



ALBURY UNITED

SOCCER CLUB

**CODES OF CONDUCT
AND OTHER POLICIES**

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INTRODUCTION.

GENERAL

Positive attitudes and conduct make sport enjoyable for everyone. Some people can ruin the experience with poor behaviour.

This can include things like undue pressure, abuse, taunting, poor sportsmanship, foul language, harassment, bullying, victimisation and more. It can be verbal, written, physical or emotional.

Poor behaviour can occur in many places - during play, on the sidelines, at training, in the clubhouse or outside of the sporting arena.

It can be coaches, players, parents, spectators, officials or administrators that behave poorly. Any one of these people, children or adults, can be the victim of poor conduct too.

Poor behaviour stems from a lack of respect. Showing respect is so important, particularly for young people. It's important to teach respect for coaches, team mates, officials and anyone else involved in your sport.

Poor behaviour in sport results in:

- Risks to people's wellbeing
- Reduced enjoyment for everyone
- Children and adults giving up sport
- Fewer people willing to volunteer for coaching, officiating and other roles
- Risks to clubs reputation and management

Preventing poor conduct and behaviour in sport requires a few key steps:

- Club committee's being prepared and knowing what to do
- Everyone adopting a positive sporting attitude and accepting responsibility for their behaviour
- Club committee's coaches and other leaders in sport can proactively educate their club to ensure this happens and that members understand issues such as discrimination and harassment.

THE LAW

It is also important to note, that while your sport may set standards for behaviour, clubs always have a legal responsibility to address behaviour that offends community standards or is against the law (for example, racial vilification, sexual harassment, common assault).

If you witness behaviour that you think may be illegal, you should report it to the police. Similarly, if a bad situation escalates and becomes dangerous, play should be suspended and the police may be required to intervene.

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.

PLAYER CODE OF BEHAVIOUR.

BE A GOOD SPORT

- Play with respect, integrity and fairness
- Be modest in victory and gracious in defeat
- If you win, don't rub it in
- If you lose, don't make excuses
- Control your temper
- Don't use bad language or make derogatory remarks.

RESPECT YOUR OPPONENT

- 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.
- Treat your opponent the way you would like to be treated
- Thank the opposition at the end of the game

RESPECT OFFICIALS

- Accept and respect the official's decision
- Thank the official at the end of the game
- If you have an issue, raise it in a professional way with your coach or captain after the game.

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 actions.
- 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.

PARENTS CODE OF BEHAVIOUR.

BE AN EXAMPLE OF A GOOD SPORT

- Act with respect, integrity and fairness
- Control your temper
- Don't use bad language
- Teach your child to be modest in victory and gracious in defeat

ENCOURAGE FAIR PLAY

- Cheer and acknowledge good plays by both teams
- Only make encouraging statements
- Show your thanks to the officials, coaches and other team after the game

RESPECT OFFICIALS, COACHES AND OPPONENTS

- Accept decisions by officials – they are human and can make mistakes
- Deal with issues in a controlled and professional manner after the game
- Treat the opposition players as you would treat your own child

KEEP YOUR EMOTIONS IN CHECK

- Be enthusiastic, celebrate good play but don't scream instructions or insults from the sideline
- Never use bad language or harass others
- Never make critical, demeaning or negative comments to any participant
- Never use or threaten physical violence against anyone

UPHOLD YOUR CLUB'S CODE OF CONDUCT

- Understand, uphold and support your club's code of conduct for parents.
- If you have put your hand up to be an official in junior sport it's important to understand all your club's rules and regulations, the spirit of the game and the relevant codes of conduct.

SPECTATORS CODE OF BEHAVIOUR.

BE AN EXAMPLE OF A GOOD SPORT

- Act with respect, integrity and fairness
- Control your temper
- Don't use bad language
- Expect others to be modest in victory and gracious in defeat

ENCOURAGE FAIR PLAY

- Cheer and acknowledge good plays by both teams
- Make only encouraging statements
- Show your thanks to the officials, coaches and other team after the game

RESPECT OFFICIALS, COACHES AND OPPONENTS

- Accept decisions by officials
- Deal with issues in a controlled and professional manner after the game
- Treat the opposition players as you would treat players of your own team

KEEP YOUR EMOTIONS IN CHECK

- Be enthusiastic, celebrate good play but don't scream instructions or insults from the sideline
- Never use bad language or harass others
- Never make critical, demeaning or negative comments to any

MEMBER PROTECTION POLICY.

1 INTRODUCTION

The AUSC is committed to the safety and wellbeing of our members, including children and young people who participate in our clubs activities or use 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 also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants.

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

2 IDENTIFYING AND ANALYSING RISKS OF HARM

The AUSC will develop and implement a risk management strategy to ensure the safety and wellbeing of all members. With respect to members aged under 18, this will include 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 action of an employee, volunteer or another person.

2.1 CHOOSING SUITABLE EMPLOYEES AND VOLUNTEERS

The AUSC will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with members of the club. This will include those in positions that involve regular unsupervised contact with children. 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 Club members.

The AUSC will ensure that Working with Children Checks and 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 the screening process, the AUSC will ensure that the criminal history information is dealt with confidentially and in accordance with relevant legal requirements.

2.2 SUPPORT, TRAIN, SUPERVISE AND ENHANCE PERFORMANCE

The AUSC 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 club.

2.3 EMPOWER AND PROMOTE THE PARTICIPATION OF MEMBERS INCLUDING CHILDREN IN DECISION-MAKING AND SERVICE DEVELOPMENT

The AUSC will promote the involvement and participation of all members, including children and young people in developing and maintaining a safe environment in our club.

2.4 REPORT AND RESPOND APPROPRIATELY TO SUSPECTED ABUSE AND NEGLECT

The AUSC will ensure that employees and volunteers are able to identify and respond appropriately to any member at risk of harm and that they are aware of their responsibilities under state laws to make a report if, for example, they suspect on reasonable grounds that a child has been, or is being, abused or neglected.

In addition to any legal obligations, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a member, including children, or is in breach of this policy they may make an internal complaint.

Any person who believes a member is in immediate danger or in a life threatening situation, should contact the police immediately.

3 SUPERVISION

Children under the age of [18] must be supervised at all times by a responsible adult. We endeavour to provide an appropriate level of supervision at all times. If a member finds a child under the age of [18] is unsupervised, they should assume responsibility for the child's safety until the child's parent/guardian or supervisor is located.

For reasons of courtesy and safety, parents must collect their children on time. If it appears a member will be left alone with just one child at the end of any club activity, they will ask another member to stay until the child is collected.

4 TRANSPORTATION

Parents and or guardians are responsible for organising the transportation of their children to and from club activities (e.g. training and games). Where we make arrangements for the transportation of children (e.g. for away matches or overnight 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 the appropriate safety measures are in place (e.g. fitted working seatbelts).

5 TAKING IMAGES OF CHILDREN

Images of children can be used inappropriately or illegally. We require that members, wherever possible, obtain permission from a child's parent or guardian before taking an image of a child that is not their own. We will also make sure that the parent or guardian understands how the image will be used.

To respect people's privacy, we do not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets which we control or are used in connection with our club.

When using a photo of a child, we will not name or identify the child or publish personal information, such as residential address, email address or telephone number, without the consent of the child's parent or guardian. We will not provide information about a child's hobbies, interests, school or the like, as this can be used by paedophiles or other persons to "groom" a child.

We will only use images of children that are relevant to our club's activities and we will ensure that they are suitably clothed in a manner that promotes our club. We will seek permission from a child's parent or guardian before using their images.

6 DISCRIMINATION, HARASSMENT AND BULLYING

Our club 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, harassment and bullying.

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

6.1 DISCRIMINATION

Unlawful discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by State or Federal anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

- **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 purpose of determining discrimination, the offender's awareness and motive are irrelevant.

6.2 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 involves 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.

Every person is covered by the anti-discrimination laws that apply in their State as well as the Federal anti-discrimination laws.

The following is a list of all the personal characteristics that apply throughout Australia:

- gender;
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration;
- national extraction or social origin;
- marital status, relationship status, identity of spouse or domestic partner;
- pregnancy, potential pregnancy, breastfeeding;
- family or carer responsibilities, status as a parent or carer;
- age;
- religion, religious beliefs or activities;
- political beliefs or activities;
- lawful sexual activity;
- sexual orientation and gender identity;
- profession, trade, occupation or calling;

- irrelevant criminal record, spent convictions;
- irrelevant medical record;
- member of association or organisation of employees or employers, industrial activity, trade union activity;
- physical features;
- disability, mental or physical impairment;
- defence service; and
- personal association with someone who has, or is assumed to have, any of these personal characteristics.

Legislation also prohibits:

- racial, religious, homosexual, transgender and HIV/AIDS vilification; and
- victimisation resulting from a complaint.

6.3 BULLYING

The AUSC 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 at our club.

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 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. We will not tolerate abusive, discriminatory, intimidating or offensive statements being made online.

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.

7 INCLUSIVE PRACTICES

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

The following are examples of some of our inclusive practices.

7.1 PEOPLE FROM DIVERSE CULTURES

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

7.2 SEXUAL & GENDER IDENTITY

All people, regardless of their sexuality or gender identity, are welcome at our club. We strive to provide a safe environment for participation and will not tolerate any form of discrimination or harassment because of a person's sexuality or gender identity.

7.3 PREGNANCY

AUSC is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our club's activities. We will not tolerate any discrimination or harassment against pregnant women.

We 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 AUSC. 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 bound by this policy, she may make a complaint (see section 10).

7.3 GIRLS PLAYING IN BOYS TEAM

If there is not a separate sex competition the AUSC will support girls playing in boys teams up until the age of 12 years.

We note that Federal anti-discrimination laws provide that it is not unlawful to discriminate on grounds of sex by excluding persons from participation in any competitive sporting activity in which the strength, stamina or physique of competitors is relevant.

If a child is over the age of 12 years our club will consider each request on an individual basis by considering the nature of our sport and other available opportunities to compete.

ALCOHOL POLICY.

OUR COMMITMENT

Our club supports the responsible consumption of alcohol and takes seriously any inappropriate behaviour that results from excessive drinking.

Alcohol-free social events will be provided for young people and families.

We will not endorse or support events, celebrations or end of season trips that involve excessive consumption of alcohol.

WHAT WE WILL DO

Serving Alcohol

Alcohol will be served in compliance with the requirements of our club's liquor licence and in accordance with the safety and wellbeing of patrons.

- The liquor licence will be displayed at the bar.
- Excessive or rapid consumption of alcohol will be discouraged.
- A person aged under 18 will not be permitted to be behind the bar under any circumstances.
- A committee member will be present at events where alcohol is served.

Intoxicated patrons

- Alcohol will not be served to any person who is intoxicated. Signs of intoxication include slurred speech, impaired balance, poor coordination, reduced inhibition, aggressive, belligerent and disrespectful behaviour.
- Servers will follow procedures, provided in their training by the Liquor Licensing Commission, for dealing with and refusing alcohol to intoxicated patrons.
- Intoxicated patrons will be asked to leave. Safe travel options will be suggested.

Underage drinking

- People aged under 18 will not knowingly be served alcohol.
- Staff will request proof of age, where appropriate, and only photo ID will be accepted.

Safe transport

- We will prominently display taxi phone numbers in the venue.
- Club members and bar staff will encourage intoxicated patrons to take safe transport home.
- Our club will implement a designated driver program.

Food and other drinks

- A range of snacks and meals will be available when alcohol is served.
- The club will provide a selection of low-alcohol and alcohol-free drinks, such as fruit juice and soft drink, at the bar and at social functions. Free jugs of water will also be available.
- Tea and coffee will be provided at the bar during social functions.

Promoting the responsible use of alcohol

- Posters about responsible drinking and standard drinks measures will be prominently displayed.
- We will not advertise, promote or serve alcohol at junior events or activities.
- We will educate members and supporters about our alcohol policy through our website, newsletter and other club communication.

WHAT WE ASK YOU TO DO

All members and sporting personnel are required to comply with the following.

- Drink and behave responsibly at all club functions, events and away trips.
- Do not supply alcohol to team members if they are aged under 18.
- Do not drink alcohol at the club, club functions, matches or while away on trips if you are aged under 18.
- Do not bring alcohol or drink alcohol while at games (e.g. as a spectator, in your role as a coach, as an official or as a volunteer).
- Do not encourage others to drink alcohol excessively.
- Do not encourage or take part in team bonding activities that involve alcohol.
- Do not spike another person's drink.

NON-COMPLIANCE

The club will take action for breaches of behaviour and responsibilities outlined in this policy.

- If members or sporting personnel become drunk at the club or other social events they will be asked to leave. Ongoing instances of intoxication will be in breach of our Code of Behaviour and can result in disciplinary action (e.g. suspension or termination of membership).
- Spiking of drinks is a criminal offence that can be reported to police by victims. It can lead to serious police charges being laid against the offender/s. Separate action can be taken as a breach of our state sporting organisation's and our club's Member Protection Policy to provide for the protection, safety and welfare of members.
- Serving alcohol to a minor is a criminal offence that can be reported to the police and the relevant liquor licensing authority by victims and their parents. It can lead to heavy fines. Separate action can be taken as a breach of our state sporting organisation's and our club's Member Protection Policy to provide for the protection, safety and welfare of children.
- Any person aged under 18 found to have consumed alcohol while at a club function or on a trip in the care of the club (e.g. while attending a country carnival) may be suspended for the remainder of the competition/tournament. The young person's parents shall be advised and will be responsible for getting their son/daughter home at their own expense.
- Any member or sporting personnel found to have behaved inappropriately because of overconsumption of alcohol (e.g. sexual harassment, verbal abuse, physical assault, neglect of a child) will face disciplinary action as outlined in our Member Protection Policy or Code of Behaviour.

GUIDELINES FOR INTERACTING WITH CHILDREN.

These guidelines are for coaches and other personnel to protect them from risk and to keep children safe. It is recommended that sporting organisations develop guidelines tailored to the needs and context of their sport.

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

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 fulfill 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

COMMUNICATION POLICY.

OUR COMMITMENT

Electronic communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate and related to club 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 our club'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, club-sanctioned social events and other club business, however:

- SMS messages should be short and about club/team 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 club 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 our club 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.

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 the club.

Electronic communication:

- should be restricted to club 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 the club into disrepute.

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

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 code 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.

COMPLAINTS POLICY.

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, and ensure:

- all complaints will be taken seriously;
- the person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- irrelevant matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

More serious complaints may be escalated to our district association – Albury Wodonga Football Association [AWFA].

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

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 concern;
- ask what the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, 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 our district association [AWFA]; 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 our district association [AWFA] and an investigation is conducted, the club will:

- co-operate fully with the investigation;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on our district association's [AWFA's] recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

3 DISCIPLINARY SANCTIONS

Our club may 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:

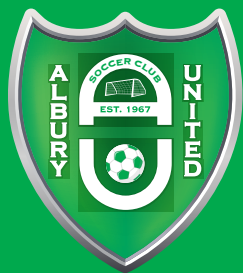
- be applied consistent with any contractual and employment rules and requirements;
- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach; and
- be determined by our constituent documents, by Laws and the rules of the game.

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology;
- counselling of the individual 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.

4 APPEALS

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by our club) to our district association [AWFA]. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.



**ALBURY
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SOCCER CLUB

United we stand!