

QUEENSLAND CHRISTIAN SOCCER ASSOCIATION INC.



Child Protection Policy 2006

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Introduction

The following document discusses the issues of child protection against all forms of neglect, sexual abuse, physical abuse and psychological or emotional abuse. The QCSA has undertaken action to prevent incidences of abuse happening within the QCSA and its member Clubs and to appropriately respond where an allegation is made or an incident reported.

Although this document focuses mainly on the abuse of children, nonetheless, they are not the only victims. This document should be read with the understanding that these types of abuse are a concern for all peoples, regardless of age, gender and national origin. Any abuse to any person regardless of age will not be tolerated within the QCSA.

QCSA supports positive Christian values and commitment to the safety and well-being of its members, management, clubs, staff and all other volunteers. This should arise from the understanding that all people, being made in God's image, are entitled to a fundamental respect for their person.

Jesus' teaching about his children reads:

"If anyone causes one of these little ones who believe in me to sin, it would be better for him to have a large millstone tied around his neck and to be drowned in the depth of the sea." (Matthew 18:6)

We all have a responsibility to protect the safety and well-being of our members and their families while involved in QCSA and Club activities. When a person reports abuse or is abused in a soccer environment, it is vital that QCSA and its member Clubs has clear, comprehensive policies and strategies to deal with the situation. Therefore, QCSA have addressed the following:

- a) to protect the players, members, coaches, managers, management, staff and volunteers from abuse by screening those working within QCSA through the adoption of a code of protective behaviours:
- b) provide mechanisms whereby disclosures of alleged abuse, whether the alleged offender is inside or outside of QCSA, can be properly investigated and responded to: and
- c) protect QCSA Inc., its clubs, members, affiliates, coaches, managers, management, staff and volunteers, from false allegations of abuse.
- d) have risk management policies and procedures in place.

Part A: Child Protection Policy

1. Purpose of this policy

This Child Protection Policy aims to ensure our core values, codes of conduct, good reputation and positive behaviours and attitudes are maintained. It assists us in ensuring that every person involved in our organisation is treated with respect and dignity, is safe and protected from abuse. This policy also ensures that everyone involved in the QCSA is aware of his or her legal and ethical rights and responsibilities.

The policy provides the procedures that support our commitment to eliminating discrimination, harassment and child abuse. As part of this commitment, we will take disciplinary action against any person bound by this policy if they breach it.

This policy should be read in conjunction with the Rules of Incorporation and By-laws of the QCSA.

2. Who this Policy Applies To

This policy applies to the following, whether they are in a paid or unpaid/voluntary capacity:

- All Executive and Standing Committee of Management Councillors;
- All Chair Persons and Members of Committees;
- All Club Management, Staff and Volunteers;
- Director of Coaching;
- All Coaches, Managers, Parents and Players;
- Any other people associated with this organisation.

This policy will continue to apply to a person even after they have stopped their association with QCSA if disciplinary action, relating to an allegation of child abuse against that person, has commenced.

3. Statement of Principles

As QCSA Inc.:

1. We commit ourselves to respect other people and their physical and psychological well being.
2. We acknowledge and accept the extraordinary amount of trust granted to us by those who take part in QCSA activities and their families, and by the wider community. We therefore commit ourselves to ensuring that all our speech and actions are morally upright.
3. We require those associated with QCSA to indicate their agreement with the guidelines outlined within this document.
4. We believe QCSA ought to be a place of safety and refuge for children and others, that they be, and feel safe from any threat/s. QCSA should be a place where people can disclose abuse and have it dealt with effectively.

Therefore QCSA have a responsibility to:

- a comply with all relevant Australian laws (both Federal and State), particularly anti-discrimination and child protection laws;

- b always place the safety and welfare of children above other considerations;
- c provide a safe environment which discourages any form of abuse;
- d ensure that all management, staff and volunteers have read and will adhere to the Codes of Conduct and Child Protection Policy¹;
- e ensure that proper standards of conduct by all members, staff and volunteers are maintained at all times and take corrective action if necessary;
- f encourage all members, staff, volunteers and players to report any offensive, intimidating, humiliating behaviour or sexually offensive behaviour including humour;
- g communicate these policies and guidelines to all staff, adult members, volunteers and players;
- h provide simple and effective processes for handling complaints;
- i be ethical, fair and honest in all their dealings with other people;
- j set an example by our own behaviour.

4. Statement of Position

The QCSA and its Clubs do not condone or tolerate any act of abuse towards children, young people or adults and will actively seek to prevent its occurrence, and take action to ensure incidents are reported to the appropriate authority which may include the Police, and take any disciplinary steps deemed necessary.

Irrespective of any other action that may be taken, QCSA Inc. reserves the right to exercise its powers of discipline over its members and leaders according to its own policies, rules, regulations and by-laws.

5. Organisational Responsibilities

All Clubs, Zones, Affiliates in QCSA must

- 1 Adopt, implement and comply with the Child Protection legislation;
- 2 Ensure that a copy of this policy is available or accessible to the persons to whom it applies;
- 3 Promote this policy and the consequences for breaching it;
- 4 Promote appropriate standards of conduct at all times;
- 5 Promptly deal with any breaches of or complaints made under this policy in an impartial, sensitive, fair, timely and confidential manner;
- 6 Apply this policy consistently without fear or favour;
- 7 Recognise and enforce any penalty imposed under this policy;

6. Individual Responsibilities

Individuals bound by this policy are responsible for:

- 1 Making themselves aware of the policy and complying with the standards of conduct outlined in this policy;
- 2 Consenting to a national police check through the suitability card (blue card) process required in Queensland by the CCYPCG where required by law or by the policies of the QCSA;
- 3 Complying with all other requirements of this policy;
- 4 Co-operating in providing an environment free of discrimination, abuse and harassment, particularly with respect to children;
- 5 Understanding the possible consequences of breaching this policy.

¹ http://www.childcomm.qld.gov.au/index_flash.html and <http://www.sportrec.qld.gov.au/> and <http://www.ausport.gov.au/ethics/codes.asp>

7. Policy Position Statements

7.1 Child Protection Policy

Every person and organisation bound by this policy must always place the safety and welfare of children above all other considerations.

QCSA acknowledges that our clubs, members, coaches, managers, staff and volunteers provide a valuable contribution to the positive experiences of our children and aims to ensure this continues and to protect their safety and welfare. Several measures will be used to achieve this such as:

- Prohibiting any form of abuse against children;
- Implementing the prevention of abuse strategies outlined in Part B of this policy;
- Carefully selecting and screening people whose role requires them to work with children and young people by adhering to the suitability requirements provided by the CCYPCG;
- Ensuring our codes of conduct are promoted, enforced and reviewed;
- Providing procedures for raising concerns or complaints (our complaints procedure is outlined in Part C of this policy); and
- Providing education and/or information to those involved in child protection.

QCSA requires that anyone who reasonably suspects that a child has been or is being abused by someone, to report it immediately to the police or relevant government agency. Incidents should also be reported to the Club President/Chairman and Chairman of SCM if the allegations are made against a member of a club or the QCSA or those associated with those organisation, for example contractors. Descriptions of the sorts of activity, which may be abuse, are in the Definitions at clause 10 and Part E.

All allegations of child abuse shall be dealt with promptly, seriously, sensitively and confidentially. A person will not be victimised for reporting an allegation of child abuse and the privacy of all persons concerned will be respected. Our procedures for handling allegations of child abuse are outlined in Part C of this policy.

7.2 Anti-Discrimination and Harassment Policy

QCSA aims to provide an environment where all those involved in its activities are treated with dignity and respect, and without harassment or discrimination.

QCSA prohibits all forms of harassment and discrimination not only because it is against the law, but because it is extremely distressing, offensive, humiliating and/or threatening and creates an uncomfortable and unpleasant environment.

Descriptions of some of the types of behaviour, which could be regarded as harassment or discrimination, are provided in the Definitions at Part E. If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, please refer to our complaints procedure outlined in Part C of this policy.

These matters may also be referred to the Chairman of Discipline.

Further information about unlawful discrimination and harassment may be obtained from the Anti-Discrimination Commission in Queensland²

7.3 Protection from allegations

It is hoped that, with clear and precise policies in place, child abusers will be warned off and false allegations diminish. An essential part of this policy is the careful screening of all

² <http://www.adcq.qld.gov.au/>
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volunteers for the protection of QCSA, Clubs, management, coaches, managers, staff, volunteers, members, as well as others.

Adhering to the Code of Protective Behaviours (Part B1 of this policy) will help ensure you do not put yourself in a position where abuse may occur or an allegation of abuse may arise. These are in place for your protection and must be adhered to.

If allegations of abuse are found to be vexatious then disciplinary action will be taken.

8. Disclosure and Complaints

All complaints and disclosures will be taken seriously and handled professionally and without delay. There are two types of complaints, Formal and Informal.

A Disclosure will be considered as a **Formal Complaint** and will be handled as outlined in Part C and documented on Disclosure Report Form F2, Part F.

Unusual Behaviour will be considered as an **Informal Complaint** and Documented on an Unusual Behaviour Report Form F1, Part F. These procedures are listed next (Part A, Section 9).

9. Unusual Behaviour

In many situations where abuse has occurred it could be traced back to some earlier unusual behaviour being observed. Then, when the incident escalated and becomes abuse, no one seems to remember exactly what was observed and when. A single report may seem insignificant at the time but repeated recorded observations would obviously indicate further investigation is required.

9.1 Unusual Behaviour Procedure (Informal Complaint)

Anyone who observes unusual behaviour or receives an informal complaint;

- Completes an Unusual Behaviour Report Form and gives to President/Chairman of Club.
- President/Chairman of Club discusses the incident/complaint with observer, records action taken, and informs Senior Church Pastor/Minister of Sponsoring Church. Also Chairman of SCM if necessary.
- If a staff member or volunteer is observed or suspected in breach of policy, discussions are to be held and person may be removed from active duty until issue is resolved.
- Other staff and/or volunteers in direct contact with incident/s to be notified to be on alert for any further potential unusual behaviour.

Senior Pastor/Minister receives a copy of report and action taken. Also Chair of SCM if considered necessary.

10. Definitions

This list of definitions sets out the meaning of words used in this policy and other words relating to types of abuse, harassment and discrimination without limiting the ordinary and natural meaning of the words. Refer Part E for definitions.

Part B : Prevention of Abuse Strategies

- B1. Code of Protective Behaviours
- B2. Risk Management Strategy
- B3. Risk Management Process
- B4. Risk Management Assessments

B1: Code of Protective Behaviours:

It is recognised that some behaviours or a combination of behaviours are unacceptable in QCSA, therefore the following protective behaviours are recommended for adoption by the QCSA and all Clubs. The local Club is answerable to their affiliated church and its policies if applicable and to QCSA Inc. These are the kinds of behaviour or examples that are to be avoided.

1. All persons serving in a management position within QCSA, Club or Zone must acquire a Suitability Card (Blue Card) before commencing in any position whether they are a parent or not.
2. All staff and volunteers 18 years and over who have some form of responsibility including coaches and managers in QCSA, Club, or Zone require a Suitability Card before commencing. Parents working with their own children are exempt under the legislation however Clubs may prefer that they obtain a suitability card. However everyone must abide by the Codes of Conduct and Policies.
3. Clubs are responsible to keep their own up to date Suitability Card Register of their members (see sample Form F7 at the end of this document).
4. All personnel are required to show their Suitability Card when asked.
5. Management, Coaches or Managers have a right to ask for proof of ID when a visitor or parent is unknown to them. Visitors and parents are never to be left alone with children out of sight.
6. Attendance sheets should be kept for all practices, games and other activities etc.
7. Coach and/or manager should arrive well before an activity (practice and/or games) and ensure all children are picked up by parent or pre-arranged care giver before leaving.
8. All persons in responsible positions within QCSA and Clubs are to read and acknowledge this policy.
9. Anyone transferring from one Club to another must provide details of their Suitability Card and their new Club is to inform the Commission of Blue Card transfer.
10. Each person with a position of responsibility to be aware of their Duty of Care, and responsibility to provide a safe, caring environment for the children, they must be alert and watchful at all times, putting the needs of the children before their own.
11. All aspects are open to the observation by parents and other related adults.
12. The age of individuals be recognised as one of the determinants in deciding what is acceptable and unacceptable behaviour.

13. A child should never be left alone or a leader should always avoid one on one situations with a child in a closed environment or be left with a lone child at the end of an activity. Always stay in an open environment where you can be seen and the children can be seen.
14. Younger children must be accompanied by an adult when visiting the toilet. The adult is to check the toilets and leave the child in the toilet with door closed and then stand near the toilet entrance. If a child needs assistance it again should require two people to be present. Special attention is required at toilet blocks in parks where toilets should be checked and children closely supervised but still observing their privacy.
15. When coaches etc are in physical contact with children, care should be taken to respect the child's feelings and privacy. Ensure that any physical contact cannot be misinterpreted.
16. Adults and children are expected to respect the privacy of others during activities that require undressing, dressing or changing clothes.
17. A Risk Management Assessment is to be undertaken before training, games or other activities.
18. At camps or sleepovers, no adult should share accommodation with one child only, or sleep in close proximity to a child unless there is significant separation and the privacy of all parties is respected.
19. Members should not visit children in their own homes unless a parent/carer is present and/or the member visits with another adult.
20. Coaches, Managers or other members should not drive a child unaccompanied.
21. When counselling or consoling a child it should be done in view of others yet out of hearing range.
22. When a child confides in a member that they are a victim of abuse, that member will refer the matter to the Club President/Chairman who will follow the procedures of Disclosure outlined in Part C.
23. Any person in breach of policy may be suspended immediately from any positions of responsibility until such time as the matter is resolved to the satisfaction of the Church, Club and QCSA.
24. Any member charged with abuse shall be suspended immediately until proven innocent.

B2. Risk Management Strategy

Risk management involves identifying and assessing all potential sources of harm, and taking steps to decrease the likelihood that harm will occur. This also includes physical accidental injuries, e.g. holes in the field and not only child abuse but this should also be taken into account when doing your assessments.

The aim is to prevent things from going wrong, limit the amount of harm possible and reduce an organisation's liability if harm does eventuate.

B3. Risk Management Process:

1. **Establish the context:** Clarify objectives and areas of operation where risk may occur.
2. **Identify the risk:** Establish what the risk is in each area and how they might happen.
3. **Analyse the risk:** Determine their likelihood and the magnitude of consequences.
4. **Evaluate the risk:** Decide what level of risk is acceptable considering cost and responsibilities.
5. **Treat the risk:** Determine risk-reducing actions and who is responsible for them. (Is it too risky, can we reduce the risk or do we do something else.)
6. **Review and revise risks and control measures:** Detect and manage new risk.
7. **Communicate and consult at each step:** To build commitment, ownership and increase compliance.

B4. Risk Management Assessments:

- Major assessments to be done annually on all fields, practice or playing surfaces. Refer Form F5.
- Assessments to be done annually on all equipment, Goal Posts, play equipment in park etc. Refer Form F6.
- Assessments to be done annually on the local Club Policies, Procedures etc.
- Brief assessment to be done before every training session and match day.
- Assessment to be done before any organised activity.

Please use a separate Forms F5 & 6. Risk Management Assessment Form for each point listed.

PART C - Incident-Handling Procedures

- C1. Disclosure of harm
 - C1.1 Suspicion of Harm
 - C1.2 Receiving a Disclosure
- C2. Flow Chart of Notification
- C3. Emergency Response Plan
- C4. Procedures following Complaint
 - C4.1 Complaints Procedure
 - C4.2 Mediation
 - C4.3 Investigation Process

C1. Disclosure of Harm

When confronted with disclosures of harm to children and young people, QCSA or Club should respond professionally and in the best interest of the child or young person subjected to the alleged harm.

Any disclosure or suspicion of harm must be acted on. To make sure you respond as quickly as possible to any disclosure of harm, ensure all staff and volunteers know the procedures to follow.

C1.1. Suspicion of harm

You have 'reasonable grounds' to suspect harm if:

- A child or young person tells you they have been harmed.
- Someone else, (another child, a parent, or staff/volunteer), tells you that harm has occurred or likely to occur.
- A child or young person tells you they know someone who has been harmed (note it is possible that they may be referring to themselves.)
- You are concerned at significant changes in the behaviour of a child or young person, or the presence of new unexplained and suspicious injuries.
- You see harm happening.

Any disclosure of harm is important and must be acted upon. Regardless of whether:

- The harm to a child or young person has been caused by a person from within or outside our organisation, or
- The child or young person disclosing the harm to you is from within or outside our organisation.

C1.2. Receiving a disclosure:

When a child or young person comes to you to tell you that harm has occurred:

- Don't react in a shocked or critical way
- Your reaction may stop them from confiding in you
- Tell them you are glad they have come to you
- Listen carefully and believe they are telling the truth
- Reassure them they have done the right thing in telling
- Acknowledge it is hard to talk about these things
- Let them tell you the details and don't ask leading questions

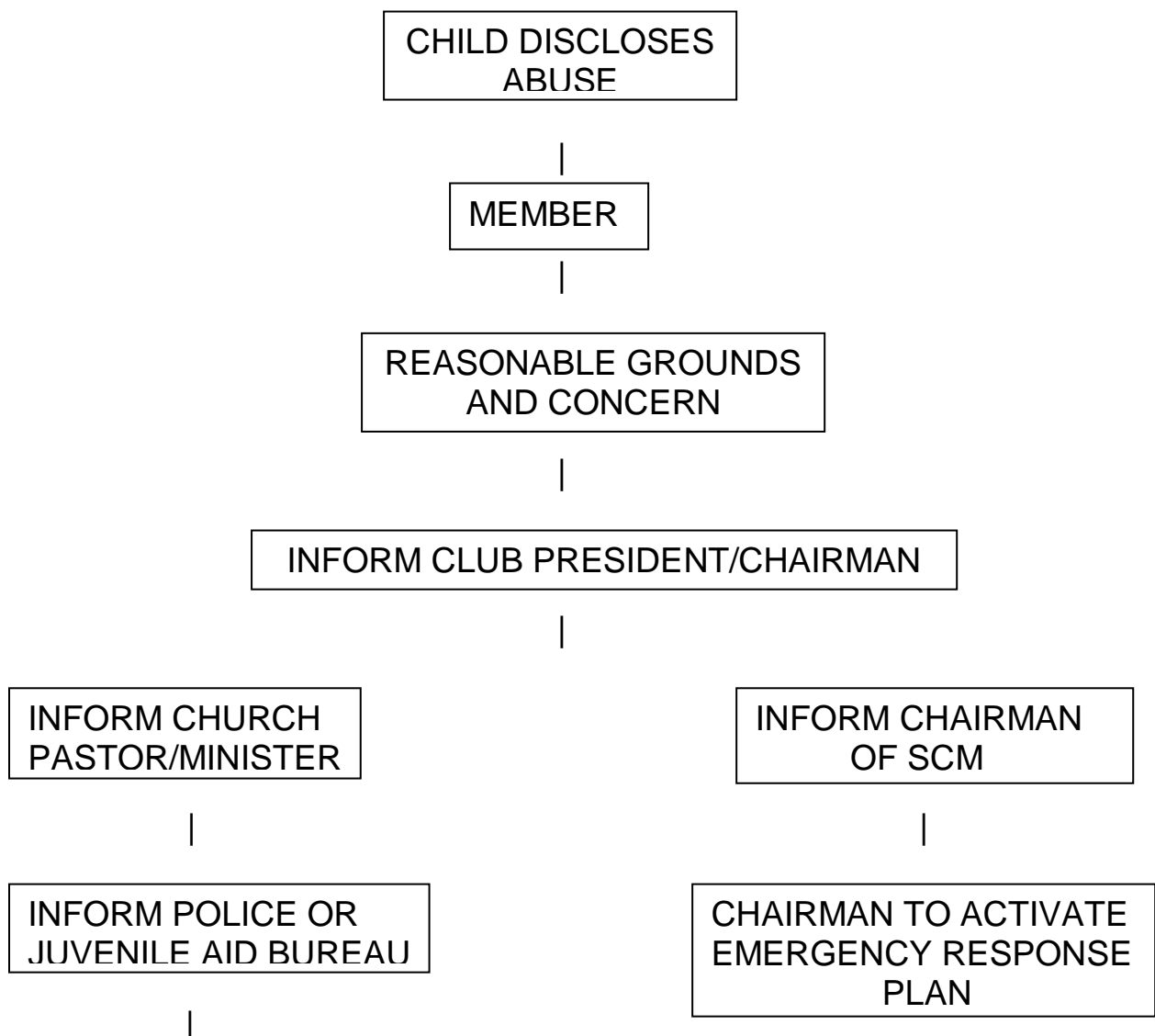
- Assure them you will help and support them
- Say you will need to tell someone else who can help you
- Reassure them you will only tell someone who will make them safe
- **Don't make any promises you can't keep**
- If a discloser wishes to remain anonymous, you may not be able to assist in resolving the complaint
- Inform Club President/Chairman of disclosure immediately
- As soon as practical, record details on "Disclosure of Abuse Form" F2
- Contact the Senior Pastor/Minister of Church and
- Follow procedure for Notification of Disclosure.

Under no circumstances should you:

- Conduct your own investigation to substantiate claims
- Hold your own internal hearing
- Attempt to mediate a settlement of the matter instead of notifying the authorities

C2. Flow Chart for Notification

The following flow chart is a guideline as each case is different and this needs to be remembered when planning your course of action.



C3. Emergency Response

Plan

This is a separate document which details an Emergency Response Plan (RRP) for responding to and managing the public relations aspects of an emergency incident or adverse media situation.

The types of incidents which may require the full or partial implementation of the ERP include:

- An accident or medical emergency involving potential loss of life;
- A scandal, such as financial embezzlement or sexual misdemeanour;
- A controversial incident or decision which attracts community or media interest.

C4. Procedures following disclosure of member.

This is for complaints referring to abuse, harm, mistreatment, discrimination and harassment. This does not include any matters pertaining to Discipline Committee or Appeals, Disputes covered in the QCSA By-laws. The QCSA Appeals and Disputes By-Laws may be used instead of any of the following if the circumstances warrant.

Part C4.1: COMPLAINTS PROCEDURE

A complaint can be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy. Complaints will always vary. They may be about individual or group behaviour; they may be extremely serious or relatively minor; they may be about a single incident or a series of incidents; and the person about who the allegation is made may admit to the allegations or emphatically deny them.

Given all of the variables that can arise, QCSA provides a step-by-step complaint procedure that people may use or enter at any stage. Individuals and organisations to which this policy applies may also pursue their complaint externally under anti-discrimination, child-protection or other relevant legislation.

If at any point in the complaint process, QCSA or the Club considers that a complainant has **knowingly** made an untrue complaint or the complaint is vexatious or malicious, appropriate action may be taken against the individual and/or Club. All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

Step 1

As a first step you (the complainant) should try to sort out the problem with the person or people involved if you feel able to do so.

Step 2

If:

- the first step is not possible/reasonable; or
- you are not sure how to handle the problem by yourself; or
- you just want to talk confidentially about the problem with someone and get some more information about what you can do; or

- the problem continues after you tried to approach the person or people involved; then

talk with your Club President/Chairman, Church Minister/Pastor, Chair of SCM or appointed Member Protection Information Officer, (hereafter referred to as MPIO).

The MPIO will:

- take notes about your complaint (which the MPIO will keep in a secure and confidential place);
- help clarify the situation or what may have occurred;
- ask what outcome/how you want the problem resolved and if you need support;
- provide possible options for you to resolve the problem;
- explain how our complaints procedure works;
- act as a support person if you so wish;
- refer you to an appropriate person to help you resolve the problem, if necessary;
- inform the relevant government authorities and/or police if required by law to do so; and
- maintain strict confidentiality.

Step 3

After talking with the MPIO, you may decide:

- there is no problem;
- the problem is minor and you do not wish to take the matter forward;
- to try and work out your own resolution (with or without a support person such as a MPIO); or
- to seek an informal mediated resolution with the help of a third person (such as a mediator or the Minister).

If you wish to remain anonymous, the Club or QCSA may not be able to assist you to resolve your complaint. We have to follow the principles of natural justice and be fair to both sides. This means that the Club or QCSA or you may be required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond to all the allegations.

Step 4

If your complaint is not resolved to your satisfaction, you may:

- make a formal complaint in writing to your MPIO
- approach a relevant external agency such as an equal opportunity commission, for advice.

Step 5

If you decide to make a formal complaint in writing under Step 4, the MPIO will, on receiving the formal complaint and based on the material you have provided, decide whether:

- they are the most appropriate person to receive and handle the complaint;
- the nature and seriousness of the complaint warrants a formal resolution procedure. Some complaints may be of a minor and/or purely personal nature with no connection to the activities of the Club/QCSA. In these cases, the MPIO may determine that the complaint does not warrant a formal resolution procedure;
- to appoint a person to investigate the complaint;
- to refer the complaint to an informal or formal mediation session;
- to refer the matter to the police or other appropriate authority; and/or
- to implement any interim administrative or other arrangements that will apply until the complaint process set out in these Procedures is completed.

In making the decision(s) outlined above, the MPIO will take into account:

- whether they have had any personal involvement in the circumstances giving rise to the complaint and, if so, whether their ability to impartially manage the complaint is compromised or may appear to be compromised;
- whether, due to the nature of the complaint, specific expertise or experience may be required to manage the complaint;
- your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;
- whether, due to the nature of the relationship between the MPIO, the complainant and the respondent and any other relevant factors, the complaint should be referred (or should not be referred) to informal or formal mediation. Relevant factors may include an actual or perceived power imbalance between you and the respondent, the nature of any ongoing working relationship between you and the respondent, the personal attributes of you and the respondent, and any other factors such as one party does not speak English fluently, some of the possible complaints resolution mechanisms may not be appropriate;
- the nature and sensitivity of any information or other material that must be provided by you, the respondent, and any of the other people involved in the complaint;
- whether the facts of the complaint are in dispute; and.
- the urgency of the complaint, including the likelihood and the consequences (if the complaint is ultimately proven) that you will be subject to further unacceptable behaviour while the complaint process set out in these Procedures is being conducted.

If the MPIO is the appropriate person to handle the complaint they will, to the extent that these steps are necessary:

- get full information from you (the complainant) about your complaint and how you want it resolved (if this information has not already been obtained through earlier steps);
- put the information they've received from you to the person/people you're complaining about and ask them to provide their side of the story;
- decide whether they have enough information to determine whether the matter alleged in your complaint did or didn't happen; and/or
- determine with, if any, further action to take.

Step 6

If:

- a person is appointed to investigate the complaint under **Step 5** the investigator will conduct the investigation and provide a written report to Club/Church (and QCSA if necessary) who will determine what if any, further action to take.
- The complaint is referred to an informal or a formal mediation session under **Step 5**, the mediation session will be conducted in accordance with Part C4.2 or as otherwise agreed by you and the respondent.
- The complaint is referred to the police or other appropriate authority under **Step 5**, the Club/QCSA will use its best endeavours to provide all reasonable assistance lawfully required by the police or other appropriate authority. The QCSA must be notified: and
- interim administrative or other arrangements are implemented under **Step 5**, the Club/QCSA will periodically review these arrangements to ensure that they are effective.

Step 7

If, under **Step 6**, an informal or formal mediation session is conducted, and you and the respondent(s) can not reach a mutually acceptable mediated solution to the complaint, you may request that MPIO reconsider the complaint in accordance with **Step 5**.

You or the respondent(s) may be entitled to appeal if:

- under **Step 5**, a decision was made by MPIO;

- not to take any action; or
- to take disciplinary action; or

If the internal complaints processes set out in this Policy do not achieve a satisfactory resolution/outcome for you, or if you believe it would be impossible to get an impartial resolution within Club/QCSA, you may choose to approach an external agency such as an equal opportunity commission to assist with a resolution.

Step 8

MPIO will document the complaint, the process followed and the outcome. This document will be stored in a confidential and secure place.

External procedure

There may be a range of external options available to you depending on the nature of your complaint. If you feel that you have been harassed or discriminated against, you can seek advice from your State Equal Opportunity Commission without being obliged to make a formal complaint. If the commission advises you that the problem appears to be a type of harassment that comes within its jurisdiction, you may then make a decision as to whether or not to lodge a formal complaint with the commission.

Once a complaint is received by an anti-discrimination commission, an investigation will be conducted by them. If it appears that unlawful harassment or discrimination has occurred, there will usually be an attempt to conciliate the complaint confidentially first. If this fails, or is inappropriate, the complaint may go to a formal hearing where a finding will be made as to whether unlawful harassment or discrimination occurred. The tribunal will decide upon what action, if any, will be taken. This could include financial compensation for such things as distress, lost earnings or medical and counselling expenses incurred.

An anti-discrimination commission can decline to investigate a complaint, or dismiss a complaint at any point in the investigation, conciliation or public hearing stages.

If you do lodge a complaint under anti-discrimination law, you may use an appropriate person (e.g. an MPIO) as a support person throughout the process. It is also common to have a legal representative, particularly at the hearing stage of a complaint.

Part C4.2: MEDIATION

Mediation is a process by which people who are in conflict can be helped to communicate with each other about what is important for them and how to make decisions about resolving their dispute. Mediators provide a supportive atmosphere and method of talking to one another, to assist in sorting out the issues, coming up with acceptable solutions and making mutually satisfactory agreements.

This outlines the general procedure of mediation that will be followed by Club/QCSA.

1. 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 either before or after an investigation of the complaint.
2. Mediation (getting those involved to come to a joint agreement about how the complaint should be resolved) will only be recommended:
 - a. After the complainant and respondent have had their chance to tell their version of events to MPIO on their own; *and*

- b. MPIO does not believe that any of the allegations warrant any form of disciplinary action - proven serious allegations will not be mediated, no matter what the complainant desires; and
 - c. Mediation looks like it will work (i.e. the versions given by the complainant and respondent tally or almost tally and/or at the very least, it looks as though it will be possible for each party to understand the other party's point of view).
- 3. Mediation will **not** be recommended if:
 - a. The respondent has a completely different version of the events and they won't deviate from these;
 - b. The complainant or respondent are unwilling to attempt mediation;
 - c. Due to the nature of the complaint, the relationship between you and the respondent(s) and any other relevant factors, the complaint is not suitable for mediation.
- 4. If mediation is chosen to try and resolve the complaint, the MPIO will, in consultation with the complainant and the respondent(s), arrange for a mediator to mediate the complaint.
- 5. MPIO will notify the respondent(s) that a formal complaint has been made, provide them with details of the complaint and notify them the Club/QCSA has decided to refer the matter to mediation to resolve the complaint.
- 6. The mediator's role is to assist the complainant and respondent(s) reach an agreement on how to resolve the problem. The mediator, in consultation with the complainant and respondent(s), will choose the procedures to be followed during the mediation. At a minimum, an agenda of issues for discussion will be prepared by the mediator.
- 7. The mediation will be conducted confidentially and without prejudice to the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
- 8. At the end of a successful mediation the mediator will prepare a document that sets out the agreement reached between the complainant and respondent(s) and it will be signed by them as their agreement, Form F4.
- 9. If the formal complaint is not resolved by mediation, the complainant may:
 - a. Write to Club President/Chairman, Church Minister/Pastor or QCSA to request that the MPIO reconsider the complaint in accordance with **Step 5**;
or
 - b. Approach an external agency such as an anti-discrimination commission.

Part C4.3: INVESTIGATION PROCESS

If an investigation needs to be conducted the following steps are to be followed:

- 1. A written brief will be provided to the investigator to ensure the terms of engagement and scope of the investigator's role and responsibilities are clear.
- 2. The complainant will be interviewed and the complaint documented in writing.
- 3. The details of the complaint will be conveyed to the person/people complained about (respondent(s)) in full. The respondent(s) must be given sufficient information to enable them to properly respond to the complaint.
- 4. The respondent(s) will be interviewed and given the opportunity to respond. The respondent(s) response to the complaint will be documented in writing.

5. If there is a dispute over the facts, then statements from witnesses and other relevant evidence will be obtained to assist in a determination.
6. The investigator will make a finding as to whether the complaint is:
 - substantiated (there is sufficient evidence to support the complaint);
 - inconclusive (there is insufficient evidence either way);
 - unsubstantiated (there is sufficient evidence to show that the complaint is unfounded); and/or
 - mischievous, vexatious or knowingly untrue.
7. A report documenting the complaint, investigation process, evidence, finding and, if requested, recommendations, will be given to Club, Church and QCSA.
8. A report documenting the complaint and summarising the investigation process and key points that were found to be substantiated, inconclusive, unsubstantiated and/or mischievous will be provided to the complainant and the respondent(s).
9. Both the complainant and the respondent(s) are entitled to support throughout this process from their chosen support person/adviser.
10. The complainant and the respondent(s) may have the right to appeal against any decision based on the investigation.

More detailed information on conducting internal investigations can be found at www.ausport.gov.au/ethics/policy.asp

PART D – Codes of Conduct

QCSA refer to and use the 'Get Active Queensland', Codes of Conduct.

PART E – Definitions

Abuse is a form of harassment and includes physical abuse, emotional abuse, sexual abuse, neglect, and abuse of power. Examples of abusive behaviour include bullying, humiliation, verbal abuse and insults.

Bullying is when a person subjects another to unreasonable behaviour that is repeated and that intimidates, offends, degrades or humiliates.

CCYPCG refers to Commission of Children and Young People and Child Guardian.

Child means a person who is under the age of 18 years (see also definition of young person)

Child abuse relates to children at risk of harm (usually by adults, sometimes by other children) and often by those they know and trust. It can take many forms. Children may be harmed by both verbal and physical actions and by people failing to provide them with basic care.

The *Child Protection Act 1999* (section 9) states:

- 1) Harm to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional well being.
- 2) It is immaterial how the harm is caused.
- 3) Harm can be caused by
 - a. Physical, psychological or emotional abuse or neglect, or
 - b. Sexual abuse or exploitation.

Categories of harm include:

- Physical harm or non-accidental physical injury.
- Emotional harm
- Neglect
- Sexual harm

[Taken from Safe environment for young people, the Commission for Children and Young People and Child Guardian. www.ccypcg.qld.gov.au]

Club refers to an independent organisation who seeks and receives membership in this Association for the purposes of playing soccer football.

Coach refers to the coach of a team within the QCSA.

Codes of Conduct refers to the 'Get Active Queensland' Codes of Conduct at: <http://www.ausport.gov.au/ethics/codes.asp>.

Complaint means a complaint made under clause 7.1 of this policy.

Complainant means the person making a complaint.

Core Values refers to QCSA Rules of Incorporation for the objects and values

Discrimination means treating or proposing to treat a person less favourably than someone else in certain areas of public life on the basis of an attribute or personal characteristic they have. The relevant attributes or characteristics are:

- Age;
- Disability;
- Marital status;
- Parental/carer status;
- Physical features;
- Political belief/activity;
- Pregnancy;
- Race;
- Religious belief/activity;
- Sex or gender;
- Sexual orientation;
- Trade union membership/activity;
- Transgender orientation.

Some States and Territories include additional characteristics.

Discrimination is not permitted in the areas of employment (including volunteer and unpaid employment); the provision of goods and services; the selection or otherwise of any person for competition or a team (domestic or international); the entry or otherwise of any player or other person to any competition; obtaining or retaining membership of an organisation (including the rights and privileges of membership).

Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination may also be discriminatory conduct.

Discrimination may be direct or indirect. **Direct discrimination** is treating, or proposing to treat someone less favourably because of a characteristic (such as race, sex, age etc), in the same or similar circumstances. **Indirect discrimination** is imposing or intending to impose a requirement, condition or practice that is the same for everyone but which has an unequal or disproportionate effect on particular individuals or groups.

Emotional harm of a child or young person includes constant criticism, belittling, teaching, and withholding praise and affection of constant yelling. It can also be caused by a failure to provide the psychological nurturing necessary for a child or young person's physical and emotional growth and development. For example, ignoring a child or young person or using unusual or demeaning punishments.

Children and young people respond to encouragement and positive support. Drawing attention to the child or young person's failures or shortcomings, demeaning their performance in front of others or in private, is inappropriate and can be emotionally abusive.

Negative feedback should be used sparingly and only in relation to inappropriate actions or behaviours and not the young person themselves. Providing constructive advice and praising positive

behaviour is a much more productive approach. Avoid negative comments based on physical attributes such as weight, lack of coordination or physical appearance.

Possible effects of emotional harm include:

- Low self esteem
- Eating disorders
- Becoming depressed or suicidal
- Anxiety
- Delays in physical growth and development
- Engaging in self destructive behaviour

[Taken from Safe environment for young people, the Commission for Children and Young People and Child Guardian. www.ccypcg.qld.gov.au]

Harassment is any type of behaviour that the other person does not want and does not return and that is offensive, abusive, belittling or threatening. The behaviour is unwelcome and of a type that a reasonable person would recognise as being unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated.

Unlawful harassment includes the above but is either sexual or targets a person because of their race, sex, pregnancy, marital status, sexuality or other characteristic (see characteristic list under discrimination).

Whether or not the behaviour is harassment is determined from the point of view of the person receiving the harassment. The basic rule is if someone else finds it harassing then it could be harassment. Harassment may be a single incident or repeated. It may be explicit or implicit, verbal or non-verbal.

Manager refers to the manager of a team within QCSA.

Mediator means a person to mediate complaints made under this policy. It is preferable that the mediator has relevant skills, qualifications and/or training in mediation.

Member includes any individual involved in QCSA and/or member Clubs including the players, parents, volunteers and staff.

MPIO stands for **Member Protection Information Officer/s** and is the first point of contact for a person reporting a complaint under, or a breach of this policy. Your MPIO within QCSA is usually your Club President/Chairman, affiliated Church Minister/Pastor or Chair of SCM (unless your Club/Church has a specially trained MPIO appointed). The MPIO provides confidential information and moral support for the complainant.

Natural justice incorporates the following principles:

- a person who is the subject of a complaint must be fully informed of the allegations against them
- a person who is the subject of a complaint must be given full opportunity to respond to the allegations and raise any matters in their own defence
- all parties need to be heard and all relevant submissions considered
- irrelevant matters should not be taken into account
- no person may judge their own case
- the decision maker/s must be unbiased, fair and just
- the penalties imposed must not outweigh the 'crime'

Neglect includes the ongoing failure to provide a child with the basic necessities of life and adequate supervision needed for optimal growth and development. It also includes a failure to use available resources or seek treatment to meet the child or young person's needs. In an extreme form this could involve abandonment of the child or young person.

Possible effects of neglect include:

- malnutrition or poor weight gain
- insufficient medical care
- begging or stealing food or money due to hunger
- missing out on a substantial amount of school
- physical or intellectual development delays
- lack of hygiene and clothing appropriate to the weather and the occasion
- inappropriate supervision
- being required to supervise other children to a non-age appropriate degree.

Police check means a national criminal history record check conducted as a prudent pre-employment or pre-engagement background check on a person. This is included in a suitability card application.

Policy and this policy mean this Child Protection Policy.

Physical harm or non accidental physical injury may include beating, shaking, burning, biting or grabbing hard enough to leave a mark, throwing a child or strangulation, to the extent that there are lasting physical effects.

The fact that an injury is inflicted determines the existence of harm and the need for intervention.

Many non-accidental injuries result from excessive physical discipline. Non-accidental injuries include bruises, welts, lacerations, abrasions, fractures, burns, bleeding, serious head or internal injuries and even the death of children and young people.

Physical training programs for children and young people that do not take into account the strength, skills, coordination, and level of emotional development of the individual child or young person can be harmful. What may motivate one child or young person may be physically harmful to another.

Practices such as giving extra tasks to children as 'punishment' can be dangerous to their health, especially if they are tired.

The administration of illegal or inappropriate drugs and medications that may affect a child or young person's physical or psychological development may also be a form of harm.

Possible effects of physical harm include:

- bruising
- broken bones
- possible brain damage
- sometimes death
- anxiety or low self esteem
- may become abusive

[Taken from Safe environment for young people, the Commission for Children and Young People and Child Guardian. www.ccypcg.qld.gov.au]

QCSA refers to **Queensland Christian Soccer Association Inc.**

Respondent means the person who is being complained about.

Sexual harm takes many forms from sexual jokes, innuendo in conversation and showing pornographic images to a child, to sexual touching and invasive acts. It also includes exposure, fondling, voyeurism and exhibitionism, sexual intercourse, involvement with pornography and child prostitution.

This can occur between a child or young person and a person who is older, or has power, authority or control over a child. This authority provides an opportunity for the older person to use force, trickery, power and distortion of adult-child relationships.

It is important to note that children aged under 16 cannot legally consent to sexual acts. Sexual activity is a criminal offence even if the child has, or appears to have, consented. Even young people over 16 can be subject to sexual harm where there is improper use of power or authority. Forced consent is not an excuse in these cases.

Possible effects of sexual harm include:

- feeling betrayed, sad, fearful and angry
- feelings of guilt, negative effect on relationships
- difficulty in trusting others
- confusion about sexual identity
- low self esteem
- difficulty dealing with emotions
- poor body image
- abuse of alcohol or drugs
- eating disorders
- becoming depressed or suicidal
- risk of sexually transmitted disease and pregnancy

[Taken from Safe environment for young people, the Commission for Children and Young People and Child Guardian. www.ccypcg.qld.gov.au]

Victimisation means subjecting a person or threatening to subject a person to any detriment or unfair treatment because that person has or intends to pursue their rights to make a complaint under government legislation (e.g. anti-discrimination) or under this policy, or for supporting another person to make a complaint.

Vilification involves a person or organisation doing public acts to incite hatred towards, serious contempt for, or severe ridicule of a person or group of persons having any of the attributes or characteristics within the meaning of discrimination. Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public.

Volunteer is an adult 18 years of age and over with some form of responsibility in QCSA.

Young People/person means people in the 13 – 18 year age group.

PART F - Forms for Assessing, Reporting & Recording

- F1. Unusual Behaviour Report Form
- F2. Disclosure Report Form
- F3. Incident Report Form
- F4. Mediation Record Form
- F5. Risk Management Assessment Form
- F6. Field and Grounds Audit Form
- F7. Suitability Card Register Form



**F1. Unusual Behaviour Report -
Informal Complaint
Queensland Christian Soccer
Association Inc.**

Club _____ Team _____

Date _____ Time _____ Place _____

Name of observer / complainant _____

Name of person completing report _____

Please describe the Incident you Observed or Nature of Complaint:

Name of person/s observed in incident _____

Name of child involved in incident _____

Name of person complaint is against _____

Signature of Club Official _____ Date _____

Signature of Church Official _____ Date _____

Action Taken: _____

The above information is to remain Confidential
To be filed with Club, Church Records



F2. Disclosure Report - Formal Complaint **Queensland Christian Soccer Association Inc.**

Club _____ Team _____

Date _____ Time _____

Location _____

Name of person filing report _____

Name of Person/s present _____

Discloser's Name _____

Name(s) of the person(S) Involved _____

Record of details of Disclosure: _____

How did you become aware of this information? _____

To the best of my knowledge these details are true and correct.

Signature of Reporter _____ Date _____

Signature of Club Official _____ Date _____

Received by Church Official _____ Date _____

Actions following disclosure _____

The above information is to remain Confidential

To be filed in Club, Church and QCSA Confidential File.



F3. Incident Report Form

Queensland Christian Soccer Association Inc.

To be completed for all Accidents, Incidents & Illnesses etc.

Date & Time of Report : _____ Team: _____

Where did Incident take Place: _____

Name/s of the Person/s involved in the Incident: _____

Description of the Incident: _____

Date Incident occurred: _____ Time Incident occurred: _____

Location where incident occurred: _____

Nature of Incident: _____

Summary of Events: _____

Immediate Action Taken: _____

If no action taken – reason: _____

Parent/Next of kin contacted: Yes___ No___ Time_____ Date_____

Insurance Incident Report Form Completed: Yes___ No___ To be Completed:Y___N___

Name of Person completing report: _____

Contact Phone number: _____ Mobile: _____

Signature: _____ Date _____

Name of Person Report Submitted to: _____



F4. Mediation Record Form

Queensland Christian Soccer Association Inc.

Club: _____ Team: _____

Date of Mediation _____ Time of Mediation _____

Name of Complainant _____

Name of Respondent _____

Name of Mediator/s _____

Brief outline of case _____

Complainants complaint: _____

Respondents response: _____

Mediators Proposals: _____

Acceptance of Proposals:

Signature of Complainant: _____ Date _____

Signature of Respondent: _____ Date _____

Confirmed by Mediator: _____ Date _____

Complaint needs to be taken further:

Signature of Complainant: _____ Date _____

Signature of Respondent: _____ Date _____

Confirmed by Mediator: _____ Date _____

Recommendation for further action: _____

See attachment for further details: Yes_____ No_____ (Use back or separate sheets if required)



F5. Risk Management Assessment Form

Queensland Christian Soccer Association Inc.

Date Completed _____ Name of Assessors _____

Type of Assessment (Building, Equipment, Field, Surrounds etc.): _____

Practice Equipment Other Activity	Description of Risk Source of risk Effect of problem	Existing Control Policies and Procedures in place	Likelihood of Risk occurring. Almost certain, likely, possible, Unlikely, rare.	Consequences Catastrophic, Major, moderate, minor, insignificant.	Level of Risk Extreme, High, Moderate, Low	Risk Management Action Required Minimise harm



F6. FIELD AND GROUNDS AUDIT

GROUND: **Conducted By:** **Date:**.....

Club Representative attending:.....

The following audit check sheet is to assist clubs in identifying potential hazards for players, coaches & spectators. Clubs are encouraged to carry out additional checks which are site specific, at their discretion. The audit should be conducted on a regular basis with a minimum of: prior to commencement of season training, prior to 1st round and mid season.

FENCES – Visual inspection of fence condition including strength and proximity to training and playing areas

<input type="checkbox"/>	Distance between fence and closest training / playing surface (in metres)	
<input type="checkbox"/>	Condition of fence -	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot and paint deterioration	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair

Actions required: -----

POLES– Visual inspection of pole condition and proximity to training and playing areas. Includes all poles higher than 2.4 m – including fence poles, light poles, banner poles, goal posts/crossbar etc.

<input type="checkbox"/>	Distance between poles and closest training / playing surface (in metres)	
<input type="checkbox"/>	Condition of poles -	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Last below ground pole inspection - less than 5 yrs pass – otherwise fail	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Pass <input type="checkbox"/> <input type="checkbox"/> Fail

Actions required: -----

-----LIGHTING

LIGHTING FIXTURES – Visual inspection of lighting and attachments used to support lighting. Use binoculars to check conditions

<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for decay/rot of attached wood.	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair

Actions required -----

SEATING – Visual & physical inspection of seating areas

<input type="checkbox"/>	Seats firmly fixed	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot and paint deterioration	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair

Actions required -----

STAIRS – Visual & physical inspection of stairs including lighting, clear definition of steps and solid attachment

<input type="checkbox"/>	Seats firmly fixed	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Steel work: Check for visible signs of rust	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot and paint deterioration	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Edge of stairs clearly defined	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Handrail provided	<input type="checkbox"/> Yes <input type="checkbox"/> No

Actions required: -----

GROUNDS – Visual inspection of ground conditions/playing surface including 2 metre buffer around field

<input type="checkbox"/>	Level surface over entire area	<input type="checkbox"/> Exc <input type="checkbox"/> Good <input type="checkbox"/> Fair
<input type="checkbox"/>	Holes/ divots in surface	<input type="checkbox"/> None <input type="checkbox"/> Repair
<input type="checkbox"/>	Sufficient drainage – no wet areas present	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Sprinkler heads are level with surface	<input type="checkbox"/> None <input type="checkbox"/> Good <input type="checkbox"/> Repair
<input type="checkbox"/>	Grass in goalkeeper area	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair

Actions required:-----

OBSTACLES – Visual & physical inspection of obstacles in all areas. An obstacle is any sudden variation in ground level or physical object that players or spectators may inadvertently walk / run into ie has no protection or guards to prevent injury

<input type="checkbox"/>	Obstacles within 5 m of playing field	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Repair
<input type="checkbox"/>	Obstacles within spectator access areas	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair
<input type="checkbox"/>	Wood; check for splinters, decay/rot and paint deterioration	<input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Repair

Actions required:-----

Upon rectification of items another Audit is to be conducted on those items repaired. The Audit sheets are to be fixed together and retained for club records.



F7. Suitability Card Register Form

Queensland Christian Soccer Association Inc.

Name of Club _____

(To be completed annually.)

Volunteer Name	Role	Blue Care Registration Number	Expiry Date	Reason not required to hold a blue card ³	Is CCYPCG reassessing? (Y/N)	Checked by? Date	Any actions taken

³ This would probably only be if a parent with their own child in the QCSA and was working as a volunteer.