



'Enhancing the future of Bowls across the NW Coast'

MEMBER PROTECTION POLICY

Bowls North West – Member Protection Policy

RESPONSIBLE OFFICERS: BNW CEO

AUTHORITY: BNW Board

Date Reviewed: 16/8/22

NEXT REVIEW DATE: August 2025

Introduction

This Policy has been compiled to create an environment where BNW Inc. (BNW) enjoys the ongoing support and commitment of its member clubs through the provision of an effective strategy in managing bullying, harassment and other inappropriate behaviors. Furthermore, it aims to assist BNW in the provision of a safe, fair and inclusive environment for everyone associated with our sport.

Purpose of Our Policy

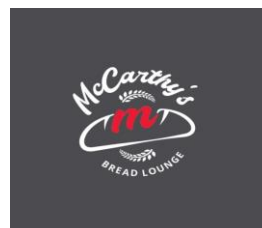
The main objective of the BNW Member Protection Policy (policy) is to maintain responsible behavior and the making of informed decisions by members and other participants in this organization. It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected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

Who Our Policy Applies To -

This policy applies to everyone involved in the activities of BNW

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whether they are in a paid or unpaid/voluntary capacity and including:

- BNW board/committee members, administrators and other BNW officials;
- Coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions;
- Support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;
- Umpires and other officials;
- Bowlers;
- Members, including any life members;
- Parents; and
- Spectators.

Extent of Our Policy

Our policy covers all matters directly and indirectly related to BNW and its activities. In particular, the policy governs unfair selection decisions and actions, breaches of our code of behavior and behavior that occurs at training sessions, in the club rooms, at social events organized or sanctioned by BNW (or our sport), and on away and overnight trips. It also covers private behavior where that behavior brings BNW or sport into disrepute or there is suspicion of harm towards a child or young person.

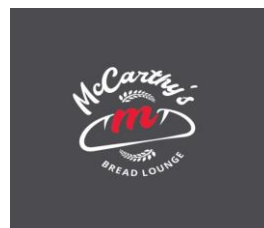
BNW Responsibilities

We will:

- Adopt, implement and comply with this policy;
- Ensure that this policy is enforceable;
- Publish, distribute and promote this policy and the consequences of any breaches of this policy;
- Promote and model appropriate standards of behavior at all times;
- Deal with any complaints made under this policy in an appropriate manner;
- Deal with any breaches of this policy in an appropriate manner;
- Recognize and enforce any penalty imposed under this policy;

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- Ensure that a copy of this policy is available or accessible to all people and organizations to whom this policy applies;
- Review this policy every 12-18 months; and
- Seek advice from and refer serious issues to our State association (BTAS).

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

Individual Responsibilities

Everyone associated with BNW must:

- Make themselves aware of the contents of this policy;
- Comply with all relevant provisions of this policy, including the standards of behavior outlined in this policy;
- Consent to the screening requirements set out in this policy, and any state or territory Working with Children checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18, or where otherwise required by law;
- Treat other people with respect;
- Always place the safety and welfare of children above other considerations;
- Be responsible and accountable for their behavior;
- Follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment, bullying or other inappropriate behavior; and
- Comply with any decisions and/or disciplinary measures imposed under this policy.

Protection of Children

Child Protection

BNW is committed to the safety and wellbeing of children and young people who participate in our activities or use our services. We support the rights of the child and will

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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.

BNW 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.

Identifying and Analyzing Risks of Harm

BNW will develop and implement a risk management policy, which includes a review of our existing child protection practices, to determine how child-safe our organization is and to identify any additional steps we can take to minimize and prevent the risk of harm to children because of the action of an employee, volunteer or another person.

Developing Codes of Conduct for Adults and Children

We will develop and promote a code of conduct that specifies standards of conduct and care we expect of adults when they deal and interact with children, particularly those in our care. We will also implement a code of conduct to promote appropriate behavior between children.

The codes will clearly describe professional boundaries, ethical behavior and unacceptable behavior. (See Attachment 2)

Choosing Suitable Employees and Volunteers

BNW will ensure that the organization takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children, especially 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 minimize the likelihood of engaging (or retaining) people who are unsuitable to work with children.

BNW will ensure that Working with Children Checks and criminal history assessments are conducted for employees and volunteers working with children,

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where an assessment is required by law. If a criminal history report is obtained as part of the screening process, BNW will ensure that the criminal history information is dealt with confidentially and in accordance with relevant legal requirements. (See Attachments 1.2 and 3)

Support, Train, Supervise and Enhance Performance

BNW 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 activities.

Empower and Promote the Participation of Children in Decision-Making and Service Development

BNW will promote the involvement and participation of children and young people in developing and maintaining a child-safe environment in our activities.

Report and Respond Appropriately to Suspected Abuse and Neglect

BNW will ensure that employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable ground that a child has been, or is being, abused or neglected (See Attachment 4).

In addition to any legal obligations, if any person believes that another person or organization bound by this policy is acting inappropriately towards a child or is in breach of this policy, they may make an internal complaint. Please refer to our complaints procedure in section 10 of this policy.

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

Supervision

Children under the age of 18 must be supervised at all times by a

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responsible adult. We endeavor 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 activity, they will ask another member to stay until the child is collected.

Transportation

Parents and or guardians are responsible for organizing the transportation of their children to and from BNW 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 license for the vehicle being used and the appropriate safety measures are in place (e.g. fitted working seatbelts).

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 activities.

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 pedophiles or other persons to "groom" a child.

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

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Discrimination, Harassment and Bullying

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

Discrimination

Unlawful discrimination involves the less favorable 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 unfavorably 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.

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

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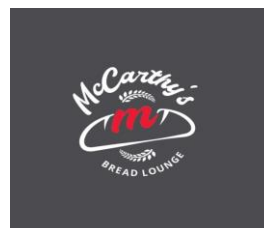
Sexual harassment is one type of harassment. Sexual harassment involves unwelcome conduct, remarks or innuendo of a sexual nature. It covers a wide range of behaviors and can be verbal, written, visual or physical. Sexual harassment is not limited to members of the opposite sex.

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, color, 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 organization of employees or employers, industrial activity, trade union activity;
- Physical features;
- Disability, mental or physical impairment;
- Defense service; and
- Personal association with someone who has, or is assumed to

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have, any of these personal characteristics.

Legislation also prohibits:

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

Bullying

BNW 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 BNW.

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

Whilst generally characterized by repeated behaviors, one off instance can amount to bullying.

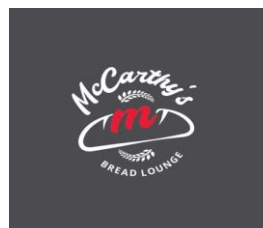
The following types of behavior, where repeated or occurring as part of a pattern of behavior, would be considered bullying:

- Verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
- Excluding or isolating a group or person;
- Spreading malicious rumors; 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

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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 organization bound by this policy, he or she may make a complaint. (Refer to Item 10 of this policy.)

Inclusive practices

BNW 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.

People with a disability

BNW will not discriminate against any person because they have a disability. Where it is necessary, we will make reasonable adjustments (e.g. modifications to equipment and rules) to enable participation.

People from diverse cultures

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

Sexual & Gender Identity

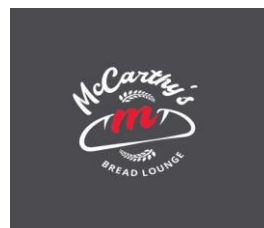
All people, regardless of their sexuality or gender identity, are welcome at BNW. We strive to provide a safe environment for participation and will not tolerate any form of discrimination or harassment because of a person's sexuality or gender identity.

Pregnancy

BNW is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in BNW activities. We will not

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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 BNW. 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).

Girls playing in boy's teams

If there is not a separate gender competition BNW will support girls playing in boy's 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 gender 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, BNW will consider each request on an individual basis by considering the nature of our sport and other available opportunities to compete.

Responding to Complaints

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Complaints

BNW takes all complaints about on and off-field behavior seriously. We will handle complaints based on the principles of procedural fairness, and ensure:

- All complaints will be taken seriously;
- The person to whom the complaint is made 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 State association (BTAS).

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

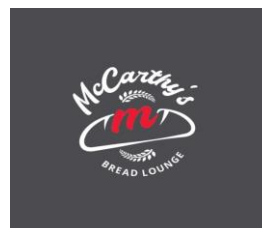
Complaint Handling Process

When a complaint is received by BNW, 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 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, BNW will assist,

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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 behavior);
- 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 governing body (BTAS); and/or
- Referring the complainant to an external agency such as a community mediation center, police or anti-discrimination agency.

In situations where a complaint is referred to our State association and an investigation is conducted, BNW 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 State association's recommendations.

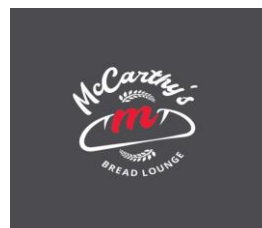
At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

Disciplinary Sanctions

BNW 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

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- 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 behavior;
- Withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by BNW;
- 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.

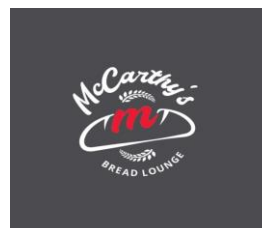
Appeals

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 BNW) to our State association (BTAS). Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.

Attachment 3: DUTY STATEMENT

BOWLS NORTH WEST INC.

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POSITION TITLE:

MEMBER PROTECTION INFORMATION OFFICER (MPIO)

RESPONSIBLE TO:

PRESIDENT

LEVEL OF RESPONSIBILITY:

The occupant is responsible for the provision of information and guidance on complaint procedures in the management of members rights when advice is requested on concerns, complaints or member protection matters under the BNW Member Protection Policy.

MAJOR DUTIES OF THE POSITION:

- Perform all duties in regard to the provision of advice to BNW Inc. member clubs and club members under the BNW Member Protection Policy;
- Provide information to BNW member clubs and club members about the rights, responsibilities and options available to an individual making a complaint;
- Be BNW's first point of contact for any person considering making a complaint under the BNW Member Protection Policy; and
- Be a sounding board for BNW member clubs and club members and provide information about the local resolution options available to address the individual's concerns.

REPORTING STRUCTURE:

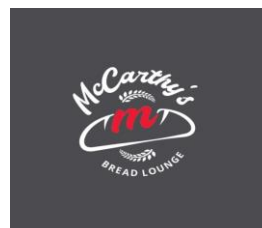
The occupant works initially on their own but can involve the President as and when considered appropriate and can report to the Board on an "as required" basis.

KNOWLEDGE, SKILLS AND EXPERIENCE (SELECTION CRITERIA):

- Good listening, questioning, decision making, recognition, impartiality and analytical skills and the ability to work independently to address individuals concerns;

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- Good communication and interpersonal skills; and
- Proven ability and experience in the provision of resolution options and conflict resolution.

Attachment 4: REPORTING REQUIREMENTS AND DOCUMENTS

RECORD OF COMPLAINT

Name of person receiving complaint		Date: / /
Complainant's Name	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
Complainant's contact details	Phone:	Email:
Complainant's role/status in Club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support <input type="checkbox"/> Other
Name of person complained about	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
Person complained about role/status in club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support <input type="checkbox"/> Other

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Location/event of alleged issue	
Description of alleged issue	
Nature of complaint (category/basis/grounds) Can tick more than one box	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimization Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision Other
What they want to happen to fix issue	

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Information provided to them	
Resolution and/or action taken	
Follow-up action	

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PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

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

Fact sheets on reporting allegations of child abuse in different states and territories are available at www.playbytherules.net.au

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

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

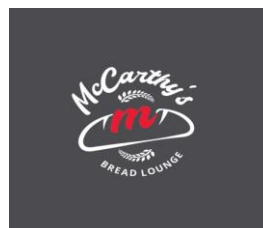
Step 1: Receive the allegation

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

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

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Step 2: Report the allegation

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

Step 3: Protect the child and manage the situation

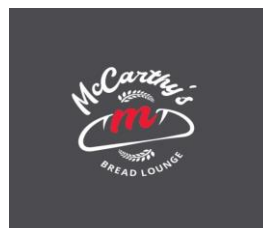
- The MPIO will assess the immediate risks to the child and take interim steps to ensure the child's safety and the safety of any other children. This may include redeploying the alleged offender to a position where there is no unsupervised contact with children, supervising the alleged offender or removing/suspending him or her until any investigations have been concluded. Legal advice should be sought before any interim steps are made if the person is an employee of BNW.
- The MPIO will consider what services may be most appropriate to support the child and his or her parent/s.
- The MPIO will consider what support services may be appropriate for the alleged offender.
- The MPIO will seek to put in place measures to protect the child and the alleged offender from possible victimization and gossip.

Step 4: Take internal action

- At least three different investigations could be undertaken to examine allegations that are made against a person to whom this policy applies, including:
 1. a criminal investigation (conducted by the police)

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2. a child protection investigation (conducted by the relevant child protection agency)
 3. a disciplinary or misconduct inquiry/investigation (conducted by BNW Inc.).
- BNW Inc. will assess the allegations and determine what action should be taken in the circumstances. Depending on the situation, action may include considering whether the alleged offender should return to his or her position, be dismissed, banned or suspended or face other disciplinary action.
 - If disciplinary action is undertaken, we will follow the procedures set out in Clause 10 of our Member Protection Policy.
 - Where required we will provide the relevant government agency with a report of any disciplinary action we take.
 - Contact details for advice or to report an allegation of child abuse

Tasmania	
Tasmania Police Non-urgent police assistance Ph: 131 444 www.police.tas.gov.au	Department of Health and Human Services www.dhhs.tas.gov.au/children Ph: 1300 737 639

CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in Procedure for Handling Allegations of Child Abuse have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name (if other than the child)		Date Formal Complaint Received: / /
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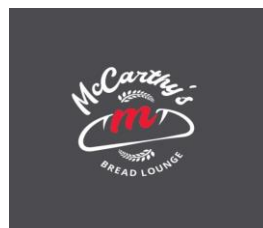


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		/
Role/status in sport		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in sport	<input type="checkbox"/> Administrator (volunteer)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

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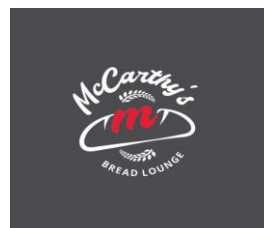


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Government agency contacted	Who: When: Advice provided:
President and/or MPIO contacted	Who: When:
Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position: Signature: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

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

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