



Sunshine Coast Water Polo Inc.
MEMBER PROTECTION POLICY

VERSION 1.0

17th December 2014

IMPORTANT NOTE:

For this and other policies to be binding, they must:

- **be formally incorporated into your Memorandum and Articles of Association or into your By-Laws as prescribed in your Constitution**
- **be referred to in membership forms (e.g. the member agrees to be bound by the Constitution, Rules, Regulations and Policies of the NSO, SSO or Club, including its Member Protection Policy).**

Members need to be advised of the policy's existence and to sign a membership form agreeing to be bound by the policy.

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MEMBER PROTECTION POLICY

1. Introduction

Sunshine Coast Water Polo aims to provide a safe, respectful, inclusive and positive environment for all members to participate and enjoy the sport of Water Polo.

2. Purpose of Our Policy

The main objective of our Member Protection Policy (policy) is to maintain responsible behaviour and the making of informed decisions by participants in this club. It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from abuse. Our policy informs everyone involved in our club of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required. It also covers the care and protection of children participating in our club's activities.

3. Who Our Policy Applies To

Our policy applies to everyone involved in the club including committee members, administrators, coaches, officials (umpires/referees/judges), players, parents and spectators.

4. Extent of Our Policy

Our policy covers unfair decisions (e.g. team selection) and actions, breaches of our code of behaviour and behaviour that occurs at practice, in the club rooms, at social events organised or sanctioned by the club (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings our club or sport into disrepute or there is suspicion of harm towards a child or young person.

5. Club Responsibilities

We will:

- implement and comply with our policy;
- promote our policy to everyone involved in our club;
- promote and model appropriate standards of behaviour at all times;
- respond to breaches or complaints made under our policy promptly, fairly, and confidentially;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to Water Polo Queensland

Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, child abuse) and any other issues that our state or national body request to be referred to them.

6. Individual Responsibilities

Everyone associated with our club must:

- comply with the standards of behaviour outlined in our policy;
- treat others with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour;
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour.

7. Protection of Children

7.1 Child Protection

Sunshine Coast Water Polo Inc. is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of the child and will act without hesitation to ensure a child safe environment is maintained at all times. We also support the

rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

Sunshine Coast Water Polo Inc. acknowledges that our staff, members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport. Sunshine Coast Water Polo Inc. aims to continue this and to take measures to protect the safety and welfare of children participating in our sport by:

7.1.1: Identify and Analyse Risk of Harm

Sunshine Coast Water Polo Inc. will develop and implement a risk management strategy, which includes a review of existing child protection practices, to determine how child-safe and child-friendly the organisation is and to determine what additional strategies are required to minimise and prevent risk of harm to children because of the action of an employee, volunteer or another person.

7.1.2: Develop Codes of Conduct for Adults and Children

Sunshine Coast Water Polo Inc. will ensure that the organisation has codes of conduct that specify standards of conduct and care when dealing and interacting with children, particularly those in the organisation's care. The organisation will also implement a code of conduct to address appropriate behaviour between children.

The code(s) of conduct will set out professional boundaries, ethical behaviour and unacceptable behaviour. (See Part B)

7.1.3: Choose Suitable Employees and Volunteers

Sunshine Coast Water Polo Inc. will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children (in prescribed positions).

This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

Sunshine Coast Water Polo Inc. will ensure that working with children checks/criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law.

If a criminal history report is obtained as part of their screening process, Sunshine Coast Water Polo Inc. will ensure that the criminal history information is dealt with in accordance with relevant state requirements. (See Part C)

7.1.4: Support, Train, Supervise and Enhance Performance

Sunshine Coast Water Polo Inc. will ensure that volunteers and employees who work with children or their records have ongoing supervision, support and training such that their performance is developed and enhanced to promote the establishment and maintenance of a child-safe environment.

7.1.5: Empower and Promote the Participation of Children In Decision-Making And Service Development

Sunshine Coast Water Polo Inc. will promote the involvement and participation of children and young people in developing and maintaining child-safe environments.

7.1.6: Report and Respond Appropriately To Suspected Abuse and Neglect

Sunshine Coast Water Polo Inc. will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

Sunshine Coast Water Polo Inc. will make all volunteers and employees aware of their responsibilities under respective state laws if they have suspicion on reasonable grounds that a child has been or is being abused or neglected. (See Part E)

In addition to any legal obligation, if any person feels another person or organisation bound by this policy is acting inappropriately towards a child or is breaching the code'(s) of practice set out they may make an internal complaint. Please refer to our complaints procedure outlined in attachment [C1] of this policy. This will explain what to do about the behaviour and how Sunshine Coast Water Polo Inc. will deal with the problem.

7.2 Supervision

Members under the age of 12 must be supervised at all times by a responsible adult. Our club will provide a level of supervision adequate and relative to the members' age, maturity, capabilities, level of experience, nature of activity and nature of venue. If a member finds a member under the age of 12 is unsupervised, they should assume responsibility for the member's safety until the parent/guardian or supervisor can be found.

Parents must turn up on time to collect their child for reasons of courtesy and safety. If it appears a member will be left alone at the end of a training session with just one child, they will ask another member to stay until the child is collected.

7.3 Transportation

Parents/guardians are responsible for transporting their children to and from club activities (e.g. practice and games). Where our club makes arrangements for the transportation of children (e.g. for away or over night trips), we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate licence for the vehicle being used and appropriate safety measures are available (e.g. fitted working seatbelts)]

7.4 Taking Images of Children

Images of children can be used inappropriately or illegally. The club requires that members, wherever possible, obtain permission from a child's parent/guardian 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 the club 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.

8. Anti-harassment, Discrimination and Bullying

Our club opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourably because of a particular characteristic; imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers. Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race, and marital status.

Our club takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the club (see Responding to Complaints).

9. Inclusive practices – please also refer to our 'Including people with a disability policy'

Our club is welcoming and we will seek to include members from all areas of our community.

9.1 People with a disability

Where possible we will include people with a disability in our teams and club. We will make reasonable adaptations (e.g. modifications to equipment and rules) to enable participation.

9.2 People from diverse cultures

We will support and respect people from diverse cultures and religions to participate in our club and where possible will accommodate requests for flexibility (e.g. modifications to uniforms).

9.3 Sexual & Gender Identity

All people, regardless of their sexuality, are welcome at our club. We strive to provide a safe environment for participation and will take action over any homophobic behaviour.

9.4 Pregnancy

Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of utmost importance in their decision making about the way they participate in our sport. We recommend pregnant women to consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation.

9.5 Girls playing in boys teams

If there is not a separate sex competition, our club will support girls playing in boys teams up until the age of 12 years (when federal sex discrimination law says if differences in strength, stamina and physique are relevant, then single sex competition is required). After this age our club will consider each request on an individual basis including looking at the nature of our sport and other opportunities to compete.

10. Responding to Complaints

10.1 Complaints

Our club takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness (natural justice), that is:

- all complaints will be taken seriously;
- both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- irrelevant matters will not be taken into account;
- decisions will be unbiased and fair; and
- any penalties imposed will be fair and reasonable.

More serious complaints may be escalated to Water Polo Queensland

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority.

10.2 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. President, Member Protection Information Officer) will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;
- take notes; and
- maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to Water Polo Queensland; and/or
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to Water Polo Queensland and an investigation is conducted, the club will:

- co-operate fully;
- ensure the complainant and respondent are not victimised;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on Water Polo Queensland's recommendations.

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.

10.3 Disciplinary Measures

Our club will take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our 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;
- Be determined by our Constitution, By Laws and the rules of the game.

Possible measures that may be taken include:

- verbal and/or written apology;
- counselling to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently;
- a fine; or
- any other form of discipline that our club considers reasonable and appropriate.

10.4 Appeals

The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by our club to Water Polo Queensland. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.

Attachment 1.1: SCREENING REQUIREMENTS

This attachment sets out the screening process for people in our club who work, coach, supervise or have regular unsupervised contact with people under the age of 18 years.

Please also refer to the [Working with Children Act 2000 \(QLD\)](#)

Our Club will:

1. Identify positions that involve working, coaching, supervising or regular unsupervised contact with people under the age of 18 years.
2. Obtain a completed *Member Protection Declaration (MPD)* (Attachment 1.2) from all people who are identified in the above step and keep it in a secure place.
3. Provide an opportunity for a person to give an explanation if a MPD isn't provided or it reveals that the person doesn't satisfactorily meet any of the clauses in the MPD. We will then make an assessment as to whether the person may be unsuitable to work with people under the age of 18 years. If unsatisfied we will not appoint them to the role/position.
4. Where possible, check a person's referees (verbal or written) about his/her suitability for the role.
5. Ask the people identified in step 1 to sign a consent form for a national police check.
6. Possibly request (or ask the person to request) a national 'Part Exclusion' police check from our relevant police jurisdiction. This check excludes irrelevant records. If the police check indicates a relevant offence, we will provide an opportunity for the person to give an explanation, and then we will make an assessment as to whether the person may pose a risk to or be unsuitable to work with people under the age of 18 years. If unsatisfied we will not appoint them to the role/position.
7. Make an assessment as to whether the person may be unsuitable to work with people under the age of 18 years if the person does not agree to a national police check after explaining why it is a requirement under our policy. If unsatisfied, we will not appoint them.
8. Decide whether to offer the person the position taking into account the result of the police check and any other information the club has available to it. Where it is not practical to complete the police check prior to the person commencing in the position, we will complete the check as soon as possible, and if necessary, act immediately on the outcome.
9. Protect the privacy of any person who is checked and maintain confidentiality of any information obtained through the checking process.
10. Return information collected during screening (such as a completed MPD form, police records and referee reports) to the relevant person if that person is not appointed to the position, or otherwise be destroyed within 28 days of the date of the decision or the expiry of any appeal period, unless within that time the person requests that the documents be returned to them. For appointed persons, information will be kept on file in a secure location.

Attachment 1.2: MEMBER PROTECTION DECLARATION

Our club has a duty of care to all those associated with our club. As a requirement of our Member Protection Policy, we must enquire into the background of those who undertake any work, coaching or regular unsupervised contact with 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. To my knowledge there is no other matter that the club may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
5. I will notify the President of the club immediately upon becoming aware that any of the matters set out in clauses 1 to 4 above has changed.

Declared in the *State/Territory* of
on/...../.....(date) Signature

Parent/Guardian Consent (in respect 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 1.3: 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.au.

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

Contact the Commission for Children and Young People

Website: www.kids.nsw.gov.au

Phone: 02 9286 7276

Northern Territory

Contact the Northern Territory Screening Authority

Website: www.workingwithchildren.nt.gov.au

Phone: 1800 SAFE NT (1800 723 368)

Queensland

Contact the Commission for Children and Young People and Child Guardian about the "Blue Card" system.

Website: www.ccypcg.qld.gov.au

Phone: 1800 113 611

South Australia

Contact the Department for Education and Child Development

Website: www.dcsi.sa.gov.au/pub/Default.aspx?tabid=281

Phone: 1800 003 305

Note: In South Australia, the requirement to conduct criminal history assessments for people working with children is being phased-in over three years. For recreation and sporting organisations, this requirement commenced on 1 January 2012 and will be completed by 31 December 2013.

Victoria

Contact the Department of Justice

Website: www.justice.vic.gov.au/workingwithchildren

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 October 2011 at the Standing Council on Community, Housing and Disability Services, Commonwealth, state and territory ministers agreed to introduce, by late 2012, national exemptions to Working with Children Checks for paid employees and volunteers who are required to cross state or territory borders for work related purposes.

These exemptions will be for up to 30 days in any 12 month period and will enable workers to participate in national and inter-jurisdictional activities on a short-term basis. This means that volunteers and workers with a valid check in their home state or territory will be able to participate in short-term activities across state and territory borders without the need for additional checks.

The Australian Sports Commission will provide more information as soon as it becomes available.

Attachment 2: CODES OF BEHAVIOUR

2a: Player Code of Conduct

- Play by the rules.
- Never argue with an official. If you disagree, have your captain, coach or manager approach the official after the competition.
- Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport.
- Work equally hard for yourself and/or your team. Your team's performance will benefit so will you.
- Be a good sport. Applaud all good plays whether they are made by your team or the opposition.
- Treat all participants in your sport as you like to be treated. Do not bully or take unfair advantage of another competitor.
- Cooperate with your coach, team mates and opponents. Without them there would be no competition.
- Participate for your own enjoyment and benefit, not just to please parents and coaches.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

2b: Administrator (volunteer) Code of Conduct

Includes Committee member, employee, contractor, and appointed officers of Water Polo Australia Limited, Member Associations and Affiliated Clubs:

Involve young people in planning, leadership, evaluation and decision making related to the activity.

- Give all young people equal opportunities to participate.
 - Create pathways for young people to participate in sport not just as a player but as a coach, referee, administrator etc.
 - Ensure that rules, equipment, length of games and training schedules are modified to suit the age, ability and maturity level of young players.
 - Provide quality supervision and instruction for junior players.
 - Remember that young people participate for their enjoyment and benefit. Do not over emphasise awards.
 - Help coaches and officials highlight appropriate behaviour and skill development, and help improve the standards of coaching and officiating.
 - Ensure that everyone involved in junior sport emphasises fair play, and not winning at all costs.
 - Give a code of behaviour sheet to spectators, officials, parents, coaches, players and the media, and encourage them to follow it.
 - Remember, you set an example. Your behaviour and comments should be positive and supportive.
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- Support implementation of the National Junior Sport Policy.
 - Make it clear that abusing young people in any way is unacceptable and will result in disciplinary action.
 - Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.

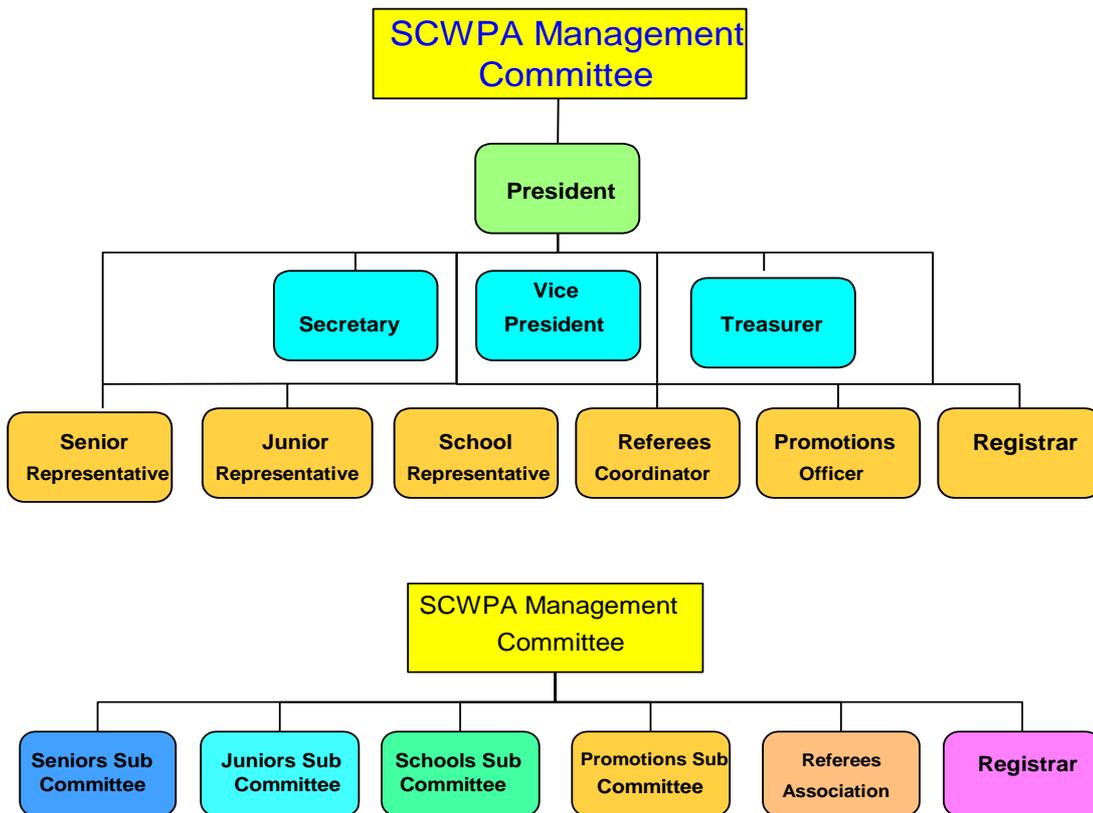
2c: Parents/Guardian Code of Conduct

- Remember that children participate in sport for their enjoyment, not yours.
 - Encourage children to participate, do not force them.
 - Focus on the child's efforts and performance rather than winning or losing.
 - Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence.
 - Never ridicule or yell at a child for making a mistake or losing a competition.
 - Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
 - Support all efforts to remove verbal and physical abuse from sporting activities.
 - Respect officials' decisions and teach children to do likewise.
 - Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.
 - Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
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2c: Spectator Code of Conduct

- Remember that young people participate in sport for their enjoyment and benefit, not yours.
 - Applaud good performance and efforts from all individuals and teams. Congratulate all participants on their performance regardless of the game's outcome.
 - Respect the decisions of officials and teach young people to do the same.
 - Never ridicule or scold a young player for making a mistake. Positive comments are motivational.
 - Condemn the use of violence in any form, whether it is by spectators, coaches, officials or players.
 - Show respect for your team's opponents. Without them there would be no game.
 - Encourage players to follow the rules and the officials' decisions.
 - Do not use foul language, sledge or harass players, coaches or officials.
 - Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
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Attachment 3: DUTY STATEMENTS



President

- Oversee the management and administrative operation of the association.
 - Provide leadership and support to all members.
 - Be fair and reasonable and show consideration and understanding towards the expectations of others.
 - Be unbiased and impartial, give clear direction and set an example for others to follow.
 - Attend and chair monthly committee meetings.
 - Be an effective and efficient Chairperson, encourage focused discussion and have a sound knowledge of debating and meeting procedures.
 - Represent the association at a local, district and regional level in a positive and professional manner.
 - Remain informed of all association activities and be aware of future planning initiatives.
 - Ensure the list of responsibilities delegated to the association Committee and various office bearers are widely communicated and understood.
 - Have a good and clear understanding of the association’s rules, the constitution and the responsibilities of the various office bearers.
 - Ensure the association rules, constitution and by laws are respected and observed by everyone involved.
 - Encourage players and officials to abide by the QWPI rules, regulations and codes of conduct.
 - Oversee the association’s financial management procedures and budgeting.
 - Ensure at all times the management of the association remains positive and progressive and the objects and aims of the association are respected and observed.
 - Be prepared to make difficult decisions on behalf of the association if necessary and insist on all members respecting and abiding by the association's discipline provisions.
-

Vice President

- Act on behalf of the President in the President's absence.
- Coordinate the planning activities of the association.
- Regularly liaise with the Executive Committee on other tasks to be undertaken.

Treasurer

- Maintain responsibility for the financial management of the associations' accounts and financial dealings.
 - Communicate with other association office bearers and be fully aware of the financial position of the association at all times.
 - Keep the committee informed of all financial trends and any areas of concern.
 - Issue receipts and promptly deposit all monies received.
 - Maintain a daily takings register for all money received.
 - Make all payments by cheque where possible and keep up to date accurate records of income and expenditure.
 - Be responsible for ensuring that adequate accounts and records exist regarding the association's financial transactions.
 - Be one of the signatories on the association's cheques.
 - Prepare regular bank account reconciliations.
 - Ensure that appropriate systems are initiated to prevent other association members handling, depositing, paying out or otherwise dealing with association funds, without the Treasurer's permission.
 - Prepare budgets for the forthcoming year describing potential sources of income and expenditure.
 - Present monthly breakdowns of income and expenditure to the committee.
 - Prepare and present financial statements to association committee meetings and the AGM.
 - Prepare financial statements for the association's Auditor at the conclusion of each financial year and ensure that audited accounts are returned for presentation at the AGM.
 - Present financial statements to the QWPI when required.
 - Ensure that all insurance documentation is completed, paid and kept up-to-date and inform the Committee of all issues relating to insurance.
 - Invest surplus funds and manage the association's investment program.
 - Prepare annual financial accounts for auditing and provide the auditor with Information as required.
 - Ensure annual returns and statement of accounts are lodged with the Office of Fair Trading within one month of the AGM.
 - Be able to work in a logical orderly manner, keep good records and carefully handle money and cheques, arranging regular time periods to maintain the association's books of account.
 - Have a sound knowledge of the rules, regulations and financial requirements of the QWPI and the association.
 - Be aware of the association's future plans and development initiatives.
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Secretary

- Maintain responsibility for the efficient management, coordination, communication and smooth running of the association's administrative tasks.
- Provide a communication link between members, committee and outside agencies.
- Ensure proper handling of all correspondence and record keeping.
- Clear the mailbox regularly particularly before committee meetings so the correspondence can be dealt with at meetings.
- Draft a list of all inward and outward correspondence to be distributed and discussed at meetings.
- Present lists and clarify all items of correspondence at committee meetings that require discussion and identify all main points.
- Keep minutes from all meetings and distribute to the Committee prior to next meeting.
- File copies of all correspondence and retain for at least three (3) years.
- Maintain a sound knowledge of the reporting requirements of the Associations Incorporation Act, 1981 and ensure that the association reports to the Office of Fair Trading as necessary.
- Communicate all matters of importance from QWPI, General Committee Meetings and other places and organisations to association members.
- Be the link between the QWPI and the association on all levels.
- Maintain a sound knowledge of QWPI rules, regulations, memorandums and minutes from all meetings.
- Maintain confidentiality on relevant and delicate matters.
- Have a good working knowledge of meeting procedures.
- Have a good understanding of the association constitution, association rules and regulations and responsibilities of all office bearers.
- Be aware of the future directions and plans the association.
- Cooperate with and assist office bearers with their responsibilities.

Promotions Officer

- Develop and maintain local media contacts in television, radio, newspaper and internet.
- Develop media releases concerning upcoming events, interesting personalities and association and individual highlights or achievements and communicate newsworthy items to media contacts.
- Maintain a sound understanding of on-going and future association activities.
- Develop and implement a public relations program as approved by the committee.
- Advertise all the positive aspects of the association's activities, highlighting at all times the need for support and acceptance of the association and the Codes Of Conduct and behaviour rules of the QWPI.
- Liaise with team managers to ensure match reports are received each week.
- Coordinate and assist in the publication of association newsletters and reports.
- Liaise with other association members on a regular basis.
- Keep the committee informed of on-going activities.

Seniors Coordinator

- Represent the seniors at association level and ensure all team managers are kept up to date with association requirements.
 - Manage the seniors competition, making sure that all administrative and operational planning and activities are completed.
 - Liaise with the Registrar and team managers to assist with the completion of registration, competition draws and venues.
 - Be responsible for all association gear used for the seniors competition and ensure its prompt return at the finish of the season.
 - Ensure that all team managers know when they are playing each week and the location of pools.
 - Represent the seniors at coaches and managers meetings and association meetings as required.
 - Provide relevant information to the Promotions Coordinator.
 - Liaise with other committee members regularly.
 - Ensure that all seniors competitions, tournaments and social events are organised well in advance and run on time and within budget.
 - Ensure that seniors progress scores are kept up-to-date through each season.
 - Have a sound understanding of the rules and regulations of the association and QWPI.
 - Have a good working knowledge of the association's constitution and rules.
 - Be aware of the future directions of the association.
 - Ensure all team managers respect and support the Codes of Conduct and rules and regulations of the association and QWPI.
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Juniors Coordinator

- Represent the juniors at association level and ensure all team managers are kept up to date with association requirements.
- Manage the juniors competition, making sure that all administrative and operational planning and activities are completed.
- Liaise with the Registrar and team managers to assist with the completion of registration, competition draws and venues.
- Be responsible for all association gear used for the juniors competition and ensure its prompt return at the finish of the season.
- Ensure that all team managers know when they are playing each week and the location of pools.
- Represent the juniors at coaches and managers meetings and association meetings as required.
- Provide relevant information to the Promotions Coordinator.
- Liaise with other committee members regularly.
- Ensure that all juniors competitions, tournaments and social events are organised well in advance and run on time and within budget.
- Ensure that juniors progress scores are kept up-to-date through each season.
- Have a sound understanding of the rules and regulations of the association and QWPI.
- Have a good working knowledge of the association's constitution and rules.
- Be aware of the future directions of the association.
- Ensure all team managers respect and support the Codes of Conduct and rules and regulations of the association and QWPI.

Schools Coordinator

- Represent school players at association level and ensure all team managers are kept up to date with association requirements.
- Manage the school competitions, making sure that all administrative and operational planning and activities are completed.
- Liaise regularly with individual schools participating in the competitions.
- Liaise with the Registrar and individual schools to assist with the completion of registration, competition draws and venues.
- Be responsible for all association gear used for the schools competitions and ensure its prompt return following use.
- Ensure that all school water polo coordinators know when their teams are playing each week and the location of pools.
- Represent schools at coaches and managers meetings and association meetings as required.
- Provide relevant information to the Promotions Coordinator.
- Liaise with other committee members regularly.
- Ensure that all schools competitions, tournaments and social events are organised well in advance and run on time and within budget.
- Ensure that schools' progress scores are kept up-to-date through each season.
- Have a sound understanding of the rules and regulations of the association and QWPI.
- Have a good working knowledge of the association's constitution and rules.
- Be aware of the future directions of the association.
- Ensure all school water polo coordinators respect and support the Codes of Conduct and rules and regulations of the association and QWPI.

Referees Coordinator

- Represent association referees at association level and ensure all referees are kept up to date with association requirements.
 - Manage the allocation of referees to each competition and game, making sure that all administrative and operational planning and activities are completed.
 - Liaise regularly with individual referees to ensure that their needs regarding training and development are being addressed.
 - Ensure that all training and development sessions and social events for referees are organised well in advance and run on time and within budget.
 - Maintain a database of all referees which includes details of all games they control.
 - Manage the reward and recognition program for service from referees.
 - Ensure that all referees know when they are refereeing each week and the location of pools.
 - Represent referees at coaches and managers meetings and association meetings as required.
 - Provide relevant information to the Promotions Coordinator.
 - Liaise with other committee members regularly.
 - Have a sound understanding of the rules and regulations of the association and QWPI.
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- Have a good working knowledge of the association's constitution and rules.
- Be aware of the future directions of the association.
- Ensure that all referees respect and support the Codes of Conduct and rules and regulations of the association and QWPI.

Registrar

- Supervise and be responsible for the proper registration of all players, coaches, trainers and other officials within the association.
- Contact QWPI offices to discuss registration requirements prior to sign-on and collect relevant documentation and information as necessary.
- Plan and conduct sign-on days each year.
- Properly obtain and record each player's details and maintain an up-to-date register of members throughout each season.
- Develop and prepare team lists.
- Complete documentation for each player as required by QWPI.
- Coordinate the association's compliance with its Volunteer Screening Policy, screening all coaches, managers, first aid officials and Committee members.
- Ensure registration dates and times for QWPI are met.
- Prepare a list of players for each age group for distribution to team coaches and managers.
- Provide information as required to the QWPI (in accordance with Privacy Legislation) to enable player records to be maintained.
- Have a sound understanding of QWPI rules and regulations.
- Have a good working knowledge of the association's rules and regulations.
- Be aware of the future directions of the association.
- Keep the committee informed of the status of registrations at each monthly meeting.
- Be aware of legal privacy regulations and ensure the requirements are implemented.
- Ensure that any documentation issued by the QWPI for circulation to players and association members is duly circulated to those intended.

<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p><input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination</p> <p><input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods</p> <p><input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse</p> <p><input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse</p> <p><input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation</p> <p><input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision</p> <p><input type="checkbox"/> Other</p>
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	