**VMNL POLICY/PROCEDURE**

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| V05-02-04 | Member Protection Policy |

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Amendment and Interpretation    Attachment A: Employment Screening/Working with Children Check Requirements  Attachment B: National Complaint Handling Guidelines  Attachment C: National Reporting Requirements Documents/Forms  Attachment D: Guidelines for Complaint Managers undertaking Evidence Collection Process  Attachment E: Guidelines for Hearing Tribunal Members    **1. INTRODUCTION**    1.1 Victorian Men’s Netball League (VMNL) is an d member of the Australian Men’s and Mixed Netball Association (AMMNA). As part of this close relationship the AMMNA mission and values statement have been included to show we align with the goals.    Our Mission  To act in the best interest of Men’s and Mixed netball and our membership, developing our sport, brand and participants while modelling sportsmanship, fair play and competitive spirit.  Our Values  We strive for EXCELLENCE and recognise achievements.  We behave with INTEGRITY and honesty in all we do.  We model PROFESSIONALISM and accept accountability for our actions.  We are INCLUSIVE – leaders in equality and fairness.  We stand UNITED, working as a team to set and achieve our goals.    **2. PURPOSE OF THIS POLICY**  2.1. This Policy aims to ensure the core values, good reputation, positive behaviours and attitudes of VMNL are maintained and enhanced.  2.2. This Policy assists VMNL as it seeks to ensure that every person involved in netball is treated with respect and dignity, and is protected from discrimination, harassment and abuse. This Policy also seeks to ensure that everyone involved in netball is aware of her/his legal and ethical rights and responsibilities as well as the standards of behaviour expected of them.  2.3. This Policy also reflects netball’s support of the sport industry principles and values outlined in The Essence of Australian Sport – principles of fairness, respect, responsibility and safety.  2.4. This Policy is accompanied by attachments that describe the practical steps VMNL (where applicable and relevant) will take to reduce discrimination, harassment, child abuse and other forms of inappropriate behaviour from netball. VMNL may take disciplinary action against any person or organisation bound by this Policy if they breach it.  2.5. VMNL employees and other workplace participants are required to comply with this Policy at all times. If an employee breaches this Policy, he or she may be subject to disciplinary action which in serious cases may include termination of employment. Agents and contractors who are found to have breached this Policy may have their contracts with VMNL terminated. For the purpose of a contract between employees, agents or contractors and VMNL, VMNL is not contractually bound by the terms of this policy.  2.6. The VMNL has adopted this Policy in accordance with Rule 35.1 of the VMNL Constitution.  2.7. This Policy is effective from 28 April 2017 and will operate time by the VMNL Board.    **3. SCOPE OF POLICY**    3.1. Who Does This Policy Apply To?  3.1.1. This Policy applies to the following people/ organisations whether they are operating in a paid or unpaid/voluntary capacity in VMNL :  (a) Individual Members, including service award holders and life members.  (b) Individuals sitting on boards, committees and sub-committees.  (c) All employees, volunteers, independent contractors and other workplace participants.  (i) Support personnel (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers);  (ii) Coaches and assistant coaches;  (iii) Athletes and players; and  (iv) Umpires, bench officials and other officials.  (d) Any other person or organisation that is a member of VMNL.  (e) Any other Person who has agreed to be bound by this Policy.  3.2. When Does This Policy Apply?  3.2.1. This Policy applies:  (a) at any VMNL function, event or workplace, including outside normal working hours;  (b) during work or voluntary activities, including dealing with Members, media, sponsors, other support employees, volunteers, independent contractors and other workplace participants or attending other external premises;  (c) during all netball related activities including games, training events and camps;  (d) at all times when providing services on behalf of VMNL; and  (e) at all times when acting in any capacity, whether voluntary or paid on VMNL.  3.2.2. This Policy will continue to apply to a person even after they have stopped their association or employment with VMNL if disciplinary action, against that person, has commenced.    **4. ORGANISATIONAL RESPONSIBILITIES**    4.1. VMNL will seek to:  4.1.1. Adopt, implement and comply with this Policy and its regulations and attachments.  4.1.2. Ensure that the Constitution, By-Laws, Rules, Policies or other documents include the necessary clauses for this Policy to be enforceable.  4.1.3. Publish, distribute and otherwise promote this Policy and the consequences of any breach.  4.1.4. Promote appropriate standards of conduct at all times.  4.1.5. Deal with any breaches of, or complaints made, under this Policy in an impartial, sensitive, fair, timely and confidential manner.  4.1.6. Apply this Policy consistently without fear or favour.  4.1.7. Recognise and enforce any penalty imposed under this Policy.  4.1.8. Endeavour to ensure that a copy of this Policy is available or accessible to all people and organisations to whom this Policy applies.  4.1.9. Appoint or have access to appropriately trained people to receive and handle complaints and allegations (e.g. Complaint Managers).  4.1.10. Monitor and review this Policy as required.    **5. INDIVIDUAL RESPONSIBILITIES**    5.1. Individuals bound by this Policy are responsible for:  5.1.1. Making themselves aware of the Policy and complying with the codes and standards of behaviour it sets out.  5.1.2. Undertaking any training required by VMNL in relation to this Policy.  5.1.3. Consenting to undergo screening as per Attachment A: Employment Screening/Working with Children Check Requirements and/or relevant State/Territory Legislation if the person holds or applies for a role within VMNL  5.1.4. Placing the safety and welfare of children above other considerations.  5.1.5 Being accountable for their behaviour.  5.1.6. Following the steps outlined in this Policy for making a complaint or reporting possible child abuse.  5.1.7. Complying with any decisions and/or disciplinary measures imposed under this Policy.  5.1.8. Co-operating to provide a netball environment free of discrimination, child abuse, bullying, sexual harassment or victimisation.  5.1.9. Understanding the possible consequences of breaching this Policy.  5.1.10. Complying with all other requirements of this Policy.    **6. POSITION STATEMENT: CHILD PROTECTION**    6.1. VMNL are committed to seeking to ensure the safety and wellbeing of all children and young people who participate in netball and access netball’s services. VMNL supports the rights of the child and will seek to ensure a child-safe environment is maintained.  6.2. VMNL acknowledge the valuable contribution made by staff, members and volunteers and encourage their active participation in providing and maintaining a safe, fair and inclusive environment for all participants.  6.3. VMNL prohibit all forms of child abuse.  6.4. Child abuse involves conduct which puts a child at risk of harm and may include:  6.4.1. Physical abuse, by hurting a child or a child’s development (e.g. hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child’s development or maturity)  6.4.2. Sexual abuse by adults or other children, where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography, including child pornography, or inappropriate touching or conversations)  6.4.3. Emotional abuse, by ill-treating a child (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name-calling, ignoring or placing unrealistic expectations on a child)  6.4.4. Neglect (e.g. failing to give a child food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury).  6.5. Procedures to support child protection:  6.5.1. Identify and Analyse Risk of Harm  VMNL, (where applicable and relevant) will seek to, so far as reasonably practicable, develop and implement a risk management strategy, including a review of existing child protection practices, to determine how child-safe netball is and to identify any additional steps that can be taken to minimise and prevent the risk of harm to children because of the actions of an employee, volunteer or another person.  6.5.2. Develop Codes of Behaviour  (a) VMNL, (where applicable and relevant) will seek to develop and promote codes of behaviours that set out the conduct expected of all adults when they deal and interact with children involved in netball, especially those in the care of VMNL, and .  (b) VMNL, (where applicable and relevant) will seek to develop and promote codes of behaviour that set out the conduct appropriate between children covered by this Policy.  6.5.3. Choose Suitable Employees and Volunteers  (a) VMNL will endeavour to ensure that their organisation takes reasonable steps to engage 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.  (b) VMNL will ensure working with children checks or screening checks are conducted for all employees and volunteers who work in VMNL, and where an assessment is required by law.  (c) If a criminal history report is obtained as part of the screening process by VMNL, the organisation will handle this information confidentially and in accordance with relevant State/Territory requirements.  6.5.4. Support, Train, Supervise and Enhance Performance  VMNL (where applicable and relevant) bound by this Policy, will endeavour to take all reasonably practicable steps to ensure that all volunteers and employees who work with children have ongoing supervision, support and training. The goal is to develop skills and capacity to enhance their performance so as to maintain a child-safe netball environment.  6.5.5. Empower and Promote the Participation of Children  VMNL (where applicable and relevant) will encourage junior participants to be involved in developing and maintaining a child-safe environment for netball.  6.5.6. Report and Respond Appropriately To Suspected Abuse and Neglect  (a) VMNL and the organisations bound by this Policy will endeavour to ensure that all volunteers and employees are able to identify and respond appropriately to children at risk of harm at that they are aware of their responsibilities under respective State/ Territory laws to make a report if they suspect on reasonable grounds that a child has been or is being abused or neglected. (Refer to Attachments in this Policy).  (b) VMNL requires that any child who is abused or anyone who reasonably suspects that a child has been or is being abused by someone within netball, report it immediately to the police or relevant government agency and the President of VMNL.  (c) If any person believes that another person or organisation bound by this Policy is acting inappropriately towards a child, or is in breach of this Policy, s/he may make an internal complaint. (Refer to Attachments in this Policy).  (d) VMNL will seek to ensure that all allegations of child abuse are dealt with promptly, seriously, sensitively and confidentially. A person should not be victimised for reporting an allegation of child abuse and VMNL will seek to ensure that the privacy of all persons concerned will be respected. VMNL ’s procedures for handling allegations of child abuse are outlined in the Attachments to this Policy.  (e) If anyone bound by this Policy reasonably suspects that a child is being abused by her/ his parent/s, they are advised to contact the relevant government department for youth, family and community services in their State or Territory.    **7. POSITION STATEMENT: TAKING IMAGES OF CHILDREN**    7.1. Images of children can be used inappropriately or illegally. VMNL requires every person and organisation bound by this Policy, wherever possible, to obtain permission from a child’s parent/guardian before taking an image of a child that is not their own. They should make sure the parent/guardian understands how the image will be used.  7.2. VMNL (where applicable and relevant) also require the privacy of others to be respected and prohibit the use of camera phones, videos and cameras inside changing areas, showers and toilets.  7.3. When using a photo of a child, VMNL (where applicable and relevant) will not name or identify the child, publish personal information such as residential address, email address or telephone numbers without the consent of the parent/guardian.  7.4. VMNL (where applicable and relevant) will not publicly provide or publish to any person or organisation, information about a child’s hobbies, interests, school, or the like, as this information can be used by paedophiles or other persons to groom a child.  7.5. VMNL (where applicable and relevant) will only use images of children that are relevant to netball and will ensure that they are suitably clothed in a manner that promotes participation in netball. Wherever possible, the organisation will seek permission from a child’s parent/ guardian before using the image.    **8. POSITION STATEMENT: ANTI-DISCRIMINATION, BULLYING, SEXUAL HARASSMENT AND VICTIMISATION**    8.1. VMNL aim to provide a sporting environment where all those involved in netball activities are treated with dignity and respect.  8.2. VMNL recognise that people cannot participate, enjoy themselves or perform at their best if they are discriminated against, sexually harassed or bullied.  8.3. This Policy sets out what conduct will constitute discrimination, bullying, sexual harassment and victimisation.  8.4. Discrimination  8.4.1. Discrimination occurs when someone is treated unfavourably on the basis of a particular personal characteristic. This is known as direct discrimination.  8.4.2. Discrimination may also be indirect. Indirect discrimination is unreasonably imposing, or proposing to impose a requirement, condition or practice that has or is likely to have the effect of disadvantaging persons with a particular personal characteristic.  8.4.3. In Australia, it is against the law to discriminate against someone because of their:  (a) age  (b) disability/impairment (physical, intellectual, mental, or psychiatric)  (c) HIV/AIDs status  (d) employment activity  (e) industrial activity/inactivity or membership of an industrial association  (f) lawful sexual activity/sexual orientation  (g) gender identity  (h) transgender, transsexual or intersex status  (i) marital or relationship status  (j) physical features  (k) political belief or activity  (l) pregnancy, potential pregnancy or breastfeeding  (m) race, colour, descent  (n) national or ethnic origin  (o) religious belief or activity  (p) sex or gender  (q) status as a parent or carer  (r) family responsibilities  (s) irrelevant criminal conviction  (t) medical record  (u) personal association with someone who is identified by reference to any of the above attributes.  8.4.4. Unlawful discrimination may occur in a person’s treatment in their employment or prospective employment; in the provision of goods, services or facilities; in their access to premises or through their participation in the activities of a club or sport.  8.4.5. Examples of discrimination are available on the Play by the Rules website: *www.playbytherules.net.au/legal-stuff/discrimination*  8.4.6. Some specific exceptions to State/Territory and Federal anti-discrimination law apply. For example, it is not unlawful discrimination for VMNL to hold a competitive sporting activity for boys and girls only who are under the age of 12, or of any age where strength, stamina or physique is relevant.  8.5. Bullying  8.5.1. Bullying is repeated, unreasonable behaviour directed towards a person, or group of persons, that creates a risk to health and safety.  8.5.2. Bullying can be direct or indirect and it can include, but is not limited to, behaviours such as:  (a) abusive, insulting or offensive language;  (b) intimidating behaviour, for example, an attack or threat;  (c) malicious teasing or practical jokes;  (d) giving unreasonable assignments or deadlines;  (e) intruding on an employee’s privacy by spying or stalking;  (f) displaying offensive material;  (g) taking credit for someone else’s work;  (h) giving unfavourable duties to specific  employees;  (i) excluding or socially isolating employees; or  (j) failure to intervene to stop bullying.  8.5.3. Bullying is not:  (a) legitimate and reasonable management action;  (b) legitimate and reasonable performance management processes;  (c) legitimate and reasonable disciplinary action; or  (d) legitimate and reasonable allocation of work  in compliance with systems.  8.6. Sexual harassment  8.6.1. Means unwanted, unwelcome or uninvited behaviour of a sexual nature which could reasonably be anticipated to make a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include unwanted physical contact, verbal comments, jokes, propositions, displays of pornographic or offensive material or other behaviour that creates a sexually hostile environment.  8.6.2. Sexual harassment is not behaviour based on mutual attraction, friendship and respect. If the interaction is between consenting adults, it is not sexual harassment.  8.6.3. Sexual harassment can occur regardless of any “innocent intent” on the part of the offender, and can take many forms and can be physical, visual, verbal or written.  8.6.4. Sexual harassment is prohibited regardless of the gender of the parties. A person can complain if he or she is harassed by someone of the same sex.  8.7. Victimisation  8.7.1. Means subjecting a person, or threatening to subject a person, to any unfair treatment because that person has or intends to pursue their right to make any complaint, including a complaint under government State or Federal legislation (e.g. anti-discrimination) or under this Policy, or for supporting another person to make complaint.  8.8. Discrimination, sexual harassment, bullying and victimisation are not only unacceptable, they may be unlawful pursuant to State and Federal legislation.  8.9. VMNL prohibit all forms of sexual harassment, bullying, discrimination and victimisation.  8.10. It is the responsibility of all employees, volunteers, other workplace participants and all others bound by this Policy to ensure that proper standards of conduct are upheld in connection with netball and to take action to prevent discrimination, sexual harassment, bullying and victimisation.  8.11. If any person feels they are being sexually harassed, bullied, discriminated against or victimised by another person or organisation bound by this Policy, they may make an internal complaint in accordance with clause 14 of this Policy. In some circumstances they may also be able to make a complaint to an external organisation. (Refer to Attachments in this Policy).    **9. POSITION STATEMENT: SEXUAL RELATIONSHIPS**    9.1. Consensual sexual relationships between coaches, officials or athlete support personnel and the adult athletes they engage with due to on-court netball involvement, may not necessarily constitute sexual harassment or be contrary to any other law. However, VMNL (where applicable and relevant) take the position that such relationships should be avoided as they can have harmful effects on the person involved, on other persons and on netball’s public image.  9.2. These relationships can also be perceived to be exploitative due to the differences in authority, maturity, status and dependence between the athlete and coach, official, or athlete support personnel.  9.3. Recognising the risk that the relative power of the coach, official or athlete support personnel may be a factor in the development of such relationships, the coach, official, or athlete support personnel at all levels should avoid them.  9.4. In the event that a player attempts to initiate an intimate relationship, the coach, official, or athlete support personnel must take personal responsibility for discouraging such approaches and explaining the ethical basis for their actions.  9.5. VMNL remind all employees, volunteers, independent contractors, other workplace participants and all others bound by this Policy that sex with a child is a criminal offence and such conduct will not be tolerated.    **10. POSITION STATEMENT: PREGNANCY**    10.1. VMNL has a distinct Pregnancy in Netball Policy.  10.2. VMNL seeks to provide an inclusive sporting environment for pregnant women involved in netball. VMNL expects everyone who is bound by this Policy to treat pregnant women with dignity and respect.  10.3. All those bound by this policy should seek to remove any unreasonable barriers to participation in netball that disadvantage women due to pregnancy or potential pregnancy.  10.4. VMNL will not tolerate any unlawful discrimination or sexual harassment against pregnant women or women who may become pregnant. Further details about behaviour that may amount to discrimination or sexual harassment are provided in the clause 8 of this Policy.  10.5. VMNL will endeavour to take all reasonably practicable steps to ensure the safety, health and well-being of pregnant women and their unborn children.  10.6. VMNL (where applicable and relevant) will seek to advise pregnant women of the risks involved in participating in netball while pregnant and encourage them to obtain medical advice about those risks.  10.7. VMNL encourage all pregnant women to consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation in particular sporting activities, including netball.  10.8. VMNL will only require pregnant women to sign a disclaimer if all other participants are required to sign one in similar circumstances. Women will not be required to undertake a pregnancy test prior to participation in any netballing activities.  10.9. If any person feels they are being sexually harassed or discriminated against by another person or organisation bound by this Policy, they may make a complaint in accordance with clause 14 of this Policy.    **11. POSITION STATEMENT: GENDER IDENTITY**    11.1. VMNL seek to provide a safe, fair and inclusive netball environment in which people from all backgrounds can contribute and participate.  11.2. People who identify as transgender or transsexual should be treated fairly and with dignity and respect at all times. This includes acting with sensitivity when a person is undergoing gender transition.  11.3. VMNL will not tolerate any unlawful discrimination, bullying or sexual harassment against a person who identifies as transgender or transsexual or who is thought to be transgender or transsexual. Descriptions of some of the types of behaviour that could be regarded as discrimination, sexual harassment or bullying are provided clause 8 of this Policy  11.4. VMNL recognise that the exclusion of transgender or transsexual people from participation in netball has significant implications for their health, well-being and involvement in community life. VMNL will seek to support participation in netball by all people on the basis of the gender with which they identify.  11.5. VMNL recognise there is debate over whether a male to female transgender person may obtain any physical advantage over other participants. This debate is reflected in the divergent discrimination laws across the country. If issues of performance advantage arise, VMNL will seek advice on the application of those laws in the particular circumstances.  11.6. VMNL notes that drug testing procedures and prohibitions also apply to people who identify as transgender or transsexual. A person receiving treatment involving a prohibited substance or method, as described on the World Anti-Doping Agency’s Prohibited List, should apply for a Therapeutic Use Exemption to legitimately use a Prohibited Substance and Method in accordance with the International Standard for Therapeutic Use Exemptions under an applicable anti-doping policy or granted under a Rule.  11.7. If any person feels they are being sexually harassed, bullied or discriminated against by another person or organisation bound by this Policy, they may make a complaint in accordance with clause 14 of this Policy.    **12. POSITION STATEMENT: CYBER BULLYING AND SAFETY**    12.1. Bullying and sexual harassment in all forms are regarded by VMNL as unacceptable in netball. These forms of conduct are unlawful and have the potential to cause great anxiety and distress to the person targeted by hurtful or derogatory comments or statements.  12.2. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied though unwanted and inappropriate comments.  12.3. VMNL will not tolerate abusive, discriminatory, intimidating or offensive statements being made online.  12.4. Frustration at an umpire, official, teammate, coach or sporting body should never be communicated on social networking or internet websites. These issues should instead be addressed – in a written or verbal statement or a complaint – to the relevant authority, or VMNL.    **13. POSITION STATEMENT: SOCIAL NETWORKING WEBSITES**    13.1. VMNL acknowledges the enormous value of social networking websites, such as Facebook and Twitter, to promote netball and celebrate the achievements and success of the people involved in netball.  13.2. VMNL expects all people bound by this Policy to conduct themselves appropriately when using social networking sites to share information related to netball.  13.3. VMNL’s policy with regard to social media engagement is that when engaging in social media, all those bound by this Policy are clear about what/who they are representing; take responsibility for ensuring that any references to VMNL, their staff and volunteers, Members and other netball participants are factually correct and accurate and do not breach confidentiality requirements and laws; and that respect is shown for the individuals, companies and communities with which there is interaction.  13.4. Social media postings, blogs, status updates and tweets:  13.4.1. Must not use offensive, provocative or hateful language.  13.4.2. Must not be misleading, false or injure the reputation of another person.  13.4.3. Should respect and maintain the privacy of others.  13.4.4. Should, where relevant, promote netball in a positive way.  13.5. All those persons bound by this Policy should not post, send, forward or use any inappropriate information or material in any form of social media including but not limited to material which is:  13.5.1. Intended to (or could possibly) cause insult or offence to, or intimidation or humiliation of VMNL, sponsors, their staff and volunteers, Members and other netball participants;  13.5.2. Defamatory of,or could adversely affect the image, reputation or viability of VMNL, sponsors, their staff and volunteers, Members and other netball participants;  13.5.3. Contains any form of confidential information relating to VMNL, sponsors, their staff and volunteers, Members and other netball participants.    **14. COMPLAINTS PROCEDURES**    14.1. Handling Complaints  14.1.1. VMNL aims to provide an easy to use, confidential and trustworthy procedure for complaints.  14.1.2. Any person may report conduct that may be in breach of this Policy. That person is known as the complainant.  14.1.3. A person accused by a complainant of conduct or behaviour that may be in breach of this Policy and who is bound by this Policy is known as the respondent.  14.1.4. If a complainant feels comfortable doing so, they may wish to raise the issue with the respondent and request that he or she stops engaging in the behaviour. Where this occurs, VMNL will not be involved in resolving the complaint.  14.1.5. For a complaint to be handled by VMNL, it must be made in writing using the Written Complaint Form (Attachment C1).  14.1.6. All written complaints are treated seriously by VMNL . Once a complaint is received in writing, the relevant organisation will deal with the matter in accordance with the procedures set out in Attachment B to this Policy.  14.1.7. Where a complaint relates to behaviour or an incident that occurred at the State/Territory level, or involves people operating at the State/Territory level, then the complaint should be reported to and handled by VMNL in the first instance  14.1.8. Where a complaint relates to behaviour or an incident that occurred at the team level, or involves people operating at the team level, then the complaint should be reported to and handled by the VMNL.  14.1.9. Where a complaint that relates to behaviour or an incident that occurred at the club or State/Territory level is serious, the applicable or club may seek advice on the matter from VMNL .  14.1.10. Individuals and organisations may also seek to have their complaint handled by an external agency under anti-discrimination, occupational health and safety, child protection, criminal or other relevant legislation.  14.2. Improper Complaints & Victimisation  14.2.1. VMNL seeks to provide a complaints procedure that has integrity and is free of unfair repercussions or victimisation against the complainant.  14.2.2. VMNL also seeks to take all necessary steps to make sure that people involved in a complaint are not victimised by anyone for coming forward with a complaint or for helping to sort it out. Disciplinary measures may be imposed on anyone who victimises another person for making a complaint or supporting another person’s complaint.  14.2.3. Any person covered by this Policy who is found to have knowingly made an untrue complaint, vexatious or malicious complaint may be subject to disciplinary action.    **15. WHAT IS A BREACH OF THIS POLICY?**    15.1. It is a breach of this Policy for any person or organisation bound by this Policy to do anything contrary to this Policy, including but not limited to:  15.1.1. Acting in a manner contrary to this Policy.  15.1.2. Bringing netball, VMNL, into disrepute, or acting in a manner likely to bring netball, VMNL, into disrepute. This includes conduct that is dishonest, fraudulent, corrupt, illegal, unethical, improper, unsafe and conduct that many cause financial or reputational loss.  15.1.3. Failing to follow VMNL policies (including this Policy) and procedures for the protection, safety and well-being of children.  15.1.4. Discriminating against, sexually harassing or bullying (including cyber-bullying) any person covered by this Policy.  15.1.5. Victimising another person for making or supporting a complaint.  15.1.6. Engaging in a sexually inappropriate relationship with a person that s/he supervises, or has influence, authority or power over.  15.1.7. Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within netball.  15.1.8. Appointing or continuing to appoint a person to a role that involves working with children and young people contrary to this Policy.  15.1.9. Disclosing to any unauthorised person or organisation any VMNL information that is of a private, confidential or privileged nature.  15.1.10. Making a complaint that they know to be untrue, vexatious, malicious or improper.  15.1.11. Failing to comply with a penalty imposed after a finding that the individual has breached this Policy.  15.1.12. Failing to comply with a direction given to the individual as part of a disciplinary process.    **16. DISCIPLINARY MEASURES AND PENALTIES**    16.1. The Hearings Tribunal (as defined in the National Complaint Handling Guidelines) may impose disciplinary measures on an individual or organisation for a breach of this Policy.  16.2. The Hearings Tribunal will seek to ensure that any disciplinary measure imposed is:  16.2.1. Fair and reasonable.  16.2.2. Applied consistently with any contractual obligations or other requirements at law .  16.2.3. Commensurate with the principles of natural justice.  16.2.4. Based on the evidence and information presented.  16.2.5. Proportionate to the conduct engaged in. .  16.2.6. Determined in accordance with the Constitution, By-laws, this Policy, the Complaint Handling Guidelines and/or the rules of netball.  16.3. If the Hearings Tribunal makes a finding that the respondent has committed a breach of this Policy, and in their reasonable opinion that breach is minor, one or more of the following forms of discipline may be imposed by the Hearings Tribunal:  16.3.1. A direction that the individual make a verbal and/or written apology.  16.3.2. A written warning.  16.3.3. A direction that the individual attend counselling or training to address their behaviour.  16.4. If the Hearings Tribunal makes a finding that the respondent has committed a breach of this Policy, and in their reasonable opinion that breach is moderate, one or more of the following forms of discipline may be imposed by the Hearings Tribunal:  16.4.1. A temporary demotion or transfer of the respondent to another location, role or activity.  16.4.2. A temporary suspension of the respondent’s membership or participation or engagement in a role or activity.  16.4.3. The imposition of a good behaviour period.  16.4.4. A withdrawal of any individual awards, placings or records won by the respondent in any tournaments, activities or events held or sanctioned by VMNL, and .  16.5. If the Hearings Tribunal makes a finding that the respondent has committed a breach of this Policy, and in their reasonable opinion that breach is serious, one or more of the following forms of discipline may be imposed by the Hearings Tribunal:  16.5.1. Termination of the respondent’s membership, appointment or engagement.  16.5.2. In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently.  16.5.3. A reasonable monetary fine in the opinion of the Hearings Tribunal.  16.5.4. where property damage has occurred, a direction that the individual pay reasonable and appropriate compensation to the owner of the damaged property, for an amount determined by the Hearings Tribunal.  16.5.5. withdrawal of any team awards, placings, records won in any tournaments, activities or events held or sanctioned by VMNL.  16.6. Factors to Consider  16.6.1. The form of discipline to be imposed on a respondent (individual or organisation) may depend on factors such as:  (a) The nature and seriousness of the breach.  (b) If the person knew, or should have known, that the behaviour was a breach of this Policy.  (c) The person’s level of contrition.  (d) The effect of the proposed disciplinary measures on the person including any personal, professional or financial consequences.  (e) If there have been any relevant prior warnings or disciplinary action.  (f) Any other mitigating circumstances.    **17. AMENDMENT AND INTERPRETATION**    17.1. This Policy and its attachments may be amended withdrawn or replaced from time to time by VMNL in its sole discretion.  17.2. Headings used in this Policy are for convenience only and shall not be deemed part of the substance of this Policy or to affect in any way the language of the provisions to which they refer.  17.3. Words in the singular include the plural and vice versa.  17.4. Reference to “including” and similar words are not words of limitation.  17.5. The Attachments shall be considered an integral part of this Policy.  17.6. This Policy shall apply from its specified effective date.  17.7. A Person includes a body corporate.  17.8. Words importing a gender include any other gender.  17.9. A reference to a clause is a reference to a clause or subclause of this Policy.  17.10. Where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have corresponding meanings.  17.11. In the event any provision of this Policy is determined invalid or unenforceable, the remaining provisions shall not be affected. This Policy shall not fail because any part of this Policy is held invalid.  17.12. Except as otherwise stated herein, failure to exercise or enforce any right conferred by this Policy shall not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement thereof or of any other right on any other occasion.  **ATTACHMENT A:**    **EMPLOYMENT SCREENING/WORKING WITH CHILDREN CHECK REQUIREMENTS**    VMNL seeks to provide a child-safe environment. As part of this, VMNL will seek to recruit appropriate and competent staff and volunteers who do not pose a risk to children. To this end, volunteers, independent contractors, employees and other workplace participants will be required to undertake employment screening and provide the state/ territory relevant Working with Children (WWC) check.  Employment screening and WWC checks involves criminal history checks, signed declarations, referee checks and other appropriate checks that assess a person’s suitability to work with children and young people.  Employment screening must be completed for all appointments to positions that involve direct, unsupervised contact with children as outlined in Attachment A1 – Employment Screening Requirements. In addition, all persons appointed to positions must sign Attachment A2 - Member Protection Declaration.  WWC check laws exist in all states and territories and appointment of personnel must comply with the relevant legislation as outlined in Attachment A3 – Working with Children Check Requirements.  Individuals travelling with children and young people to another State or Territory in a work-related capacity must comply with the screening requirements of that particular State or Territory.  A1: EMPLOYMENT SCREENING REQUIREMENTS  A2: MEMBER PROTECTION DECLARATION  A3: WORKING WITH CHILDREN CHECK REQUIREMENTS    **A1: EMPLOYMENT SCREENING REQUIREMENTS**    This attachment explains the screening process for people who currently occupy or who apply for any work (paid or voluntary) in VMNL, or that involves direct and unsupervised contact with people under the age of 18 years. VMNL, or will seek to follow the below process where possible and relevant.  Screening under this policy is not a replacement for any other procedure required by law. All appointments must comply with the relevant state/territory Working with Children (WWC) legislation.  1. We will identify those positions where people work, coach or have regular unsupervised contact with children and young people under the age of 18.  2. Before a person is offered such a position, we will ask him or her to complete a Member Protection Declaration (MPD) (see Attachment A2).  3. If a person is unable to provide a MPD, or if he or she cannot satisfactorily answer the questions in the MPD, we will not appoint him or her to the position.  4. Where possible, we will check a person’s referees (verbal or written) about his or her suitability for the position.  5. We will ask each person to provide the state/territory relevant Working with Children check. If a person does not agree to obtain a WWC check, we will not appoint him or her to the position.  6. We will protect the privacy of each person who undertakes the screening process and keep all information we obtain strictly confidential.  7. We will seek to return all the information collected as part of the screening process (e.g. completed MPD forms, WWC check and referee reports) to the relevant person if he or she is not appointed to the position. Alternatively, all records will be destroyed within 28 days of the date of the decision or the expiry of any appeal period unless, within that time, the person requests the documents to be returned to him or her.  8. The records of all people appointed to our organisation will be kept on file in a secure location.    **A2: MEMBER PROTECTION DECLARATION**    VMNL have a duty of care to all those associated with netball. It is a requirement of the Member Protection Policy, that VMNL check the background of each person who works, coaches or has regular unsupervised contact (paid or voluntary) with people under the age of 18 years.    I born / /  (full name) (DOB)  of  (address/suburb/postcode)  Sincerely declare:  1. I do not have any criminal charge pending before the courts.  2. I do not have any criminal convictions or findings of guilt for sexual offences, offences related to children or acts of violence  3. I have not had any disciplinary proceedings brought against me by an employer, sporting organisation or similar body involving child abuse, sexual misconduct or harassment, acts of violence, intimidation or other forms of harassment or acts of violence.  4. I am not currently serving a sanction for an anti-doping rule violation under an Australian Sports Anti-Doping Authority (ASADA) approved anti-doping policy applicable to me.  5. I will not participate in, facilitate or encourage any practice prohibited by the World Anti-Doping Agency Code or any other ASADA approved anti-doping policy applicable to me.  6. To my knowledge there is no other matter that VMNL may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.  7. I will notify the relevant body (VMNL, and ) of the organisation(s) engaging me immediately upon becoming aware that any of the matters set out above has changed.  Declared in the State/Territory of  Signature: Date:  Consent of Parent/Guardian (on behalf of a person under the age of 18 years)  I have read and understood the declaration provided by my child. I confirm and warrant that the contents of the declaration provided by my child are true and correct in every particular.  Name:  Signature: Date:    **A3: STATE/TERRITORY BASED CHILD PROTECTION LEGISLATION**    Working with Children (WWC) checks aim to create a child-safe environment and to protect children and young people involved in our sport from physical and sexual harm.  They assess the suitability of people to work with children and young people and can involve:  criminal history checks  signed declarations  referee checks, and  other relevant background checks to assess a person’s suitability to work with children and young people.  There is no national legislation and child protection system. However each state and territory has child protection laws specifying responsibilities for both organisations and individuals who work or have contact with children.  Volunteers, employees, independent contractors and other workplace participants must, if appointed a role in VMNL, ensure that they comply with the requirements of the relevant state or territory legislation and hold a current WWC check.  Detailed information, including the forms required to complete a WWC check, are available from the relevant agencies in each state and territory.  Victoria – Working with Children Check  Contact the Department of Justice and Regulation  Website: www.workingwithchildren.vic.gov.au  Phone: 1300 652 879  Travelling to other States or Territories It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.    **ATTACHMENT B:**    **NATIONAL COMPLAINT HANDLING GUIDELINES**    VMNL seek to deal with complaints in a fair, timely and transparent manner. All complaints will be treated seriously.  Individuals may seek to resolve complaints through an informal process, a formal process or through making a complaint to the relevant external body.  VMNL aim to address complaints in a manner that maintains confidentiality as far as possible and will seek to ensure that no one is victimised for making, supporting or providing information about a complaint.  The following Guidelines may be followed to assist in the resolution of grievances and complaints.  ATTACHMENT B1: COMPLAINTS PROCEDURE  ATTACHMENT B2: MEDIATION PROCEDURE  ATTACHMENT B3: EVIDENCE COLLECTION PROCESS  ATTACHMENT B4: PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE  ATTACHMENT B5: HEARINGS TRIBUNAL PROCESS  ATTACHMENT B6: PENALTY GUIDELINES  Guideline Principles  1.1 VMNL aims to support people associated with our sport to make and resolve any complaints they may have in a fair, timely and effective way.  1.2 Given the different circumstances that can arise, the process of managing an individual complaint may change.  Scope of these Guidelines  1.3 These Guidelines have been developed in accordance with the Complaints Procedure in clause 14 of this Policy to assist with the management of complaints involving a breach of this Policy as set out in clause 15 *“What is a Breach of this Policy?”*.  1.4 Complaints that do not involve a breach of this Policy do not fall within the scope of these Guidelines.  1.5 The following complaints will not be managed by these Guidelines:  (a) Complaints in relation to spectators, supporters, parents, relatives or guardians who are not members of a netballing body;  (b) Complaints in relation to personal grievances;  (c) Complaints in which the last incident occurred more than 6 months ago; or  (d) Frivolous and/or vexatious complaints.  Complaints involving minors  1.6 Where a complaint involves a person who is under the age of 18 years of age:  (a) the parent or guardian may represent the interests of the child; and  (b) the parent or guardian may support the child to manage the complaint.  External Procedures  1.7 Nothing in this Policy or these Guidelines will prevent an individual or organisation from pursuing a complaint externally.  1.8 If a complaint is referred externally at any stage, the process under these Guidelines will immediately cease.  1.9 Serious incidents, such as assault or sexual assault, should be reported to the police.  Confidentiality  1.10 All complaints will be kept confidential as far as possible and will not be disclosed to another person without consent except if the law requires disclosure or if disclosure is necessary to effectively deal with the complaint.    **B1: COMPLAINTS PROCEDURE**    The following steps should be taken to manage complaints under this Policy:  1. Step 1: Making a Complaint  1.1 A complaint must be made in writing to the Complaint Manager at the club or association at which the incident occurred.  1.2 A complaint should be made using the C1: Written Complaint Form and include specifics about the complaint/s including location, dates, times and witnesses and details of the section/s of the Policy that the Complainant alleges have been breached.  1.3 The *Complaint Manager* is the person at the relevant or (club or association) who has undertaken the Play by the Rules training as well as any further training VMNL advises is required to manage complaints under this Policy. These training requirements may be amended, updated or changed from time to time at the absolute discretion of VMNL .  1.4 Each club, association and is required to have at least one Complaint Manager.  1.5 The complaint will be managed by the Complaint Manager at the netballing body most closely associated with the complaint as outlined in clauses 14.1.7 – 14.1.9 (inclusive) of the Policy  1.6 To avoid any doubt:  (a) if the Complaint Manager at the club most closely associated with a complaint is not able to manage the complaint for any reason (ie conflict of interest or personal interest in the matter), the complaint will be elevated to the Complaint Manager of the association;  (b) if the Complaint Manager at the association most closely associated with a complaint is not able to manage the complaint for any reason (ie conflict of interest or personal interest in the matter), the complaint will be elevated to the Complaint Manager of the of which the club is a member to handle.  2. Step 2: Discuss Options for Resolving the Complaint  2.1 When a complaint is received by the Complaint Manager under step 1, the Complaint Manager will firstly discuss the possible options with the Complainant for resolving the problem using these Guidelines, including:  (a) Mediation in accordance with the process under Attachment 2B;  (b) further evidence collection by the Complaint Manager and Hearing Tribunal determination;  (c) referral to an external body (ie court, tribunal, government agency, external mediator, police, other authority); or  (d) other process agreed between the Complaint Manager and the parties.  2.2 The Complaint Manager will also decide whether the complaint is properly made under this Policy, taking into account:  (a) whether the Complaint relates to a mere personal grievance;  (b) whether the person/s complained about are bound by the Policy;  (c) whether the Complaint is suggestive of a breach of this Policy; and  (d) whether the Complaint specifies which part of this Policy has allegedly been breached.  2.3 Taking into account the Complainant’s views, the Complaint Manager will then decide whether:  (a) to collect further evidence;  (b) if the parties agree, to refer the complaint to mediation;  (c) to commence another process appropriate in the circumstances, examples of which include:  (i) referring the matter to the police or other appropriate authority;  (ii) implementing an interim arrangement (such as temporarily separating the parties from engaging with one another to avoid a reoccurrence of the alleged incident);  (d) where the parties reach a compromised resolution, to record an outcome and finalise the complaint (ie. a written apology to conclude the matter, an agreement to cease the behaviour complained of etc.).  3. Step 3: Commence appropriate process  3.1 If the Complaint Manager decides that further evidence is required, the Complaint Manager will follow the evidence collection process at Step 4 below in accordance with Attachment B3.  3.2 If the Complaint Manager decides, and the parties consent to mediation under Step 2, the mediation will be conducted in accordance with Attachment B2 or as otherwise agreed by the Complaint Manager, the Complainant and the Respondent.  3.3 If the Complaint Manager decides to refer the complaint to an external agency under Step 2, the Complaint Manager will record this in writing in Attachment C2: Confidential Record of Complaint and the complaint management process under these Guidelines will immediately cease.  3.4 If the Complaint Manager decides to commence another process to finalise the complaint, the Complaint Manager will record the agreed resolution in writing in Attachment C2: Confidential Record of Complaint and may assist the parties if required.  4. Step 4: Collect evidence  4.1 If Mediation or another agreed process is not the path chosen to deal with the complaint, the Complaint Manager will be responsible for conducting an evidence collection process.  4.2 As part of this process, Complaint Manager will:  (a) request a written response from the respondent;  (b) collect witness statements (if applicable and required); and  (c) collect any other relevant evidence including video footage, photos, recordings etc.  4.3 Further guidelines to assist the Complaint Manager with the evidence collection process are provided at Attachment B3.  5. Step 5: Appoint Hearings Tribunal  5.1 After the Complaint Manager completes the evidence collection process under step 4, the Complaint Manager will appoint a Hearings Tribunal.  5.2 The Hearings Tribunal will comprise:  (a) one person who in the Complaint Manager’s reasonable opinion is experienced in ensuring that procedural fairness is provided; and  (b) another person who in the Complaint Manager’s reasonable opinion has a thorough knowledge of the sport of netball, (collectively, Hearings Tribunal).  5.3 The Complaint Manager will give the Hearings Tribunal members copies of all the evidence collected by the Complaint Manager in Step 4 as well as the Record of Evidence Collection Process at Attachment C5.  6. Step 6: Role of the Hearings Tribunal  6.1 The Hearings Tribunal is responsible for determining the complaint by either:  (a) assessing the evidence “on the papers” (without holding a hearing); or  (b) holding a hearing under Attachment B5.  6.2 The Hearings Tribunal will make a decision to either:  (a) substantiate the complaint (or part of the complaint); or  (b) dismiss the complaint (or part of the complaint).  6.3 The Hearings Tribunal must communicate its decision to the parties in writing and record the outcome using the Record of Hearing Tribunal Decision at Attachment C6.  6.4 If the Hearings Tribunal dismisses the complaint:  (a) the decision is final and a party may only dispute a decision on the basis of a failure to accord procedural fairness.  (b) a party may write to the CEO or Executive of the netballing body managing the complaint within 14 days of receiving the decision of the Hearings Tribunal under step 6.3 above setting out the basis for the alleged procedural failing in accordance with 6.4(a).  (c) The CEO or Executive of the relevant netballing body may, in his or her or its ultimate discretion, reject an application to appeal on the basis that there is no identifiable failing to afford procedural fairness.  6.5 Where the CEO or the Executive consider that a failure to afford procedural fairness has occurred, the CEO or Executive will ask the Complaint Manager to appoint a new Hearings Tribunal and revert to Step 5.  7. Step 7: Issuing Proposed Penalty  7.1 If the complaint (or part of the complaint) is substantiated by the Hearings Tribunal in Step 6, the Hearings Tribunal is responsible for issuing a proposed penalty (if any) with its decision (proposed penalty).  7.2 The range of penalties that may be imposed by the Hearings Tribunal and the process for selecting an appropriate proposed penalty is listed at Attachment B6.  8. Step 8: Submissions on the Proposed Penalty  8.1 The Hearings Tribunal will request submissions on the proposed penalty from both parties.  9. Step 9: Finalising the Penalty  9.1 Taking into account the submissions received from the parties in Step 8 and following the requirements of Attachment B6, the Hearings Tribunal will either:  (a) request more information from one or both parties in relation to their submissions on the proposed penalty (either “on the papers” or by holding a hearing);  (b) confirm the proposed penalty is the final penalty “on the papers”; or  (c) amend the proposed penalty and issue a revised final penalty “on the papers”.  9.2 Where the Hearings Tribunal requests more information under step 9.1(a), it will consider the further information provided and either:  (a) confirm the proposed penalty is the final penalty “on the papers”; or  (b) amend the proposed penalty and issue a revised final penalty “on the papers”.  9.3 The Hearings Tribunal must communicate the final penalty to the parties in writing and record the outcome in the Record of Hearing Tribunal Decision at Attachment C6.  9.4 There is no further right to appeal after the final penalty is imposed by the Hearings Tribunal.    **B2: MEDIATION**    10. Role of Mediation and the Mediator  10.1 Mediation is a process that allows the people involved in a complaint to talk through the issues with an impartial person, the mediator, who will assist the parties to attempt to agree to a solution.  10.2 The mediator helps those involved in a complaint to communicate their concerns and encourages them to discuss potential solutions to those issues.  10.3 The mediator is unbiased and does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved to talk through the issues and makes sure that the process is as fair as possible for all concerned.  10.4 The people involved in a formal complaint (complainant and respondent(s) may work out their own resolution of the complaint or seek the assistance of a neutral third person or a mediator. Mediation may occur at any stage in the complaints process.  11. Electing to Mediate a Complaint  11.1 In determining whether mediation is appropriate, the following factors will be considered by the Complaint Manager:  (a) whether the complainant or respondent are willing to attempt mediation;  (b) whether there is a real or perceived power imbalance between the parties;  (c) whether the complaint involves serious, proven allegations potentially requiring intervention from an external agency; and/or  (d) any other factor considered relevant by the Complaint Manager.  12. Process for Mediation  12.1 Mediation may occur at any stage after a written complaint is received by the Complaint Manager.  12.2 If mediation is chosen to try and resolve the complaint, the Complaint Manager will either conduct the mediation themselves or arrange for a mediator to mediate the complaint.  12.3 The mediation will be conducted confidentially and on a ‘without prejudice’ basis (i.e. it will not affect the rights of the complainant and the respondent(s) to pursue an external process if the complaint is not resolved).  13. Outcome of the Mediation  13.1 If the complaint is resolved at mediation:  (a) the mediator will prepare a document that sets out the agreement reached between the complainant and respondent(s) and both parties will sign that agreement;  (b) the mediator will record the outcome and advise the Complaint Manager (where the mediator is external);  (c) no further action may be taken by either party in relation to the complaint under these Guidelines (except by agreement between the parties).  13.2 If the complaint is not resolved at mediation, and the Complainant wishes to continue with the complaint, the Complaint Manager will:  (a) commence the Evidence Collection Process under Attachment B3; or  (b) commence another process appropriate in the circumstances.  13.3 The mediator must document the mediation and record any outcome using Attachment C4: Record of Mediation.    **B3: EVIDENCE COLLECTION PROCESS**    There will be times when a complaint will need to be investigated and evidence gathered.  14. Purpose of Evidence Collection  14.1 Collecting further evidence will help the Hearings Tribunal to determine the facts relating to the complaint and to make a decision as well as possible findings and recommendations.  15. Commencing the Evidence Collection Process  15.1 The process of evidence collection will be undertaken by the Complaint Manager.  15.2 The Evidence Collection Process will be commenced in circumstances where:  (a) Mediation under Attachment B2 is unsuccessful; or  (b) the Complaint Manager considers further evidence is required.  16. The Process of Evidence Collection  16.1 The Complaint Manager will:  (a) provide the respondent(s) with a copy of the written complaint (if not done previously);  (b) contact the respondent(s) and request a written response to the complaint within 14 days;  (c) if required, meet separately with the respondent(s) or the complainant in person to collect further evidence or clarify any aspect of their written evidence;  (d) if applicable and required, collect statements from witnesses either by:  (i) interviewing the witness in person;  (ii) interviewing the witness on the phone; or  (iii) requesting the witness provide their version of events in writing.  (e) if applicable and required, collect any other evidence relevant to the complaint, examples of which may include:  (i) video footage;  (ii) photographs;  (iii) recordings;  (iv) site inspection; and/or  (v) tangible items.  17. Consider whether interim measures are required  17.1 If while collecting the evidence, the Complaint Manager considers that pending the determination of the complaint, the health and safety of any party to the complaint may be put at risk, it may order that:  (a) a party is temporarily suspended from any role they hold with VMNL, the relevant or ; and/or  (b) a party is temporarily banned from any event or activities held by or sanctioned by VMNL, the relevant or ; and/or  (c) a party is temporarily transferred to an alternate role until the complaint has been finally determined; and/or  (d) a party is temporarily not to contact or in any way associate with the complainant or other person about whom the alleged breach relates, pending the determination of the hearing.  18. Concluding the Evidence Collection Process 18.1 The Complaint Manager should complete the evidence collection process within 4 weeks of commencing the Evidence Collection Process under this Attachment B3.  18.2 Once the Evidence Collection Process is complete, the Complaint Manager will:  (a) Complete the Record of Evidence Collection Process at Attachment C5;  (b) advise the Hearing Tribunal of any interim measures put in place under step 4 of this Evidence Collection Process above;  (c) appoint a Hearings Tribunal as soon as practicable after finalising the evidence collection process and provide the Hearings Tribunal with:  (i) a copy of the Attachment C5 Record of Evidence Collection Process prepared by the Complaint Manager under step 5.2(a); and  (ii) a copy of all evidence collected.    **B4: 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  VMNL treat allegations of child abuse or neglect seriously and will endeavour to manage such complaints promptly and with sensitivity.  All people working with VMNL in a paid or unpaid capacity have a duty to report any concerns to the appropriate authorities, following the steps outlined below.    19. Step 1: Receive the allegation  19.1 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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