

# Code of Conduct for QCSA Employees and Volunteers

## Statement of commitment

The QCSA is run by an elected committee comprising a President, Secretary, Treasurer, Registrar and other persons elected to form the QCSA Standing Committee of Management. The QCSA Management team fulfil their roles on a volunteer basis.

The importance of the way with which we deal with and treat all children, young people and adults is communicated to all. Compliance with this element of our organisation is not negotiable and includes the appropriate method of escalating any issues that may arise.

## Who must comply with the code of conduct?

This code of conduct applies to all paid employees, volunteers and bona-fide visitors who enter the environment of the QCSA in any capacity.

## Standards of appropriate behaviour

	Appropriate	Inappropriate
<b>Language</b>	<ul style="list-style-type: none"> <li>❖ Using encouraging/positive words</li> <li>❖ Using pleasant tone of voice</li> <li>❖ Open and honest communication</li> </ul>	<ul style="list-style-type: none"> <li>❖ Insults, criticisms or name calling</li> <li>❖ Bullying or yelling</li> <li>❖ Sexually suggestive comments/jokes</li> <li>❖ Swearing or abusive language</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>❖ Being a positive role model</li> <li>❖ Building relationships based on trust</li> <li>❖ Empowering children</li> </ul>	<ul style="list-style-type: none"> <li>❖ Favouritism</li> <li>❖ "Grooming" other children or young people ANY contact outside of soccer/football (either physical or email/phone)</li> </ul>
<b>Physical Contact</b>	<ul style="list-style-type: none"> <li>❖ Allowing for personal space</li> <li>❖ Non-threatening demeanour</li> <li>❖ Only touching due to medical emergency or protection from physical harm</li> </ul>	<ul style="list-style-type: none"> <li>❖ Violent or aggressive behaviour</li> <li>❖ Hitting, kicking, slapping or pushing</li> <li>❖ Kissing or touching of a sexual nature consistent with "grooming"</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>❖ Appropriate attire/clothing</li> <li>❖ Use of internet/mobile phone for purposes relating to QCSA DUTIES ONLY whilst conducting any business pertaining to the QCSA</li> </ul>	<ul style="list-style-type: none"> <li>❖ Using alcohol or other illegal substances before or during engagement with the QCSA,</li> <li>❖ Inappropriate clothing , Sending inappropriate photos or texts specifically relating to teams, players or any other stakeholder of the QCSA to any person</li> </ul>

**In the event of a breach of this code of conduct for interacting with children and young people the QCSA EXECUTIVE will take action in all cases that is consistent with resolving the issue immediately.**

These policies and procedures will ensure that staff respond as quickly as possible and in the best interests of the child or young person under 18 years of age, when disclosures or suspicions of harm are received. The QCSA recognises that children and young people are vulnerable members of the community and that extra measures must be taken to protect and support them.