



SOFTBALL QUEENSLAND INC

CHILD PROTECTION RISK MANAGEMENT POLICY

Section 1 – Policy and Commitment

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Purpose

Softball Queensland Inc (SQI) is committed to providing a safe and enjoyable environment for all children who participate in softball related activities in Queensland.

The purpose of this policy is to:

- Identify risk areas that might harbor child harm
- Remove child harm from all aspects surrounding the game of softball in Queensland
- Protect all children from exposure to harm
- Provide a consistent application of processes and penalties for breaches to the Codes of Conduct/Ethics where the breach relates to child harm.
- Educate the softball community about the policy and its procedures.

References/related documents

- Softball Australia & SQI General Code of Conduct
- Administrator's Code of conduct
- Coach's Code of Conduct
- Player's Code of Conduct
- Official's Code of Conduct
- Spectator's Code of Conduct
- Softball Australia and SQI Member Protection Policy
- SQI Zero Tolerance Policy
- SQI Risk Management Manual
- SQI Constitution
- Anti-Discrimination Act 1991
- Child Protection Act 1999
- Commission for Children and Young People and Child Guardian Act 2000
- Privacy Act
- Code of Conduct or travel policies, which relate to or are affected by this policy.

Definitions in this policy:

- 1.1 **A child and young participant** is an individual under 18 years of age.
- 1.2 **A participant** is any person, regardless of age, who is registered with SQI.
- 1.3 **A child protection agency** is an agency with responsibility for investigating reported cases of harm or risk of harm to children. In Queensland, key child protection agencies include the:
 - Department of Families
 - Queensland Police Service
 - Commission for Children and Young People.
- 1.4 **Activities** means to participate in softball games, training and associated events ('Activities') organised, endorsed and/or supervised by SQI and affiliated bodies

- 1.5 **An employee** is any person employed by SQI on a temporary, casual, permanent or contract basis.
- 1.6 **A fact-finding process** involves making inquiries to establish the facts of a situation to enable appropriate resolution of the matter to occur.
- 1.7 **CPO** - Child Protection Officer of SQI
- 1.8 **Gender** -Words importing the feminine gender include the masculine gender and vice versa.
- 1.9 **Harassment, intimidation and bullying** involves the abuse of power with the intention of causing distress to the other person(s), or for personal gain or gratification of self or others. Behaviors may be social, psychological, verbal, physical and/or sexual in nature and may include repeated behaviour that can be covert and subtle.
- 1.10 **Harm** to a child or young player is any detrimental effect of a significant nature on the child or young player's physical, psychological or emotional wellbeing by any cause, other than confirmed accidental harm not involving negligence or misconduct. Harm to a child or young player includes minor harm that is cumulative in nature that would result in a detrimental effect of a significant nature to the participant if allowed to continue. Harm can be caused by amongst other things:
1. physical, psychological or emotional abuse or neglect; or
 2. sexual abuse or exploitation; or
 3. domestic or family violence; or
 4. player bullying; or
 5. self harm.
- 1.11 **MPO** - Member Protection Officer of SQI
- 1.12 **Misconduct** means:
1. disgraceful or improper conduct in an official capacity; or
 2. disgraceful or improper conduct in a private capacity that reflects seriously and adversely on the sport of softball.
- Official misconduct** (as described and adapted from Sections 14 and 15 of the *Crime and Misconduct Act 2001*) is conduct that could, if proved, be –
1. a criminal offence; or
 2. a disciplinary breach providing reasonable grounds for terminating the person's services, if the person is the holder of an appointment or were to hold an appointment or an official position (be it an administrative, team or volunteer).
- 1.13 **Self-harm** is any form of intentional self-harmful behaviour causing injury or damage, which may or may not be accompanied by clear suicide intent.
- 1.14 **Sexual abuse** for the purposes of this policy occurs when a SQI employee or registered softball person or volunteer involves a young person that is aged under 18 years in sexual activity. Such activity can include among other things; exhibitionism, exposing participants to pornographic images or text, fondling, oral sex and intercourse.

- 1.15 **Sexual harassment** happens if a person:
1. subjects another person to an unsolicited act of physical intimacy; or
 2. makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
 3. makes a remark with sexual connotations relating to the other person; or
 4. engages in any other unwelcome conduct of a sexual nature in relation to the other person; and
 5. with the intention of offending, humiliating or intimidating the other person; or
 6. in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.
- 1.16 **Sexual misconduct** is:
During or outside training/playing hours:
1. conduct towards any person that would constitute a criminal offence of a sexual nature; or
 2. sexual abuse of a child or young player by a SQI employee or registered softball person or volunteer;
 3. conduct that is sexual harassment as defined in section 119 of the Anti-Discrimination Act 1991; or
 4. any other sexual conduct by a SQI employee or registered softball person or volunteer directed towards or involving:
 - any participant under the age of 18 years where a professional relationship exists.
 5. In this definition, sexual conduct is any behaviour that might reasonably be interpreted as being designed or intended to arouse or gratify sexual desires.
- 1.17 **SQI** is an abbreviation of Softball Queensland Inc.
- 1.18 **DA** is an abbreviation of a District Association that is affiliated with the SQI.
- 1.19 **Appropriate touching** is defined as using contact necessary on a person/s pertaining to the determined environment. This environment may include safety / injury / teaching / playing / administrating to facilitate all aspects of softball.
- 1.20 **Appropriate Language** is defined as being free from abusive language and nor containing harassment or discrimination in accordance of SQI Zero Tolerance Policy, Member Protection Policy, Child Protection Policy.
- 1.21 A **Volunteer** is any person who is performing a duty, activity, acting in the capacity of, responsible for any service directly related to the conduct of the sport.

Who must comply with this policy

This policy applies to the following organisations and individuals:

- (a) persons appointed or elected to boards of directors, executives and/or committees (including sub-committees and technical directorates) of SQL, District Associations and Affiliated Clubs;
- (b) employees of SQL, District Associations and Affiliated clubs.
- (c) Officials appointed or elected by SQL, District Associations and Affiliated Clubs in relation to players and/or teams which represent the organisation including team management personnel such as managers and physiotherapists;
- (d) Coaches (including assistant coaches) who:
 - (i) are appointed and/or employed by SQL, District Associations and Affiliated Clubs (whether paid or unpaid); or
 - (ii) have an agreement (whether or not in writing) with SQL, District Association or an Affiliated Club to coach at a facility owned or managed by such organisation;
- (e) umpires and other officials involved in the regulation of the sport appointed by Softball Queensland, a District Association or an Affiliated Club.
- (f) players who enter any tournament, activity or events (including camps, training sessions, etc) which are held or sanctioned by SQL, a District Association or an Affiliated Club;
- (g) District Associations;
- (h) Affiliated Clubs;
- (i) Any other person or organisation, who or which is, a member of, or affiliated to, SQL, a District Association or an Affiliated Club (including life members);
- (j) Any other person or organisation (for example, a parent/guardian, spectator or sponsor) who or which agrees, in writing or otherwise (whether on a ticket, entry form, etc) to be bound by this policy.
- (k) volunteers;
- (l) parents/carers;
- (m) children and young people;
- (n) all participants involved with Queensland softball both directly and indirectly.

Scope of Policy

The Policy covers SQI's commitment to creating a child safe culture in the softball community in Queensland.

It also covers the recruitment and selection of all persons working with children and young participants in softball. The use of SQI resources, Codes of Conduct and decision making.

The policy applies in all incidents when administering and managing softball business and activities.

Policy Statement

All softball participants have a right to be protected from harm. Protection from harm and the risk of harm, from whatever source, is fundamental to maximising each participant's potential.

Softball Queensland, its members, District Associations and Affiliated Clubs are committed to providing an environment that is safe for participation in softball and will not tolerate harm to children and young participants in any manner.

Consistent with this commitment, Softball Queensland will support children and young participants who are at risk or victims of harm, and support employees and volunteers who act in accordance with this policy to prevent and respond to harmful situations. Employees, registered participants and volunteers must:

- not cause harm to children and young participants in their care; and
- actively seek to prevent harm to children and young participants in their care; and
- report suspected harm in accordance with this policy; and
- inform themselves about the contents of this policy.

This risk management policy of child protection provides a message to all involved both directly and indirectly with SQI that everybody has a responsibility to provide a safe environment to children and young participants.

Implementing the policy

This Policy is issued by SQI under the powers provided in the SQI Constitution and in conjunction with the guidelines and requirements of the Queensland Commission for Children and Young People and Child Guardian. This Policy comes into force on the 1st day of August, 2006.

SQI, District Associations and clubs will conduct workshops and training sessions to promote the policy and develop the capabilities, knowledge and skill base of SQI staff, volunteers, registered participants, other officials, parents/carers and children.

The policy will be available for all involved with the SQI including District Associations, Affiliated Clubs, Registered Participants, Parents/Carers and Officials and will be promoted through SQI and District Association website, newsletters, registration and administration forms.

SQI will budget annually for the promotion and ongoing education of all persons directly or indirectly involved in SQI regarding this policy.

Monitoring Compliance

SQI, the District Associations and clubs will monitor compliance with the policy through the following means:

- Annual reports
- Dissemination of information on updates and amendments
- Blue Card Register
- Appointed Volunteer Co-ordinator
- Meetings and Workshops
- Participation in education and training programs.

The SQI Board, General Manager, District Association and Club Committees are responsible for monitoring compliance with the policy.

Each level of the organisation will monitor their own people and the next level down and report back to the members.

Breaches

Processes and handling

The person making the complaint should:

- Notify a SQI Commissioner and/or MPO/CPO of the incident/actions who will notify the offending person that a complaint has been made and advise them of the processes to be followed.
- A SQI Commissioner will investigate the incident and notify the SQI General Manager
- Upon confirmation that a breach has occurred, the offending person should be penalized at a level applicable to the persons history and seriousness of the offence. Such penalty to be determined at the discretion of the SQI Commissioner with guidance from the SQI Disciplinary By-Laws and Policies.
- Depending on the outcome of the investigation, if a DA or club is may also be fined and/or receive disciplinary action if it has been determined that the appropriate processes had not been adhered to.

Should the matter constitute a serious assault, the parents of the child should be made aware of their legal options should they wish to take the matter further in a private forum.

If the complaint involves sexual molestation or indecency:

- The SQI (Commissioner/MPO/CPO) should notify the SQI General Manager and refer the case to the Queensland Police
- Note: In order to prevent the police case from becoming compromised and to ensure no allegations of obstruction can be made, the (Commissioner/MPO/CPO) and General Manager should not involve themselves with the case unless asked to by the investigation team of the Commission for Children and Young People or the Queensland Police.

Evaluation and review

This policy will be evaluated and reviewed annually in June. This Policy may be changed from time to time by resolution of the SQI.

The procedure for evaluation and review consists of keeping up to date with the latest booklet published, "Child Protection – Managing the Risks" by the Queensland Commission for Children and Young People. The SQI Board will then determine what parts of the policy and procedures have changed and update them accordingly. They will then release a new child protection policy.

The SQI Board will nominate the personnel to conduct the evaluation and reviews.

Codes of Conduct

Values and principles

1. The welfare and best interest of the child are paramount*.
2. Every child has a right to protection from harm*.
3. Softball Queensland shall not expose a child to an unacceptable risk of sexual abuse.
4. Softball Queensland will co-operate and work in partnership with other statutory agencies that are involved in child protection.
5. Employees and volunteers must ensure that their behaviour towards, and relationships with participants under the age of 18 years of age complies with the Softball Queensland's Codes of Conduct and reflects the highest professional standards.
6. Failure by an employee or volunteer to act in accordance with the requirements of this policy will constitute a breach of the Association's Codes of Conduct.
7. Softball Queensland employees and volunteers will report to the SQI Member Protection Officer or General Manager all instances where it is reasonably suspected a is at genuine risk of being harmed.
8. Softball Queensland will respond diligently to a report of suspected or actual harm, or risk of harm to a child.
9. Softball Queensland shall support a child who is a victim of harm, or at risk of harm.
10. Softball Queensland shall seek to ensure that a person who honestly reports a matter in good faith to an authority in accordance with this policy shall not be disadvantaged for doing so.
11. Softball Queensland shall act fairly and reasonably towards an employee or volunteer who is the subject of an allegation of improper conduct.
12. Softball Queensland shall support an employee or volunteer who is the subject of an unsubstantiated allegation of causing harm to a young person.

* Section 5. *Child Protection Act 1999*.

Who must comply with this Code of Conduct?

Everybody involved both directly and indirectly with Softball Queensland has a responsibility to provide a safe environment to children.

Related Documents

Refer to page 1.

Definitions

Refer to the definitions on page 2.

Standards expected

Softball Queensland's standards of conduct expected by the people within the organisation (refer to the SQI Codes of Conduct).

Breaches of the code of conduct

Refer to monitoring compliance and breaches in the child protection risk management policy.

Contacts

- For general information about this policy, contact the relevant District Association or SQI office.
- To clarify whether particular actions of SQI employees and volunteers should be reported, contact a SQI Member Protection Officer.

If an employee or volunteer suspects a child needs protection from a situation outside of the immediate softball environment, first contact the:

- i. Department of Families (local office): and
- ii. Queensland Police Service's Child Abuse Investigation Unit, telephone +61 7 3364 6430 only if there is evidence of criminal conduct.

Refer to the Queensland Police Service Juvenile Aid Bureau and Department of Child Safety Service Centre for further information.

Date: _____



SOFTBALL QUEENSLAND INC

CHILD PROTECTION RISK MANAGEMENT POLICY

Section 2 – Building People’s Capabilities

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Introduction

Softball Queensland members (which includes District Associations, Clubs, staff, volunteers, parents, children and young people participating in softball) require appropriate information, training and development to enable them to promote the wellbeing of children and young people and to protect them from harm.

It is especially important that they understand and are committed to the SQI Child Protection Policy and Procedures.

To build capacity to create a safe environment for children and young people, the SQI will:

- raise awareness of child abuse and child protection strategies
- involve everyone in risk management processes; and
- provide training in handling disclosures of harm

This section of the Child Protection Risk Management Policy is designed to promote this awareness.

Contact details of the agencies that investigate and handle notifications of harm are included in Section 1 under Appendix B. Partnerships with these and other community agencies will strengthen SQI's capacity.

Definitions:

- 1.4 **A child and young participant** is an individual under 18 years of age.
- 1.5 **A participant** is any person, regardless of age, who is registered with SQI.
- 1.3 **CPO** - Child Protection Officer of SQI
- 1.4 **MPO** - Member Protection Officer of SQI
- 1.5 **SQI** is an abbreviation of Softball Queensland Inc
- 1.6 **DA** is an abbreviation of a District Association that is affiliated with the SQI.

Staff and Volunteers

Induction Program

An induction program provides an opportunity to help employees and volunteers understand:

- SQI commitment to an environment which is safe and friendly to children and young people
- SQI child and youth friendly policies, Code of Conduct and procedures
- procedures to follow harm when disclosed
- their rights and responsibilities
- what is expected of them
- what they can and can't do – boundaries of their roles
- the roles of key people in the SQI
- what to expect if there is an allegation of harm made against them or to them
- reporting procedures, and
- grievance procedures

Induction programs with both employees and volunteers will be conducted. For future volunteers and employees who start at different times they will be taken through the induction program when they first commence work and any other time required having regard for their needs.

A package for new employees and volunteers include the following documents such as:

- copy of SQI child and youth friendly policies and Codes of Conduct
- current organisation chart
- list of key terms unique to softball or SQI
- copies of major organisational publications
- copy of their specific job description
- list of on-the-job training opportunities
- guide to valuable sources of information
- detailed outline of accident prevention and emergency procedures, and
- list of internal telephone numbers and locations of key contacts.

Training

All persons involved in softball need training to help them do the best job they can. Persons new to softball will be supported and informed to make a successful transition into their new role. Existing softball participants, through the induction program, will be given information and develop new skills and to keep up with the ever-changing requirements of their positions.

Softball participants will be given training on their responsibilities under the SQI Codes of Conduct and policies. Training will be given that alerts them to the nature of harm which can occur to children and young people, and how to respond to disclosers of harm.

SQI administration staff will be informed on how to refer a disclosure of harm to the relevant authorities.

The goals of the training program are to:

- enhance the skills and knowledge of volunteers and staff, enabling them to do their job effectively
- reduce exposure to risks, and
- support friendly environments for children and young people.

Performance Evaluation

The evaluation of training will explore and clarify the person's understanding of his or her role, and allow for an exchange with others on how this role is best handled.

This provides the basis for a clear agreement with volunteers, staff and others on:

- areas where more training is needed, and
- areas where performance improvement can be achieved through other means.

The appraisal will give volunteers an avenue to express any concerns they have and will be given support.

Children and Young People

Rights of Children and Young People

Australia has agreed to uphold the United Nations Convention on the Rights of the Child. This Convention establishes 'minimum' rights to which children and young people are entitled. SQI aims to uphold these rights.

Under the Convention, children and young people have the right to:

- feel safe
- be listened to
- be involved in decisions that affect them
- have their cultural values respected
- not be unjustly discriminated against on the basis of their status, activities, expressed opinions or beliefs of their interests considered; and
- have their best interests considered.

Expectations of Children and Young People

Children and young people should:

- show respect for other children, young people and adults
- keep themselves safe, and
- report inappropriate behaviour, unsafe situations or harm.

Children and young people must be given support from the softball community to meet these expectations.

Strategies to Minimise Harm

It is important to be proactive in minimising harm to children. There are a number of ways this can be done to support the interests and wellbeing of children and young players in the SQI. Although some of these strategies should be taught to children and young people in schools and at home, it is, however, still the responsibility of the SQI staff and volunteers to be aware of what the children are learning in some of the points below.

Some of these strategies include:

- teaching them to say 'no; to anything that makes them feel unsafe in a manner appropriate for their age, understanding and the activity
- teaching them to ask questions if they are unsure about anything
- teaching them that nothing is so bad that they can't talk to someone about it
- teaching them that they make the decision about who is allowed to touch them
- teaching them about what is safe and unsafe conduct
- encouraging them to tell you of any suspicious activities or people
- developing support networks for children and young people in the SQI
- talking through the issues with them
- telling them who is and who is not an official member of the softball community
- monitoring their activities
- allowing them to be a part of decision making processes, and
- taking anything a child or young person says seriously and follow up their concerns.

Parents and Carers

SQL will work in partnership with parents and carers to effectively meet the needs of the child and young people.

Rights and Responsibilities of Parents and Caregivers

In an environment friendly to children and young people, parents and carers should:

- be welcome visitors at the venues and training sessions/games
- take part, where appropriate, in planning, management, development and delivery of activities
- have their cultural, religious, disability and language requirements respected and catered for
- be told about SQL programs, services and activities
- have the opportunities to give regular feedback to SQL
- receive feedback from staff and volunteers about their child's involvement in activities
- have access to the SQL child and youth policies
- know how and who to voice their concerns to, expect to be listened to and their views considered, and
- have any personal information treated confidentially and their privacy respected.

Expectations of Parents and Carers

Generally, you should expect parents and carers to:

- work with the softball organisation to support its child protection policy and Code of Conduct
- provide their children with required support, for example, clothes, food, equipment and travel as needed to participate in various activities
- inform the SQL of:
 - any bullying, intimidation or harassment experienced by their child, and
 - any suspicion that children or young people in the SQL are being harmed.
- Give positive and negative feedback on the SQL policies and procedures.

Outsiders

Contractors and Risk Management

Determine whether the contractors you use require a Working with Children Check. Information on screening requirements is available from the Commission for Children and Young People and Child Guardian at www.ccypcg.qld.gov.au.

There may also be contractors who only enter SQL areas for short periods, such as plumbers or builder. To meet the responsibility to provide a safe and friendly environment for children and young people, ensure contractors are properly supervised, are aware of the SQL commitment to a child and youth friendly environment and don't expose children and young people in your organisation to risk.

Appendix A

Sample Training Scenarios

Work through issues and reflect on the adequacy of the SQI child protection policies, capabilities and procedures. Select from these sample scenarios, and adapt then to come up with risk-reducing measures.

What are the issues in each scenario?

Are the children and young people in each scenario safe, at risk of harm, experiencing harm, or experiencing serious harm?

What would you do as an individual and as a member of an organisation?

What are the policy implications for you organisation?

What is (or needs to be) in place to prevent similar risks in your organisation?

What are the legal responsibilities?

Staff/Volunteer Behaviour

You are the President of your Softball District Association that has a strong reputation in the community. You receive a letter from a parent of a child that is a member of a club at your Association highlighting the behaviour of a new coach.

The parent is concerned that the coach is constantly hugging the children and on some occasions it appears as if they are touching the child in the genital area. You spend time monitoring the coach's behaviour and eventually approach the person to discuss the allegations.

You openly talk about what is concerning you and offer contact numbers for counselors. You also advise the staff member that the behaviour continues that they will be dismissed. You believe that you have done the right thing, although you do not wish the allegations to be made public and risk the DA's reputation being damaged. Therefore you destroy the letter that the parent sent in.

Joanne

You are a coach who is asked by your District Association to provide specialist one-one coaching to a 13-year-old girl, Joanne, who had shown promise. You have been coaching for seven years, and Joanne is on the verge of becoming an elite player.

For the last two weeks however Joanne has been making 'flirty' comments. You recall that she has made comments such as, "looking pretty good these days hey?" and "I bet you'd like to get your hand on this," while she grasped her backside.

So far you have ignored these comments but this morning at the end of training she walked past you, pinched your backside and said, "Can't wait for that tournament in Cairns next week". One of the girls who you are also coaching, and who goes to school with Joanne saw this and has now come and told you that Joanne has been telling her school friends that she would like you to be her 'first'.

Josh

A few parents have been making comments to you about 12-year-old Josh, who only recently joined your softball club. They say he is very aggressive, bullies younger members, uses foul language and brags about the number of schools he's been kicked out of. One parent quotes Josh's mum as saying the club is her last resort to fix his behaviour problems and give her a break once a week.

Chris

You are on the board of management in your local softball club. It is the end of season and one of the A grade men's team has chosen to have a break up BBQ and movie night at the club house. You drop in after a meeting to have a hamburger. You see that the young men are all sitting around watching a pornographic film. You also see that one of the younger boys, Chris is there. You are aware that Chris is only 15-years-old and plays in the older team because of his excellent skills.

Mr. Johns

You are the organiser of the softball development squad. One of the girls involved in the squad, Sarah, has come to speak to you about one of the coaches, Mr. Johns. Sarah tells you that she still has problems getting to squad training and that Mr. Johns has been picking her up and taking her home.

She tells you that a couple of weeks ago Mr. Johns started touching her leg while he was driving. She also tells you that yesterday he moved his hand underneath her pants and undies.

Jess and Mark

You are the manager for your Under 19s Men's DA team who will be traveling with the Under 19s Girls team to Toowoomba to play their State Championships. The teams you are with are a fairly stable group of young people who have all played in the same DA for a number of years.

You are presently organising the Toowoomba trip and are aware the one of the girls, Jess, who is 15 years-old and in the women's team, has been seeing one of the players in the men's team, Mark, who is 17-years-old.

One evening after a meeting, you hear a group of Jess's team mates giggling, talking about the things that Jess has been telling them. She says she and Mark have been experimenting with sex and when they go to the state championships she is planning to sneak into Mark's room at the hotel and stay the night with him. She has said she will sneak out before anyone gets up.

Car Park

You are a volunteer assisting a coach with team training which runs until 6.30pm every Thursday night. This night you finish on time and the children race off to the car park to where their parents are waiting. You stay back for half an hour, speaking with one of the other volunteers. At about 7.00pm as you head towards the car park you see one of the boys still waiting for someone to pick them up.

As training has finished for the night, the main lights have been switched off. It's winter, the car park is almost completely in darkness and the boy is waiting alone.

Anna

You are the captain of your softball team. Recently a new girl, Anna joined the team, but you have noticed that she lacks confidence so you have been working quite closely with her to help her out. The other girls in the team tell you that she is a bit 'weird'.

One afternoon you are packing up your kit bag and you see Anna hovering nearby obviously hoping to speak to you. You ask her if she wants something and she comes over. She says to you "My new Dad has been coming into my room at night. He scares me. Can you help me?"

Photographer

You notice a fellow taking photos of the young children you are training, and ask him who he is and why he's taking photos. He says he's doing a photography assignment on movement for his TAFE diploma. You politely send him on his way.

Later, two of the children, a boy and a girl, tell you they gave him their names and addresses because he promised to use their photos in a magazine and he would send them some money when the photos were published.

Fundraising

A couple of days before a Master's tournament used also for a major fundraising event, will be held at your DA fields, you find out that several under 18 players have volunteered to help out at the tournament at their local fields. Most of the volunteer roles involve working in the canteen and in close proximity to where alcohol will be sold.

You believe your Association has a responsibility to uphold safe practices. You're not sure if you should approach this issue with the volunteer organising committee.

Joe's Dad

You are the coach of your under 12s softball team. Each weekend, Joe's dad organises a BBQ for the boys after the game. He supplies the sausages and rolls and all the equipment.

He tells you he does this as he works late hours and cannot be there for all of the weekend matches, so this is his way of being involved in his son's life.

Lately however, you have heard the boys talking among themselves when Joe hasn't been around. You hear them make comments such as "Joe's dad gives me the creeps. Have you noticed the way he gets really close to you when you're trying to get your roll?" Some of the boys have now stopped staying for the BBQ.

Simon and Holly

Simon is a 25-year-old volunteer helping out with training the under 16s girls team. Lately, he's noticed that Holly, a 15-year-old player, has not been putting any effort in at training, but always seems to hang around him at training.

When Simons asks her if she is okay, Holly says she is going through a low patch and would like to have some time alone with Simon to talk about her feelings. Simon gives Holly his phone number and says, "call me anytime".

Matt

You notice a sneaky exchange of something between Jack and Emma at the softball fields, and jokingly say to Matt, your fellow team mate, 'What are those two up to? Swapping love letters?' Matt unconcerned replies, 'Nah, Jack's their speed supplier. Everyone knows he steals it from his parents. Serves then right.'

Megan and Jodie

It's Wednesday afternoon at training, and Megan, a 13-year-old in your team, takes you aside to tell you she's worried about her friend, Jodie. Jodie has been exchanging emails with 15-year-old 'groovy guy' on an internet chat line and is planning to meet him this Saturday after softball in the car park at the station.

Megan has promised Jodie she wouldn't tell anyone, but now she's scared about what might happen.

Videos

You take your softball team full of children to a skating rink for a bonding session, and are shocked by the overtly sexual music clips being screened. You query the manager about the censorship ratings of the videos, and say you think they are unsuitable. He says kids see videos like this at home and that he's never had a complaint before, so you must be out of touch.

Gemma and Cindy

Gemma is looking more and more unhappy and withdrawn lately. A couple of her teammates also in the team you coach, tell you quietly that Gemma's mother Cindy is really mean to her. They say Cindy's always calling Gemma horrible names, saying she's a born loser and Cindy wishes she'd adopted her out years ago. Cindy says no man stays around because they can't stand Gemma and that Gemma has ruined her mother's life.

Gemma told her teammates she is going to run away, and she wants to kill herself.

Alice

You are a manager of an after school softball program for children aged 10 to 17 years. One night during the program a 15-year-old girl, Alice, sneaks off with a group of teenage boys in a car for a joy ride. The driver of the car is underage, two of the youths in the car Alice's cousins and the others go to school with her.

She returns to the group and is questioned by one of the others coaches as to where she has been. She says she went to her Auntie's house up the road. One of the youth attending the program comes up and tells you that Alice lied about going to her Auntie's house and says she went in a car with some boys.

You ask the other coach and Alice to come over and for a talk. You tell Alice you know she was lying and ask her what really happened. She pleads with you not to tell her parents as they will "bash her".

Craig and Nina

Craig, 20-year-old coach, notices that Nina, a gifted 15-year-old softball player, had been looking glum, lacking enthusiasm and distancing herself from the team lately. He is concerned that her form has slipped dramatically. At the end of a training session, Craig asks her if everything's okay. Nina says she is having problems at home and would like to have some time alone with Craig to talk about a few things. Craig offers Nina a lift home so they can talk on the way.

Jake

Jake's stepmother, Nicole, arrives to collect Jake and drive him home late in the afternoon. Nicole's breath reeks of alcohol and she's very obviously drunk. She tells you she's been celebrating her birthday with friends. You tell Nicole you think she is over the safe limit for driving and offer to phone someone to come and collect her and Jake. Nicole turns very aggressive, gives you a mouthful of abuse and pulls Jake roughly towards the car park. Jake is yelling and sobbing, 'I don't want to go with you, Nicole.'

Door-knock appeal

A local softball club has offered to help organise the annual door-knock appeal in your area. Young players from different clubs have been recruited as collectors. It's 8.00am and you drop in to see how things are going. A group of club members are standing around drinking beer from stubbies while they wait for their instructions to drive the young collectors to their assigned spots.

Sam and Barry

You overhear 12-year-old Sam telling his teammates about the fantastic fun he had yesterday when he wagged school. Later, you take Sam aside and ask whether his mum knew he'd truanted. Sam assures you its okay, as he spent the day with Barry, a new friend that his mother lets him stay with sometimes, and that Barry's a nice man who buys him presents.

Appendix B

Managing the Risks

The checklist below is to assist in building people's capabilities to create a child-safe softball environment.

Training:

- Identify what constitutes the risks/harm
- Create a pressure free environment
- Risk management plan
- Scale of risk (categories of harm in section 1 on page 8)
- Generation needs
- Step by step procedure of harm disclosure and procedures
- Ensure the well being of the child is being taken care of
- Junior Consultant Committee
- Grand Parent" Figure head
- Main focus is children must be confident

Education (Induction Program):

- Principles of policy
- Responsibilities of administration, officials, parents, spectators, staff and volunteers
- Commitment of knowledge in obtaining blue card
- Provide resources that are child related (handouts, stickers, posters, DVD)
- Living document
- Revisit annually
- Legal Aspects



SOFTBALL QUEENSLAND INC

CHILD PROTECTION RISK MANAGEMENT POLICY

Section 3 – Consistent Procedures and Practices

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Sample checklists of roles and responsibilities	Appendix B
Sample blue card register, incident report form, agreement to comply with policies and Code of Conduct, email disclaimer.	Appendix C

*Refer to the Softball Queensland Risk Management Policy for the forms relating to:
Risk Management and Risk Register and Treatment Plan*

Recruitment and Selection

Risk management for child protection hinges on recruiting, screening and selecting the right people. SQI, District Association's and Clubs will have procedures to follow and adequate management and supervision to ensure they comply with these procedures. Guidelines for recruitment and selection of staff and volunteers are documented and include specific references to child protection and screening requirements.

How to get the right people

Before filling any position related to working with children, paid or voluntary, there needs to be a clear analysis of what the job involves and the skills and abilities required. Candidates need to be assessed from a job analysis for a paid or voluntary position.

Job Analysis and Description

The job analysis will help to:

- ensure the position will contribute to a safe and friendly environment for children and young people
- establish recruitment and selection procedures
- develop training programs
- develop performance appraisal systems
- clarify any differences between paid and voluntary roles, and
- determine lines of authority, levels of delegation and responsibility for the position.

The job description supports the recruitment practice by targeting the skills and experience necessary for working with children and young people. Job descriptions or duty statements should be developed for all positions and tasks in the organisation. These include such jobs as arranging a fund raising event, supervising activities, or taking children and young players on camps or tours.

Job descriptions are invaluable to:

- establish an understanding of the roles and expectations for employees or volunteers in providing a safe and friendly environment
- become more aware of the tasks required around specific activities
- identify induction and training needs, and
- reduce the risk of harm to children and young players.

Most importantly the job descriptions will tell employees and volunteers what is expected of each position, what is acceptable and unacceptable behaviour and give clear understanding of the boundaries when working with children and young players.

Clear job descriptions will help to avoid confusion over expectations and will make it easier to resolve issues, take remedial action, investigate complaints or instigate disciplinary procedures.

(A sample job description and duty statement template is in Appendix C).

To view job descriptions for volunteer administrations positions refer to the SQI Starting a Softball Organisation Manual.

Selection

The selection process will identify whether people applying have the skills, knowledge, abilities and in some cases, qualifications required to do the job.

Applicant/s should be asked reasonable but probing questions about their work history, background and attitudes and verify what they say with referees.

Selecting the right people for working with children and young people will minimise the risks of harm and add value to the SQI, DA's and Clubs.

Screening

Screening is an essential part of managing the risks of harm to children and young people by paid and unpaid staff.

Employees or volunteers who work with children within SQI, its DA's and Clubs are required to be screened for their suitability to work with children. The list below are checklists and procedures that apply to the four identified categories of employment.

Four Categories of Employment - Checklists/Procedures for the following.

1. A person holds a blue card
 - The organisation must
 1. Maintain a blue card register – (the register is maintained by a person specifically appointed to manage this).
 2. Undertake regular random checks to ensure currency of the card.
 3. Provide a documented open process for complaints to be received and heard.
 4. Have all participants sign a code of conduct agreement.
 5. Maintain a copy of the participant's letter on obtaining a blue card.
 6. Maintain a confidential register of complaints and disclosures of harm.
2. A person who has submitted an application for a blue card, awaiting the result of application
 - The organisation must ensure
 1. The person does not hold an "independent" or unsupervised position until the application is finalized and blue card sited.
 2. The supervisor holds a current "blue card" or has obtained a criminal history check through the QPS.
 3. The person has undertaken an induction and education program regarding the SQI Policy and related documents and procedures.
3. A person who doesn't require a blue card
 - The organisation must ensure the person is suitable to work with children by
 1. Providing an education program regarding the SQI Policy, related documents and procedures.
 2. Explain the need for process for having a criminal history check through the QPS.
 3. Asking for references and undertaking those reference checks from employers, previous reports prior to the person taking up duties.

4. A person who has had their blue card suspended
 - The organisation
 1. Must stand the person down from that duty because the Policy states that a person must hold a current blue card to work with children.
 2. May reassign the person to other duties not related to working with children if possible within the organisation or activity.
 3. Must maintain confidentiality to protect all parties.
 4. Identify risks for the card holder if declared innocent.

Activities

Ongoing review of procedures, such as looking at incidents, issues, risks and potential hazards, is an essential part of SQI Risk Management Strategy.

Planning Activities

An important part of planning any activity is assessing the actual and potential risks to everyone involved. Conducting a risk assessment is an effective way to do this.

When doing a risk assessment and planning activities, consider:

- the number of people taking part
- their age and gender mix
- the age range of the participants
- the type of activity
- the environment where the activity will take place (online, by telephone, face-to-face)
- the particular needs of individual participants, and
- the policies and procedures of the SQI.

In addition, some basic principles need to be considered when planning activities. These include:

- maximizing opportunities for children and young players to enjoy themselves and have fun
- ensuring your activities support the interests and wellbeing of children and young players
- being aware that children and young players should not be left unattended
- ensuring staff and volunteers know where children and young players are at all times, and what they are doing
- providing constant adult supervision over any activity using potentially dangerous equipment
- ensuring children and young players are supervised by appropriate numbers of adults depending on numbers and age of children and type of activity, and
- ensuring no dangerous behaviour by children and young people is allowed.

Who is responsible for what?

It can be easy to overlook the need to clearly identify who is responsible for what when providing an activity. This could include responsibilities such as:

- who will check the site before it is used?
- who will bring the equipment and check to see if it works beforehand?
- who will do any setting up that needs to be done?
- who will be responsible for delivering the actual activity?
- who will stay behind until everyone has left?

Everyone needs to be aware of their roles and responsibilities when delivering an activity, so you need to have:

- clear job descriptions, duty statements or role descriptions which outline a person's role in a particular activity, and
- an induction for staff and volunteers before the activity which outlines what is expected of each person.

Sample checklists for some activities are included in Appendix D.

Activity Briefing - Induction

An important element to conducting an activity is to provide an Induction Program prior to an activity commencing whether it is a "one off" or longer. Provide this information to parents, carers and the children or young players taking part.

The Induction Program should:

1. Clearly identify what should happen and what is expected of the activity
2. Highlight anything that may be of concern to parents, carers, children or young players
3. Answer any questions people may have
4. Let people know what will happen if any issue arises
5. Let people know who they can talk to if they have any issues or concerns.

From the perspective of parents, carers, children and young players, the Induction Program should:

- provide an opportunity to ask questions and clarify issues
- help them understand what is expected of them
- make them aware of what will happen if an issue arises, and
- let them know who to contact if they have any concerns in the future.

During the induction staff, parents, carers, children and young players will be given a copy of the SQI Codes of Conduct.

Drop off and pickup of participants

Children and young players may be dropped off before an activity and picked up afterwards by their parents or carers. In other instances, children and young players may make their own way to and from an activity.

On their way to or from an activity, children and young players may be exposed to potential risk. This risk must be minimized and strategies determined for this to occur.

Some considerations could include:

- agreeing with parents on a set procedure for drop off and pick up arrangements, including whether a child or young player makes their own way to and from an activity, or will be dropped off and picked up
- ensuring there is a buffer period where a staff member or volunteer arrives before an activity starts and stays back for certain amount of time after it ends
- establishing a procedure to be followed if a parent or carer is delayed in picking up a child or young player, and
- establishing a procedure to be followed if a parent or carer fails to notify you that they will be late and doesn't arrive to the pick up the child or young player within the buffer period.

Location

Some things to consider when thinking about the location of an activity could include:

- inspecting the location to ensure it's safe, or that things haven't changed since you were last there
- ensuring the location is appropriate for the activity
- ensuring the availability of first aid equipment and consumable items relating to the activity
- addressing transport issues, if it's not where you normally conduct your activities
- checking whether there is adequate shade and water available if the activity is to be outdoors
- ensuring there is adequate lighting and that it's in good working order, and
- checking whether there are any potential risks created by other people or activities close to where you will be operating

Equipment

If equipment is needed for the activities, consider whether:

- the equipment is appropriate for the activity, the age range and the capabilities of the children and young people participating
- there is enough equipment for the number involved in the activity. If not, have a system in place to ensure that everyone gets a chance to use the equipment safely and in the way it was intended to be used, and
- the equipment is in good working order and safe for children and young players to use.

Supervision

Supervising an activity is a critical element in dealing with children and young players. Supervision will be provided by the organisation's staff and volunteers. Some aspects to consider include:

- ensuring supervisors are appropriately qualified, well trained and have current competencies
- ensuring there are enough people to supervise the number of children and young players involved in the activity
- making supervisors aware of their rights and responsibilities as well as the rights and responsibilities of all others involved in the activity, and
- ensuring supervisors adhere to the policies and Code of Conduct of SQI.

Staff and volunteers who supervise or provide an activity are often in a position to build relationships with the children and young players. These relationships should be positive and contribute to the interests and wellbeing of children and young people.

Monitoring activities

It is important to take an active interest in what actually occurs at each activity. The organisation should determine how well staff and volunteers are performing their duties and whether they are acting in an ethical and appropriate way.

This can be achieved by adopting and designing appropriate strategies such as:

- supervising staff and volunteers
- conducting random audits (checks) of activities
- doing performance appraisals for employees and volunteers
- conducting surveys to find out how the participants felt about the activities
- rotating staff and volunteers to supervise different activities, and
- monitoring the development of children and young players as a result of the activities and addressing any deficiencies.

By implementing a combination of strategies, the chance of inappropriate behaviour occurring is decreased.

The surrounding environment

When conducting an activity, be aware of the surrounding environment. Make adjustments or allowances if it impacts on, or has the potential to impact on, the interests and wellbeing of the children and young players in your care.

Some things to consider about the surrounding environment could include:

- whether there are designated areas for spectators so children and young players do not become confused with spectators
- the location's proximity to roads, dangerous obstacles, or waterways
- whether toilets, drinking fountains or taps are a substantial distance away from the activity, requiring a spread of supervision
- whether there is sufficient shade or shelter, and
- if there are any places where children or young players could hide, or in which other people could be concealed.

Special Events

There may be occasions when the SQI, a District Association or Club, attends an event held by another organization. In these situations, be aware that some control is lost over the activity or event. As such, ensure that attendance at such an event will not compromise the SQI commitment to providing a safe environment for children and young people.

Questions that could be asked include:

- do you have enough information about the event to decide whether it will contribute positively to the well being and development of the children and young players in your care?
- have you provided enough information to parents or carers so they can make an informed decision about whether they want their children to attend?
- will attending such an event create risks for the children and young players?
- if the event could pose risks, have you evaluated them and developed procedures to minimise those risks
- do you know if the event organizers are committed to an environment which is safe and friendly for children and young players?
- have they developed policies and procedures supporting such an environment?

Examples could include:

- whether the location is secure
- whether there is a 'no pass out' policy
- whether there are policies or procedures in place around the availability of alcohol or illegal substances, and
- whether the event organizers have shown a commitment to creating a child and youth-friendly environment – if not, are you still prepared to attend the event?

Promotions and Advertising

When promoting the activities and services provided, ensure key messages highlight your commitment to providing friendly environments for children and young players.

Promotional activities or advertising can offer opportunities for:

- fundraising
- promoting an upcoming event
- conducting membership drives, or
- highlighting achievements.

To promote these activities, you may wish to provide a photograph for use in newspapers, flyers, posters or on a website. Be aware of the issues surrounding the use of images of children and young players. You are legally obligated to ensure the identities of anyone under 18 remain confidential in certain situations e.g. Where a child may be a victim of criminal offence or if a child is in care. If in doubt about releasing information, err on the side of caution and seek legal advice. Ask yourself:

- do you have permission from the parent or carer of the child or young player to use the image?
- have you asked the children or young people how they feel about the use of the image, asked their permission and given them input into how it will be used?
- have you provided enough information about how the image will be used so the parent, carer, child or young player can give informed consent?
- when providing information on the use of the image, was it an age-appropriate way so the child or young player could understand?
- have you formatted digital and electronic images so they cannot be altered if downloaded – for example in PDF?
- how will others interpret the image?
- does the image portray the child or young player in a demeaning way?
- does the use of the image exploit the child or young player in anyway?
- where the child or young player should not be identified, could the image identify them?
- if a picture of a child or young player is taken for promotional purposes, will it be used for any other purpose?
- has the parent, carer, child or young player given permission for the image to be used in the future in any other way?
- will you put the child or young player at risk if you allow them to be photographed?
- who will see the promotional or advertising material containing the image?
- have you considered whether the section of the Child Protection Act about confidentiality has been addressed?

The answers to these questions should help you to decide whether it is appropriate for photographs of children and young players to be used in various contexts. If you believe it is, keep a record of why you decided to grant permission for an image of a child or young player in your care to be used.

There is nothing wrong with using an image of child or young players to promote the SQI, DA's and Clubs in an appropriate manner. However, it is important to consider all the issues involved, and to make a decision which is in the best interests of the child or young player.

Computers, email, internet and mobile phone use

Computers, email, the internet and mobile phones create many opportunities for children and young players, but they may also create potential risks which you may need to manage as children and young people could be exposed to:

- potential abusers
- phone bullying
- hateful and violent literature
- flame wars (the exchange of abusive and insulting messages) and websites providing information on harmful or illegal activities.

As a result each organisation should have clear and consistent policies and procedures in place to address these risks.

Forms and Registers

Documenting procedures and keeping records are an essential part of ensuring consistency in the way things are done in the SQI, DA and clubs. Written guidelines, forms and registers provide a 'paper trail of proof' if you are required to establish that SQI, DAs and Clubs has fulfilled its duty of care to an appropriate standard.

Below is a list of forms and registers that can be used as a possible starting point.

- Blue Card Register
- Incident Report Form
- Agreement to comply with policies and Code of Conduct
- Email Disclaimer
- Risk Management Template
- Risk Control Plan

Samples of each form and register are attached in Appendix E

Appendix C

Job Description

Job Title

Role of the organisation

Provide a brief description of the role of your organisation, its purpose and the work that it conducts.

Organisational chart

This will help new employees/volunteers:

- Understand the organisation's structure
- Identify their position within the structure, and
- Demonstrate how the position relates to the rest of the organisation.

Job description, responsibilities and duties

Provide a description of the position and its purpose within your organisation.

Outline primary responsibilities specific to the position

Provide dot points summarising the regular duties for the position.

Selection criteria

List the criteria you will use to select the most appropriate candidate for the position. These could be addressed verbally or through a written application to demonstrate knowledge and ability.

Additional information

List brief dot points that include any extra relevant information for prospective employees such as:

- The length of written applications and how many copies are required
- Whether a criminal history check is required or a confidentiality agreement needs to be signed before employment begins
- If a blue card is required, and
- The employer's contact number for any further queries.
- Supervisor details
- Any delegations they are responsible for

Duty Statement

Position title:

Start date:

Finish date:

Immediate supervisor:

Purpose of position:

The purpose of this position is to:

Minimum criteria:

The following criteria may enhance the ability to complete duties prescribed for the position:

-
-

Additional criteria:

The following criteria may enhance the ability to complete duties prescribed for the position:

-
-

Duties:

The following duties will be required to be undertaken within the position:

-
-

Conditions:

The following conditions are mandatory as stated in the organisation's policy and Codes of Conduct.

All personnel will:

-
-
-

Appendix D



Procedures for Training



- Have a designated drop off and pick up point in a well-lit area.
- Parent/Guardian must bring and collect the child to the drop off and pick up point at the designated time.
- Before training coaches must check:
 - a) the playing surface and ensure that the surface is safe to use
 - clear hazardous material e.g. sticks, rocks, hoses
 - make sure the ground isn't too boggy
 - make players aware of any hazards
 - b) that the equipment is safe, not broken, fits properly and meets national standards
 - check helmets, bats, gloves, catchers equipment for any breaks
 - c) hydration – ensure that water is available for players
 - ensure everyone has a water bottle or supply a large drink container
 - d) sun protection – make sure hats are worn and sunscreen is available
 - e) first aid procedure in case of an accident, first-aid kit and ice (see procedures for first aid checklist)
 - assign parents/guardians, assistant coaches and volunteers roles they feel comfortable with so they are able to help in case of an emergency.
- Contact Lists – Name and Numbers
 - a) participants number
 - b) parent/guardians number
 - c) emergency number
- Attendance sheet
- Keeping records of all incidents
- Language must be appropriate in the presence of underage persons e.g. no swearing, discriminatory remarks.
- Supervision of players at all times and always have two coaches or more at training sessions
- No 'punishment' that give extra physical loads to players
- Coaches must not inappropriately touch players when demonstrating techniques
- Photos must not be taken unless permission is given to do so
- Video recordings must not be taken unless permission is given to do so
- Players must have written consent by a parent/guardian for the player to leave the training grounds



Procedures for Training

(continued)



- The coach must be informed of any injuries the players have sustained during the week
- Players should go to public toilets in pairs and report when they are leaving and return
- Parents should ensure that players have sufficient footwear and other equipment required.
- Offensive material must not be brought to training e.g. cards, magazines, labels on shirts etc.
- Ensure adequate lighting in all areas where children are located
- Consequences of inappropriate behaviour should be clearly understood by players and adults.
- Coaches and players must not smoke or drink alcohol at training
- Player medical form filled out before season – check to see if any players require special attention
- Coaches should know the weather forecast
- Coaches should know where the closest hospital is to the grounds and the number for it



On Tour

- Players and officials should not be accommodated in the same room. If this can't be avoided, in extenuating circumstances it must not be one adult alone with one child.
- Officials **MUST not** be alone, one on one, with a child i.e. in room, motel, grounds
- Players should go to shops in groups no less than 3 people. They must also:
 - a) report in and out
 - b) and only go to the destination agreed on
- Players must go in at least pairs to public toilets
- Photos **must not** be taken in hotel rooms and change rooms
- Video recordings must not be taken in hotel rooms and change rooms
- Officials should be spread out all through the bus
- Billeting
 - a) Two children (not just one) should be billeted together
 - b) Gender consideration – males with males and females with females
 - c) Billeting family – Blue cards
 - d) Facilities/house appropriate – ensure the billets house has the essentials and isn't under construction
- Bonding/outings
 - a) Appropriateness – the activities must be safe, non offensive, and legal
 - b) Teams with a mix of age – underage players must not be taken into 18yo+ events or venues.
- Language **must** be appropriate in the presence of underage persons e.g. no swearing, discriminatory remarks.
- Offensive material must not be brought or shown on tour e.g. cards, magazines, videos, music, etc.
- Officials **must not** supply or assist in supplying participants with alcohol.
- Boundaries within accommodation should be made by officials
- Security – players and officials should check that doors are locked
- Pool supervision must be given while players are using the pool
- Dress codes should apply
- Have a designated drop off and pick up point in a well-lit area. Officials must ensure that all children are picked up by their parents/guardians after the tour
- Officials should ensure that there is a curfew enforced and participants are in their rooms on time.



Umpires Change Rooms



- Separate areas for Males and Females
- Adults must not change in front of underage persons and vice versa
- Language must be appropriate in the presence of underage persons e.g. no swearing, discriminatory remarks.
- Photos must not be taken in the change rooms
- Adult umpires must not be left one on one with a underaged umpires or players
- Video recordings must not be taken in the change rooms
- Hydration – ensure that water is available for umpires
- Sun protection – make sure sunscreen is available
- No alcohol or non-prescription drugs are permitted in the change rooms
- Offensive material must not be brought into the change rooms e.g. cards, magazines, videos, music etc
- Umpires should check that the equipment is safe, not broken, fits properly and meets National Standards
- Attendance sheet
- Keeping records of all incidents
- Have a designated pick up and drop off point for underage umpires
- Parent/Guardian must bring and collect the child to the drop off and pick up point
- Place the safety and welfare of the participants above all else



- Language must be appropriate in the presence of underage persons e.g. no swearing, discriminatory remarks.
- Coaches must not inappropriately touch players when demonstrating techniques. Ensure that any physical contact with a young person is appropriate to the situation and necessary for the participant's skill development
- Have a designated drop off and pick up point in a well-lit area.
- Parent/Guardian must bring and collect the child to the drop off and pick up point.
- Breaks – underage aren't permitted to leave the facility without their parent or appointed guardian
- Alcohol or non-prescription drugs are prohibited at the clinics.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Before the clinic coaches must check:
 - a) the playing surface and ensure that the surface is safe to use
 - b) that the equipment is safe, not broken, fits properly and meets national standards
 - c) hydration – ensure that water is available for players
 - d) sun protection – make sure hats are worn and sunscreen is available
 - e) first aid procedure case of an accident, first-aid box and ice
- Attendance sheet
- Keeping records of all incidents
- Photos must not be taken unless permission is given to do so
- Video recordings must not be taken unless permission is given to do so
- Supervision of participants at all times



Procedures for First Aid



- FIRST AID is the first assistance given to an injured person; it cannot take the place of skilled medical attention.
- For any major event, i.e. chest pain, respiratory distress or unexplained collapse, first call an ambulance, then your nearest first aider. (Ambulance: 0 – 000, First Aider: _____)
- First aid kits should be available for each team.
- Be familiar with first aid officer/s and the contents of the first aid kits. These boxes are not intended for the treatment of your ailments.
- Always wash your hands before treating burns, wounds or eye injuries.
- All injuries must be reported on an Accident/Incident Report Form, within 24 hours.

Appendix E

SAMPLE BLUE CARD REGISTER

NAME OF ORGANISATION						
Employee Volunteer Name	Blue Card Registration Number	Blue Card Expiry Date	Application Pending Yes / No	Reason employee is not required to hold a blue card	Is CCYPCG reassessing? Yes / No	Checked By / Date

SAMPLE INCIDENT REPORT FORM

Name of Organisation _____

Date of Report: _____ Time Report Written: _____

Name/s of the persons / people involved in the incident: _____

Description of the Incident: _____

Date Incident Occurred: _____ Time Incident Occurred: _____

Location where Incident Occurred: _____

Nature of Incident: _____

Summary of Events: _____

Immediate Action Taken: _____

If no action taken - reason: _____

Name of person completing form: _____

Contact telephone numbers: (h) _____ (w) _____ (m) _____

Contact email address: _____

Signature: _____ Date: _____

Name of person report submitted to: _____

Sample Agreement to Comply with Policies and Code of Conduct

I, (insert name) have read the Queensland Softball Association Inc.

- Child Protection Policy including:
 - Statement of Commitment
 - Code of Conduct
 - Roles and Responsibilities

- Guidelines for:
 - _____ (name of activity)
 - _____ (name of activity)
 - _____ (name of activity)

- Procedures for:
 - _____ (name of activity)
 - _____ (name of activity)
 - _____ (name of activity)

Having read the documents, I understand Softball Queensland’s commitment to establishing and maintaining a safe, friendly environment for children and young players.

I agree to uphold the Child Protection Policy and Code of Conduct, and follow the guidelines and procedures outlined. I will work to contribute positively to the growth and development of the SQI, the children and young players it provides services to, and their parents and carers.

Signed _____

Date _____

Witness _____

Date _____

Sample email disclaimer

This email, together with any attachments, is intended for the named recipient(s) only and may contain privileged and confidential information.

If received in error, please inform the sender as quickly as possible and delete this email and any copies from your computer network.

If not an intended recipient of this e mail, you must not copy, distribute or rely on it, and any form of disclosure, modification, distribution and/or publication of this email is prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the SQI.