seek out advice from those who have approved this policy.

UNDERLYING PRINCIPLES

This policy complements Jack Newton Junior Golf's core values:

JNJG is committed to provide an environment that is safe for children, free from harassment and abuse for everyone and promotes respectful and positive behaviour and values.

The Chief Executive Officer of JNJG is responsible for all matters related to this policy.

COVERAGE

This policy applies to all persons who are involved with the activities of Jack Newton Junior Golf, whether they are in a paid or unpaid/voluntary capacity and including:

- members of Jack Newton Junior Golf
- persons appointed or elected to JNJG board, committees and sub-committees;
- employees of Jack Newton Junior Golf;
- support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;
- coaches and assistant coaches;
- officials and volunteers of JNJG;
- member associations

SCOPE

Social media refers to any online tools or functions that allow people to communicate and/or share content via the internet.

This social media policy applies to platforms including, but not limited to:

- Social networking sites (e.g. Facebook, Twitter, LinkedIn, Google+, Pinterest, Yammer, etc)
- Video and photo sharing websites or apps (e.g. YouTube, Vimeo, Instagram, Flickr, Vine, etc)
- Blogs and micro-blogging platforms (e.g. Tumblr, Wordpress, Blogger, etc)
- Review sites (e.g. Yelp, Urban Spoon, etc)
- Live broadcasting apps (e.g. Periscope, Meerkat, Facebook Mentions, etc)
- Podcasting (e.g. iTunes, Stitcher, Sound cloud, etc)
- Geo-spatial tagging (e.g. Foursquare, etc)
- Online encyclopaedias (e.g. Wikipedia, etc)
- Instant messaging (e.g. SMS, Skype, Snapchat, WhatsApp, Viber, etc)
- Online multiplayer gaming platforms (e.g. World of Warcraft, Second life, Xbox Live, etc)
- Online voting or polls
- Public and private online forums and discussion boards
- Any other online technologies that allow individual users to upload and share content.

This policy is applicable when using social media as:

1. an officially designated individual representing Jack Newton Junior Golf on social media; and
2. if you are posting content on social media in relation to Jack Newton Junior Golf that might affect Jack Newton Junior Golf's business, products, services, events, sponsors, members or reputation.

NOTE: This policy does not apply to the personal use of social media where it is not related to or there is no reference to Jack Newton Junior Golf or its business, competitions, teams, participants, products, services, events, sponsors, members or reputation. However, any misuse by you of social media in a manner that does not directly refer to Jack Newton Junior Golf may still be regulated by other policies, rules or regulations of Jack Newton Junior Golf.

Using social media in an official capacity

You must be authorised by the Chief Executive Officer of JNJG before engaging in social media as a representative of Jack Newton Junior Golf.

As a part of Jack Newton Junior Golf's, community you are an extension of the Jack Newton Junior Golf brand.

As such, the boundaries between when you are representing yourself and when you are representing Jack Newton Junior Golf can often be blurred. This becomes even more of an issue as you increase your profile or position within Jack Newton Junior Golf. Therefore it is important that you represent both yourself and Jack Newton Junior Golf appropriately online at all times.

GUIDELINES

You must adhere to the following guidelines when using social media related to Jack Newton Junior Golf for its business, products, competitions, teams, participants, services, events, sponsors, members or reputation.

Use common sense

Whenever you are unsure as to whether or not the content you wish to share is appropriate, seek advice from others before doing so or refrain from sharing the content to be on the safe side.

When using social media, the lines between public and private, personal and professional, may be blurred. Remember, you are an ambassador for Jack Newton Junior Golf.

Protecting your privacy

Be smart about protecting yourself and your privacy.

When posting content online there is potential for that content to become publicly available through a variety of means, even if it was intended to be shared privately. Therefore, you should refrain from posting any content online that you would not be happy for anyone to see, even if you feel confident that a particular individual would never see it.

Where possible, privacy settings on social media platforms should be set to limit access. You should also be cautious about disclosing your personal details.

Honesty

Your honesty—or dishonesty—may be quickly noticed in the social media environment. Do not say anything that is dishonest, untrue or misleading. If you are unsure, check the source and the facts before uploading or posting anything. JNJG recommends erring on the side of caution – if in doubt, do not post or upload.

Do not post anonymously, using pseudonyms or false screen names. Be transparent and honest. Use your real name, be clear about who you are and identify any affiliations you have.

If you have a vested interest in something you are discussing, point it out. If you make an endorsement or recommendation about something you are affiliated with, or have a close relationship with, you must disclose that affiliation.

The web is not anonymous. You should assume that all information posted online can be traced back to you. You are accountable for your actions both on and offline, including the information you post via your personal social media accounts.

Use of disclaimers

Wherever practical, include a prominent disclaimer stating who you work for or are affiliated with (e.g. member of Jack Newton Junior Golf) and that anything you publish is your personal opinion and that you are not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble — it may not have legal effect.

Reasonable use

If you are an employee of Jack Newton Junior Golf, you must ensure that your personal use of social media does not interfere with your work commitments or productivity.

Respect confidentiality and sensitivity

When using social media, you must maintain the privacy of Jack Newton Junior Golf's confidential information. This includes information that is not publically accessible, widely known, or not expected to be shared outside of JNJG.

Remember, if you are online, you are on the record—much of the content posted online is public and searchable.

Within the scope of your authorisation by Jack Newton Junior Golf, it is perfectly acceptable to talk about Jack Newton Junior Golf and have a dialogue with the community, but it is not okay to publish confidential information of Jack Newton Junior Golf. Confidential information includes things such as details about litigation, unreleased product information and unpublished details relating to a JNJG event.

When using social media you should be considerate to others and should not post information when you have been asked not to, or where consent has not been sought and given. You must also remove information about another person if that person asks you to do so.

Permission should always be sought if the use or publication of information is not incidental, but directly related to an individual. This is particularly relevant to publishing any information regarding minors. In such circumstances, parental or guardian consent is mandatory.

Gaining permission when publishing a person's identifiable image

You must obtain express permission from an individual to use a direct, clearly identifiable image of that person.

You should also refrain from posting any information or photos of a sensitive nature. This could include accidents, incidents or controversial behaviour.

In every instance, you need to have consent of the owner of copyright in the image.

Complying with applicable laws

Do not post or link to content that contains illegal or indecent content, including defamatory, vilifying or misleading and deceptive content.

Abiding by copyright laws

It is critical that you comply with the laws governing copyright in relation to material owned by others and Jack Newton Junior Golf's own copyrights and brands.

You should never quote or use more than short excerpts of someone else's work, and you should always attribute such work to the original author/source. It is good practice to link to others' work rather than reproduce it.

Discrimination, sexual harassment and bullying

The public in general, and Jack Newton Junior Golf's employees and members, reflect a diverse set of customs, values and points of view.

You must not post any material that is offensive, harassing, discriminatory, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate.

When using social media you may also be bound by Jack Newton Junior Golf's values, Member Protection Policy and Codes of Conduct.

Avoiding controversial issues

Within the scope of your authorisation by Jack Newton Junior Golf, if you see misrepresentations made about Jack Newton Junior Golf in the media, you may point that out to the relevant authority at JNKG. Always do so with respect and with the facts. If you speak about others, make sure what you say is based on fact and does not discredit or belittle that party.

Dealing with mistakes

If JNKG makes an error while posting on social media, be up front about the mistake and address it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses Jack Newton Junior Golf of posting something improper (such as their copyrighted material or a defamatory comment about them), address it promptly and appropriately and if necessary, seek legal advice.

Conscientious behaviour and awareness of the consequences

Keep in mind that what you write is your responsibility, and failure to abide by these guidelines could put your employment/membership at risk.

You should always follow the terms and conditions for any thirdparty sites in which you participate.

Branding and intellectual property of Jack Newton Junior Golf You must not use any of Jack Newton Junior Golf's intellectual property or imagery on your personal social media without prior approval from JNKG.

Jack Newton Junior Golf's intellectual property includes but is not limited to:

- trademarks
- logos
- slogans
- imagery which has been posted on Jack Newton Junior Golf official social media sites or website.

You must not create either an official or unofficial Jack Newton Junior Golf presence using the organisation's trademarks or name without prior approval from Jack Newton Junior Golf.

You must not imply that you are authorised to speak on behalf of Jack Newton Junior Golf unless you have been given official authorisation to do so by the Chief Executive Officer of JNKG.

Where permission has been granted to create or administer an official social media presence for Jack Newton Junior Golf, you must adhere to the Jack Newton Junior Golf Branding Guidelines.

POLICY BREACHES

Breaches of this policy include but are not limited to:

- Using Jack Newton Junior Golf's name, motto, crest and/or logo in a way that would result in a negative impact for the organisation, clubs and/or its members.
- Posting or sharing any content that is abusive, harassing, threatening, demeaning, defamatory or libellous.
- Posting or sharing any content that includes insulting, obscene, offensive, provocative or hateful language.
- Posting or sharing any content, which if said in person during the playing of the game would result in a breach of the rules of the game.
- Posting or sharing any content in breach of Jack Newton Junior Golf's anti-discrimination, racial discrimination, sexual harassment or other similar policy.
- Posting or sharing any content that is a breach of any state or Commonwealth law.
- Posting or sharing any material to our social media channels that infringes the intellectual property rights of others.
- Posting or sharing material that brings, or risks bringing Jack Newton Junior Golf, its affiliates, its sport, its officials, members or sponsors into disrepute. In this context, bringing a person or organisation into disrepute is to lower the reputation of that person or organisation in the eyes of the ordinary members of the public.

Reporting a breach

If you notice inappropriate or unlawful content online relating to Jack Newton Junior Golf or any of its members, or content that may otherwise have been published in breach of this policy, you should report the circumstances immediately.

Further information about reporting breaches:

- For a complaint about the misuse of social media relating to any JNJG event that occurs either prior to, during, or after; refer to Member Protection Policy Officer or the Chief Executive Officer of JNJG.

Investigation

Alleged breaches of this social media policy may be investigated according to Jack Newton Junior Golf's Member Protection Policy.

Where it is considered necessary, Jack Newton Junior Golf may report a breach of this social media policy to police.

Disciplinary process, consequences and appeals

Depending on the circumstances breaches of this policy may be dealt with in accordance with the disciplinary procedure contained in the Jack Newton Junior Golf's Member Protection Policy.

Employees of Jack Newton Junior Golf who breach this policy may face disciplinary action up to and including termination of employment in accordance with JNJG Member Protection Policy or any other relevant policy.

Appeals

Any person who is sanctioned under a disciplinary process for breach of this policy may have a right of appeal.

Related policies

- Member Protection Policy
- Policy for Interacting with Children
- Communication Policy

Other legal considerations that may be applicable include but are not limited to:

- Defamation
- Intellectual property laws, including copyright and trade mark laws, Privacy, confidentiality and information security laws
- Anti-discrimination laws
- Employment laws
- Advertising standards
- *Charter of Human Rights and Responsibilities Act 2006*
- *Information Privacy Act 2000*
- Equal opportunity laws
- Contempt of Court
- Gaming laws

This social media policy was created using the template supplied by Play by the Rules that was developed in collaboration with the Tasmanian Government through Communities, Sport and Recreation.

Attachment C1:

MEMBER PROTECTION DECLARATION

Jack Newton Junior Golf has a duty of care to all those associated with our organisation and to the individuals and organisations to whom this policy applies. It is a requirement of our Member Protection Policy that we check the background of each person who works, coaches or has regular unsupervised contact with children and young people under the age of 18 years.

I (name) of

..... (address) born/...../.....

sincerely declare:

1. I do not have any criminal charge pending before the courts.
2. I do not have any criminal convictions or findings of guilt for sexual offences, offences related to children or acts of violence.
3. I have not had any disciplinary proceedings brought against me by an employer, sporting organisation or similar body involving child abuse, sexual misconduct or harassment, other forms of harassment or acts of violence.
4. I am not currently serving a sanction for an anti-doping rule violation under an Australian Sports Anti-Doping Authority (ASADA) approved anti-doping policy applicable to me.
5. I will not participate in, facilitate or encourage any practice prohibited by the World Anti-Doping Agency Code or any other ASADA approved anti-doping policy applicable to me.
6. To my knowledge, there is no other matter that Jack Newton Junior Golf may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
7. I will notify the CEO or other relevant official of the organisation/s engaging me immediately upon becoming aware that any matter set out above has changed.

Declared in the state/territory of

on/...../.....(date) Signature

Consent of parent/guardian (on behalf of a person under the age of 18 years)

I have read and understood the declaration provided by my child. I confirm and warrant that the contents of the declaration provided by my child are true and correct in every particular.

Name:

Signature:

Date:

Attachment C2: WORKING WITH CHILDREN CHECK REQUIREMENTS

Working with Children Checks aim to create a child-safe environment and to protect children and young people involved in our sport from physical and sexual harm.

They assess the suitability of people to work with children and young people and can involve:

- criminal history checks;
- signed declarations;
- referee checks; and
- other relevant background checks to assess a person's suitability to work with children and young people.

Working with Children Check requirements vary across Australia. [Fact Sheets](#) for each state and territory are available on the Play by the Rules website: www.playbytherules.net

Detailed information, including the forms required to complete a Working with Children Check, are available from the relevant agencies in each state and territory.

New South Wales (attachment C3)

Contact the Office of the Children's Guardian
Website: www.kidsguardian.nsw.gov.au/check
Phone: 02 9286 7276

Australian Capital Territory

Contact the Office of Regulatory Services
Website: www.ors.act.gov.au/community/working_with_vulnerable_people_wvvp
Phone: 02 6207 3000

Northern Territory

Contact the Northern Territory Screening Authority
Website: www.workingwithchildren.nt.gov.au
Phone: 1800 SAFE NT (1800 723 368)

Queensland

Contact the Queensland Government Blue Card Services
Website: www.bluecard.qld.gov.au
Phone: 1800 113 611

South Australia

Contact the Department for Education and Child Development
Website: www.families.sa.gov.au/childsafe
Phone : 08 8463 6468.
National Police Check: www.police.sa.gov.au/services-and-events/apply-for-a-police-record-check
DCSI Child Related Work Screening: <http://www.dcsi.sa.gov.au/services/screening>

Tasmania

Contact the Department of Justice
Website: www.justice.tas.gov.au/working_with_children
Phone: 1300 13 55 13

Victoria

Contact the Department of Justice
Website: www.workingwithchildren.vic.gov.au

Phone: 1300 652 879

Western Australia

Contact the Department for Child Protection

Website: www.checkwwc.wa.gov.au

Phone: 1800 883 979

Travelling to other states or territories

It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.

In certain jurisdictions, temporary, time limited exemptions from working with children checks may be available for interstate visitors with a Working with Children Check in their home state.

The laws providing interstate exemptions are not consistent across Australia.

If an employee or volunteer for your organisation is travelling interstate to do work that would normally require a working for children check, you will need to check the relevant requirements of that state or territory.



Working With Children Checks

New South Wales

In NSW a person who is in a paid position or who volunteers in child-related work is required by law to have a Working With Children Check (WWCC). In NSW the WWCC is a WWC number and involves a national police check and review of workplace misconduct involving children. The result is either a clearance to work with children for five years, or a bar. A barred person cannot work with children.

For the purposes of the WWCC the club or association is considered the 'employer', even where the club is made up of only volunteers, and as an employer the club has certain responsibilities to the WWCC. You and your association can determine if the check should be administered at club or association level.

Importantly, the club or association must register as an employer on the NSW Office of the Children's Guardian website. The purpose of registration is to verify the workers WWC numbers. Verifying a person's number online does two things, firstly, it informs the club the person is cleared to work with children. Secondly, it ensures that the club will be notified if a person's WWC number is cancelled because they become a barred person.

Ensuring the working with children check is administered correctly is a small part of what you can do to keep kids in your club safe. Find out more about creating Child Safe Organisations at [Office of the Children's Guardian](#)

WHO NEEDS A WORKING WITH CHILDREN CHECK?

Only people in child-related work need to apply for a WWCC. This means those people at the club who have direct face-to-face contact with children ([use this form to help you](#)).

[Refer to](#) the *Child Protection (Working With Children) Act 2012* and the *Child Protection (Working With Children) Regulation 2013*. Or visit our [webpage](#) dedicated to kids in sport.

WHO DOES NOT NEED A WORKING WITH CHILDREN CHECK

There are a number of exemptions to the requirement to obtain a Working With Children Check, particularly for people who volunteer in sport.

The parent or close relative exemption is the one most clubs will refer to. This exemption means, a parent or other close relative whose child(ren) participates in a an activity for which they volunteer, is not required to hold a WWCC.

Work as a referee, umpire, linesperson or otherwise as a sporting official or a groundsperson, *if the work does not ordinarily involve contact with children for extended periods without other adults being present*, is not child related work.

For coaches travelling from interstate (for less than 30 days) or for a short, one off, event (less than 5 days) there are a number of exemptions from the requirement to hold a clearance.

There are also exemptions for those who help around the club but do not have direct face-to-face contact with children, such as canteen staff or maintenance workers.

For more information about [exemptions](#) – press ctrl & click on the link.

ADMINISTERING THE WWCC (EMPLOYER RESPONSIBILITIES)

- Step 1. Register your organisation with the Working With Children Check [database](#).
- Step 2. Identify two (senior) people as suitable contacts (best practice would be to include your associations MPIO as one of the contacts)
- Step 3. Identify the roles and individuals (applying exemptions) who require a WWCC ([use this form to help you](#))
- Step 4. Verify online, the WWC number (and/or APP number) of every child-related worker. DO NOT rely on a notification or email from a worker.
- Step 5. Develop a policy and procedure for administering the WWCC including how to manage notifications from the OCG that a person is barred.
- Step 6. Maintain records relating to the WWCC.

The employer has a legal obligation to verify the WWC number online. Failing to verify the APP number may mean the club is not notified if a person becomes a barred person, this is because a person who has a disqualifying offence or who is disqualified as a result of a risk assessment will not receive a WWC number. Offences exist for employers who fail to verify a WWC number.

WHEN TO VERIFY

You should verify the persons WWCC number before they begin child-related work. You do not need to re-verify each year if the person remains with the club but you do have to monitor the expiry date (A WWC number lasts five years). You also have to re-verify the worker when they have renewed their clearance.

You can verify as often as you like but you must maintain records relating to the verification, including records that indicate which workers are exempt. This is required in the event that you are audited by the Office of the Children’s Guardian.

RESPONDING TO A BARRED NOTICE

Receiving a barred notification can be difficult for members at the club to action. Often the barred person is a member of the community or may even be a friend of the club. Clubs should refer to their association, peak body or Member Protection Information Officer (MPIO) for help with managing a barred notification.

A club cannot allow a barred person to continue in child-related work and the person must stop working in a child-related role immediately. Fines apply for employers who engage a barred (or interim barred) worker in child related work.

It is important to also recognise that the outcome of a WWCC is private information and should not be discussed in an open forum.

HOW TO APPLY FOR A WWCC (WORKER OR VOLUNTEER)

Step 1. Complete the online application form at www.kidsguardian.nsw.gov.au/check

Step 2. You will receive an application number (APP) by email. Take this APP number and proof of your identity to a NSW Service Centre. If you are in paid work, you will also need to pay a fee of \$80.

Step 3. Give your APP number to your club or association (the employer) to verify the status of your clearance. If the outcome of the verification is ‘cleared’ or ‘application in progress’ you are allowed to begin working with children.

Step 4. Once your application has been processed and you are cleared, you will receive a WWC number by email.

Step 5. Give your WWC number to your club or association (the employer) to verify.

RESULTS OF A CHECK

There are only two final outcomes of a WWCC application – a clearance or a bar. If the outcome is a clearance, your WWC number will be valid for five years for any child-related work in NSW. If it is a volunteer-class, it may only be used for volunteer work.

All cleared applicants will be subject to ongoing monitoring for new offences and relevant new workplace records. Any new offences can lead to the clearance being cancelled.

A person who has records may be risk assessed. If this happens the person will be contacted and asked to submit information that will be considered when assessing a person’s risk of harm to children. A person who proceeds to risk assessment may still receive a clearance. Alternatively, the person may be subject to an interim bar while further information is collected.

If a bar or interim bar is applied, the person will be notified in writing. If the club has verified the person’s APP/WWC number the club will also be notified. While a bar (or

interim bar) is in place it is an offence to engage a person in child-related work (paid or unpaid). The Office of the Children's Guardian may request that the NSW Police Force ensure a barred person has been removed from child-related work.

In most cases, the applicant can apply for a review of a barring decision to the NSW Civil and Administrative Tribunal (NCAT). For more information on the review process, refer to the [fact sheet](#) on bars and appeals.

FOR FURTHER INFORMATION, VISIT:

www.kidsguardian.nsw.gov.au/Working-with-children/Working-With-Children-Check/Child-related-employers.

WHERE CAN I GET FURTHER INFORMATION ON CHILD SAFE ORGANISATION RESOURCES?

[The Office of the Children's Guardian at www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)

Attachment D1: COMPLAINTS PROCEDURE

Jack Newton Junior Golf is committed to supporting people associated with our sport to make and resolve any complaints they may have in a fair, timely and effective way.

We will endeavour to deal with complaints on a confidential basis. We will not provide information about the complaint to another person without the complainant's consent, except if the law requires us disclose this information or it is necessary to properly deal with the complaint. To ensure fairness for everyone involved, we will provide the full details of the complaint to the person or people against whom the complaint has been made and ask for their response. As a result, it may be difficult for us to resolve complaints made anonymously.

We will provide **informal and formal procedures** to deal with complaints. Individuals and organisations can also make **complaints to external organisations** under anti-discrimination, child protection and other relevant laws.

Informal approaches

Step 1: Talk with the other person (if safe, reasonable and appropriate)

If you feel confident and comfortable to do so, you can approach the other person to discuss the issues and try and resolve the problem directly.

Step 2: Contact a Member Protection Information Officer

We encourage you to talk with one of our Member Protection Information Officers (MPIOs) if:

- step 1 (above) is not appropriate;
- you are not sure how to handle the problem by yourself;
- you want to talk confidentially with someone and find out what options are available to address your concern; or
- the concern continues after you approached the other person.

The names and contact details for our MPIOs are available at:

www.jnkg.com.au/membership/membership-forms-and-policies

The MPIO will:

- ask how you would like your concern to be resolved and if you need support
- seek to provide different options for you to address your concern
- act as a support person, if you wish
- refer you to an appropriate person (e.g. a mediator) to help you address your concern, if appropriate
- inform the relevant government authorities and/or police, if required by law to do so
- where possible and appropriate, maintain confidentiality.

Step 3: Decide how to address your concern

After talking with the MPIO, you may decide:

- there is no problem;
- the problem is minor and you do not wish to take the matter forward;
- to try and resolve the problem yourself, with or without a support person;
- to resolve the problem with the help of someone impartial, such as a mediator; or
- to resolve the matter through a formal process.

Formal approaches

Step 4: Making a formal complaint

If it is not possible or appropriate to resolve your complaint through an informal process, you may:

- make a formal complaint in writing to the CEO or Complaints Handler or
- approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice and assistance.

After receiving a formal complaint, and based on the material you provide, CEO or Complaints Handler will decide whether:

- he or she is the most appropriate person to receive and handle the complaint;
- the nature and seriousness of the complaint requires a formal resolution procedure;
- to refer the complaint to **mediation**;
- to appoint a person to **investigate** the complaint;
- to refer the complaint to a **tribunal hearing**;
- 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 is completed.

In dealing with your formal complaint, the CEO or Complaints Handler will take into account:

- whether he or she has had any personal involvement in the circumstances and if so, whether it is appropriate someone else should handle the complaint;
- your wishes, and the wishes of the respondent, regarding how the complaint should be handled;
- the relationship between you and the respondent (e.g. 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 might face further unacceptable behaviour while the complaint process is underway.

If the CEO or Complaints Handler is the appropriate person to handle the complaint, he or she will, where appropriate and/or necessary:

- provide the information received from you to the other person(s) involved and ask for a response;
- decide if there is enough information to determine whether the matter alleged in your complaint did or did not occur; and/or
- determine what, if any, further action to take, including referring the matter for investigation or disciplinary action in accordance with this policy.

Step 5: Investigating the complaint

In some cases, an investigation may be required to determine the facts surrounding the complaint. Our investigations procedure is outlined in [Attachment D3].

Following the investigation, a written report will be provided to CEO or Complaints Handler.

- If the complaint is referred to **mediation**, we will follow the steps outlined in [Attachment D2] or as agreed by you, the respondent and the mediator.
- If the complaint is referred to a **tribunal hearing**, the hearing will be conducted according to the steps outlined in [Attachment D4].
- If the complaint is referred to the **police or another external agency**, we will endeavour to provide all reasonable assistance required by the police or the agency.

Step 6: Reconsidering a complaint or appealing a decision

If the matter is referred to mediation and is not resolved at mediation, you may request that CEO or Complaints Handler reconsider the complaint in accordance with Step 3.

In accordance with Jack Newton Junior Golf rules you or the respondent(s) may also appeal a decision made at a tribunal hearing. The grounds and process for appeals are set out in [Attachment D4].

Step 7: Documenting the resolution

The CEO or Complaints Handler will record the complaint, the steps taken to resolve it and the outcome. This information will be stored in a confidential and secure place. If the complaint was dealt with at the state/district level, the information will be stored by the state association. If the matter is of a serious nature, or if it was dealt with at the national level, the information will be stored by Jack Newton Junior Golf and a copy stored by the state association.

Approaching external organisations

If you feel that you have been harassed or discriminated against, you can seek advice from your state or territory anti-discrimination or equal opportunity commission. There is no obligation to make a formal complaint. However, if the commission advises you that the issues appear to be within its jurisdiction, you may choose to lodge a formal complaint with the commission.

The commission may investigate your complaint. The commission may also attempt to conciliate the complaint on a confidential basis. If this fails, or if it is not appropriate, the complaint may go to a formal hearing. The tribunal will make a finding and decide what action, if any, will be taken.

If you do lodge a complaint with the commission, an appropriate person from our organisation (e.g. an MPIO) will be available to support you during the process. You may also wish to have a legal representation, particularly if the complaint goes to a formal hearing.

Contact details for the state and territory anti-discrimination and equal opportunity commissions are available on the Play by the Rules website:

<http://www.playbytherules.net.au/resources/quick-reference-guide>.

Serious incidents, such as assault or sexual assault, should be reported to the police.

Attachment D2: MEDIATION

Mediation is a process that seeks to resolve complaints with the assistance of an impartial person – the mediator.

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 discuss the issues and seeks to facilitate a mutually agreeable solution.

Our approach to mediation follows the steps set out below.

1. The CEO will appoint an appropriate mediator to help resolve the complaint. This will be done under the direction of Jack Newton Junior Golf and in consultation with the complainant and the respondent(s). The mediator will be an independent person in the context of the complaint, however this does not preclude a person with an association with Jack Newton Junior Golf acting as mediator.
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, where appropriate the mediator may seek to ensure the parties execute 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 and comply with the terms of the agreement.
5. If the complaint is not resolved by mediation, the complainant may:
 - write to CEO to request that the CEO reconsider the complaint; and
 - approach any relevant external agency, such as an anti-discrimination or equal opportunity commission, to resolve the matter.

We recognise that there are some **situations where mediation may 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 there is a real or perceived power imbalance between the people involved;
- matters that involve serious allegations.

Attachment D3: INVESTIGATION PROCESS

There will be times when a complaint will need to be investigated and information gathered.

An investigation helps determine the facts relating to the incident, if requested, recommendations as to possible findings and next steps.

Any investigation we conduct will be fair to all people involved. The investigation process will be undertaken by an unbiased person.

If we decide that a complaint should be investigated, we will follow the steps outlined below.

1. We will provide a written brief to the investigator that sets out the terms of engagement and his or her roles and responsibilities.
2. The investigator may:
 - interview the complainant and record the interview in writing;
 - provide full details of the complaint to the respondent(s) so that they can respond
 - interview the respondent(s) to allow them to answer the complaint and record the interview in writing;
 - obtain statements from witnesses and collect other relevant evidence;
 - 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);
 - **mischievous, vexatious or knowingly untrue.**
 - provide a report documenting the complaint, the investigation process, the evidence,) and, if requested, any findings and recommendations.
3. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points from the investigation.
4. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person or adviser.

Attachment D4: TRIBUNAL PROCEDURES

We will follow the steps set out below to hear formal complaints made under our Member Protection Policy.

Preparing for a Tribunal hearing

1. A Tribunal panel will be established, according to the rules set out in our constituent documents, rules and by-laws, to hear a complaint that has been referred to it by CEO.
 2. The number of Tribunal panel members required to be present throughout the hearing will be three (3).
 3. The Tribunal panel members will be provided with a copy of all the relevant correspondence, reports or information received and sent by Complaints Handler relating to the complaint/allegations.
 4. The Tribunal hearing will be held as soon as practicable. However, adequate time must be provided for the respondent(s) to prepare for the hearing.
 5. The CEO 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/allegations;
 - the details of the complaint and of all allegations, as well as the provision or clause of any policy, rule or regulation that has allegedly been breached;
 - the date, time and venue of the Tribunal hearing;
 - that verbal and/or written submissions can be presented at the Tribunal hearing;
 - that witnesses may attend the Tribunal hearing to support the position of the respondent/s;
 - an outline of any possible sanctions that may be imposed if the complaint is found to be true;
 - That legal representation will not be allowed. *[The respondent may be assisted by a support person at a Tribunal hearing. For example, where the respondent is a minor, he or she should have a parent or guardian present. However a person cannot be a support person if he or she has been admitted to the practise as a lawyer or worked as a trainee lawyer.]* A copy of any investigation report findings will be provided to the respondent(s).
 6. The CEO 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;
 - the 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 verbal and/or written submissions can be presented at the Tribunal hearing;
 - that witnesses may attend the Tribunal hearing to support the complainant's position;
 - that legal representation will not be allowed. The respondent may be assisted by a support person at a Tribunal hearing. For example, where the respondent is a minor, he or she should have a parent or guardian present. However, a person cannot be a support person if he or she has been admitted to practice as a lawyer or worked as a trainee lawyer.
- A copy of the investigation report findings will be provided to the complainant.
7. If the complainant believes the details of the complaint are incorrect or insufficient, he or she should inform the CEO or Complaints Handler as soon as possible so that the respondent(s) and members of the Tribunal panel can be properly informed of the complaint.

8. If possible, the Tribunal panel should include at least one person with knowledge or experience of the relevant laws/rules (e.g. anti-discrimination).

Tribunal hearing procedure

9. The following people will be allowed to attend the Tribunal hearing:
 - Tribunal panel members;
 - the respondent(s);
 - the complainant;
 - any witnesses called by the respondent(s);
 - 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 this absence, the Tribunal hearing will continue subject to the chairperson being satisfied that all Tribunal notification requirements have been met.
11. If the Tribunal chairperson considers that there is a valid reason for the non-attendance of the respondent(s), or the chairperson does not believe the Tribunal notification requirements have been met, then the Tribunal hearing will be rescheduled to a later date.
12. If the Tribunal chairperson wishes to reschedule the Tribunal hearing date, the Tribunal chairperson will inform the CEO of the need to reschedule the hearing and the CEO will arrange for the Tribunal to be reconvened.
13. The Tribunal chairperson will read out the complaint, ask each respondent if he or she understands the complaint and if he or she agrees or disagrees 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 when determining any sanctions.
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 may question the complainant and any witnesses.
16. The respondent 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 any witnesses.
17. The complainant and respondent(s) may be present when evidence is presented to the Tribunal hearing. Witnesses may be asked to wait outside the hearing until they are required.
18. The Tribunal may:
 - consider any evidence, and in any form, that it deems relevant;
 - ask questions of any person giving evidence;
 - limit the number of witnesses (including limiting witnesses to those persons who only provide new evidence);
 - require (to the extent it has power to do so) the attendance of any witness it deems relevant; and
 - act in an inquisitorial manner in order to establish the truth of the issue/complaint before it.
19. Video evidence, if available, may be presented. Arrangements for the viewing of this evidence must be made entirely by the person(s) wishing to offer this type of evidence.

20. If the Tribunal panel considers that at any time during the hearing there is any unreasonable or intimidatory behaviour from anyone, the Tribunal chairperson may deny further involvement of that person in the hearing.
21. After all the evidence has been presented, the Tribunal will make its decision in private. The Tribunal must decide whether the complaint has, on the balance of probabilities, been substantiated.
22. All Tribunal decisions will be by majority vote.
23. The Tribunal chairperson may announce the decision of the Tribunal at the conclusion of the hearing. Alternatively, he or she may reserve the decision of the Tribunal at the conclusion of the hearing and deliver the decision at a later time.
24. The respondent(s) will have the opportunity to make submissions to the Tribunal in relation to any sanctions that may be imposed.
25. Within 48 hours of the Tribunal delivering its decision, the Tribunal chairperson will:
 - forward a notice of the Tribunal's decision to the CEO including details of any sanction imposed.
 - forward a letter reconfirming the Tribunal's decision to the respondent(s), including any sanction imposed. The letter should also outline the process and grounds for an appeal, if allowed.
26. The Tribunal does not need to provide written reasons for its decision.

Appeals procedure

27. A complainant or a respondent(s) may lodge with Jack Newton Junior Golf an appeal in relation to the decision of a Tribunal on one or more of the following grounds:
 - 26.1 that a denial of procedural fairness has occurred;
 - 26.2 that the sanction imposed is unjust and/or unreasonable;
 - 26.3 that the decision was not supported by the information/evidence provided at the mediation or to the Tribunal Hearing;
28. A person wanting to appeal must lodge a letter setting out the basis for their appeal with the CEO within 2 business days of the decision being made.
29. If the letter of appeal is not received by the CEO within this time, the right of appeal will lapse.
30. The letter of appeal and the notice of the Tribunal's decision (clause 24) will be forwarded to the Tribunal Panel to review and to decide whether there are sufficient grounds for the appeal to proceed. The Tribunal Panel may invite any witnesses to the meeting that he or she believes are required to make an informed decision.
31. If the appellant has not shown sufficient grounds for an appeal in accordance with clause 26, then the appeal will be rejected. The appellant will be notified in writing, including the reasons for the decision.
32. If the appeal is accepted, an Appeal Tribunal with new panel members will be convened to rehear the complaint.
33. The Tribunal hearing procedure shall be followed for the Appeal Tribunal.
34. The decision of the Appeal Tribunal will be final and binding.

**Attachment E2:
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: Email:	
Complainant's role/position	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
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) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Location/event of alleged incident		
Description of alleged incident		
Nature of complaint (category/basis/grounds) Tick more than one box if necessary	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse <input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision <input type="checkbox"/> Other	
Methods (if any) of attempted informal resolution		

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

This record and any notes must be kept confidential and secure. 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 Jack Newton Junior Golf and a copy kept with the organisation where the complaint was first made.

Attachment E3: PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

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

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

All people working with Jack Newton Junior Golf 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 CEO of Jack Newton Junior Golf so that he or she can manage the situation.

Step 3: Protect the child and manage the situation

- The CEO 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 an employee of Jack Newton Junior Golf.
- The CEO will consider what services may be most appropriate to support the child and his or her parent/s.
- The CEO will consider what support services may be appropriate for the alleged offender.
- The CEO will seek to put in place measures to protect the child and the alleged offender from possible victimisation and gossip.

Step 4: Take internal action

- At least 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 Jack Newton Junior Golf)
- Jack Newton Junior Golf will assess the allegations and determine what action should be taken in the circumstances. Depending on the situation, action may include considering whether the alleged offender should return to his or her position, be dismissed, banned or suspended or face other disciplinary action.
- If disciplinary action is undertaken, we will follow the procedures set out in [Clause 9] of our Member Protection Policy.
- Where required we will provide the relevant government agency with a report of any disciplinary action we take.
- **Contact details for advice or to report an allegation of child abuse**

Australian Capital Territory	
ACT Police Non-urgent police assistance Ph: 131 444 www.afp.gov.au	Office for Children, Youth and Family Services http://www.communityservices.act.gov.au/ocyfs/reporting-child-abuse-and-neglect Ph: 1300 556 729
New South Wales	
New South Wales Police Non-urgent police assistance Ph: 131 444 www.police.nsw.gov.au	Department of Family and Community Services www.community.nsw.gov.au Ph: 132 111
Northern Territory	
Northern Territory Police Non-urgent police assistance	Department of Children and Families www.childrenandfamilies.nt.gov.au

Ph: 131 444 www.pfes.nt.gov.au	Ph: 1800 700 250
Queensland	
Queensland Police Non-urgent police assistance Ph: 131 444 www.police.qld.gov.au	Department of Communities, Child Safety and Disability Services www.communities.qld.gov.au/childsafety Ph: 1800 811 810
South Australia	
South Australia Police Non-urgent police assistance Ph: 131 444 www.sapolice.sa.gov.au	Department for Education and Child Development www.families.sa.gov.au/childsafe Ph: 131 478
Tasmania	
Tasmania Police Non-urgent police assistance Ph: 131 444 www.police.tas.gov.au	Department of Health and Human Services www.dhhs.tas.gov.au/children Ph: 1300 737 639
Victoria	
Victoria Police Non-urgent police assistance Ph: (03) 9247 6666 www.police.vic.gov.au	Department of Human Services www.dhs.vic.gov.au Ph: 131 278
Western Australia	
Western Australia Police Non-urgent police assistance Ph: 131 444 www.police.wa.gov.au	Department for Child Protection and Family Support www.dcp.wa.gov.au Ph: (08) 9222 2555 or 1800 622 258

Attachment E4: CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in attachment E3 have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name (if other than the child)		Date Formal Complaint Received: / /
Role/status in sport		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in sport	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)		
Police contacted	Who: When: Advice provided:	
Government agency contacted	Who: When: Advice provided:	

President and/or MPIO contacted	Who: When:
Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position: Signature: / /
Signed by	Complainant (if not a child)

This record and any notes must be kept in a confidential and safe place and provided to the relevant authorities (police and government) should they require them.

Attachment E5: CONSENT TO BE PHOTOGRAPHED

We may take photographs of you or your children at JNJG events please sign this form to authorize the use of photographs in accordance with JNJG's Member Protection Policy.

- During these events photographs maybe taken of you and your child for publicity purposes to raise awareness of our organisation and programs.
- These photographs may also be used in print or electronic media by external organisations to support our aim and programs.
- Photographs may appear in print media such as newspapers, magazines, reports, brochures, booklets and posters.
- Photographs may appear in mass media such as television and advertisements.
- Photographs maybe used in electronic media such as Intranet and Internet sites.
- Due to the Privacy Act 1988 we are required to receive consent in order to take and publish your child's photograph; therefore we are seeking your support to sign this form to acknowledge consent for the photographs to be used as detailed in this document.
- Photographs taken at these events are copyrighted and therefore may not be reproduced or distributed commercially without consent by JNJG or the photographers.

Acknowledgement and Consent

I have read the details above and give permission for my and/or my child's photographs to be used to promote Jack Newton Junior Golf, its aim and programs.

I may receive a copy of these photographs and understand these may not be reproduced or distributed commercially without the consent of JNJG or the photographer.

Please print the names of all children and/or members who may have their photographs taken at JNJG events (First/Last).

Print Full Name (First/Last) / Parent/Guardian

Date (Day/Month/Year)

Signature / Signature of Parent/Guardian

Address

Home Telephone

Mobile

Email Address