

South West Queensland Thunder Football Club
MEMBER PROTECTION POLICY



VERSION 1

14th April 2015

POLICY

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South West Queensland Thunder Member Protection Policy

1. Introduction

Vision

South West Queensland Thunder's vision is to strive to be the benchmark in providing an elite football pathway.

Mission statement

South West Queensland Thunder's mission is to provide a quality football education that enables each player to maximise their potential and underpins on field performance through continuous improvement.

2. Purpose of Our Policy

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

3. Who Our Policy Applies To

Our policy applies to everyone involved in the club including committee members, administrators, coaches, officials (including referees), players, parents and spectators.

4. Extent of Our Policy

Our policy covers unfair decisions (e.g. team selection) and actions, breaches of our code of behaviour and behaviour that occurs at practice, in the club rooms, at social events organised or sanctioned by the club (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings our club or sport into disrepute or there is suspicion of harm towards a child or young person.

5. Club Responsibilities

We will:

- implement and comply with our policy;
- promote our policy to everyone involved in our club;
- promote and model appropriate standards of behaviour at all times;
- respond to breaches or complaints made under our policy promptly, fairly, and confidentially;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to Football Queensland.

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

6. Individual Responsibilities

Everyone associated with our club must:

- comply with the standards of behaviour outlined in our policy;
- treat others with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour;

- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour.

7. Protection of Children

7.1 Child Protection

The South West Queensland Thunder is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of the child and will act without hesitation to ensure a child safe environment is maintained at all times. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

The South West Queensland Thunder acknowledges that our staff, members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport. South West Queensland Thunder aims to continue this and to take measures to protect the safety and welfare of children participating in our sport by:

7.1.1: Identify and Analyse Risk of Harm

The South West Queensland Thunder will develop and implement a risk management strategy, which includes a review of existing child protection practices, to determine how child-safe and child-friendly the Organisation is and to determine what additional strategies are required to minimise and prevent risk of harm to children because of the action of an employee, volunteer or another person.

7.1.2: Develop Codes of Conduct for Adults and Children

The South West Queensland Thunder will ensure that the Organisation has codes of conduct that specify standards of conduct and care when dealing and interacting with children, particularly those in the Organisation's care. The Organisation will also implement a code of conduct to address appropriate behaviour between children.

The code(s) of conduct will set out professional boundaries, ethical behaviour and unacceptable behaviour. (See Part B)

7.1.3: Choose Suitable Employees and Volunteers

The South West Queensland Thunder will ensure that the Organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children (in prescribed positions).

This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

The South West Queensland Thunder will ensure that working with children checks/criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law.

If a criminal history report is obtained as part of their screening process, the South West Queensland Thunder will ensure that the criminal history information is dealt with in accordance with relevant state requirements. (See Part C)

7.1.4: Support, Train, Supervise and Enhance Performance

The South West Queensland Thunder will ensure that volunteers and employees who work with children or their records have ongoing supervision, support and training such that their performance is developed and enhanced to promote the establishment and maintenance of a child-safe environment.

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

The South West Queensland Thunder will promote the involvement and participation of children and young people in developing and maintaining child-safe environments.

7.1.6: Report and Respond Appropriately To Suspected Abuse and Neglect

The South West Queensland Thunder will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

The South West Queensland Thunder will make all volunteers and employees aware of their responsibilities under respective state laws if they have suspicion on reasonable grounds that a child has been or is being abused or neglected. (See Part E)

In addition to any legal obligation, if any person feels another person or Organisation bound by this policy is acting inappropriately towards a child or is breaching the code'(s) of practice set out they may make an internal complaint. Please refer to our complaints procedure outlined in attachment [C1] of this policy. This will explain what to do about the behaviour and how the South West Queensland Thunder will deal with the problem.

7.2 Supervision

Members under the age of 16 must be supervised at all times by a responsible adult. Our club will provide a level of supervision adequate and relative to the members' age, maturity, capabilities, level of experience, nature of activity and nature of venue. If a member finds a member under the age of 16 is unsupervised, they should assume responsibility for the member's safety until the parent/guardian or supervisor can be found.

Parents must turn up on time to collect their child for reasons of courtesy and safety. If it appears a member will be left alone at the end of a training session with just one child, they will ask another member to stay until the child is collected.

7.3 Transportation

Parents/guardians are responsible for transporting their children to and from club activities (e.g. practice and games). Where our club makes arrangements for the transportation of children (e.g. for away or overnight trips), we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate licence for the vehicle being used and appropriate safety measures are available (e.g. fitted working seatbelts)

7.4 Taking Images of Children

Images of children can be used inappropriately or illegally. The club requires that members, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. We also require the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If the club uses an image of a child it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname. We will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. We will not display information about hobbies, likes/dislikes, school, etc as this information can be used as grooming tools by pedophiles or other persons. We will only use appropriate images of a child, relevant to our sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

8. Anti-harassment, Discrimination and Bullying

Our club opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourably because of a particular characteristic; imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or any behaviour that is

offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers. Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race, and marital status.

Our club takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the club (see Responding to Complaints).

9. Inclusive practices

Our club is welcoming and we will seek to include members from all areas of our community.

9.1 People with a disability

Where possible we will include people with a disability in our teams and club. We will make reasonable adaptations (e.g. modifications to equipment and rules) to enable participation.

9.2 People from diverse cultures

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

9.3 Sexual & Gender Identity

All people, regardless of their sexuality, are welcome at our club. We strive to provide a safe environment for participation and will take action over any homophobic behaviour.

9.4 Pregnancy

Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of utmost importance in their decision making about the way they participate in our sport. We recommend 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.

10. Responding to Complaints

10.1 Complaints

Our club takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness (natural justice), that is:

- all complaints will be taken seriously;
- both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- irrelevant matters will not be taken into account;
- decisions will be unbiased and fair; and
- any penalties imposed will be fair and reasonable.

More serious complaints may be escalated to Football Queensland.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority.

10.2 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. General Manager, Member Protection Information Officer) will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;

- take notes; and
- maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to Football Queensland; and/or
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to Football Queensland and an investigation is conducted, the club will:

- co-operate fully;
- ensure the complainant and respondent are not victimised;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on Football Queensland's recommendations.

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.

10.3 Disciplinary Measures

Our club will take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- Be applied consistent with any contractual and employment rules and requirements;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach;
- Be determined by our Constitution, By Laws and the rules of the game.

Possible measures that may be taken include:

- verbal and/or written apology;
- counselling to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently;
- a fine; or
- any other form of discipline that our club considers reasonable and appropriate.

10.4 Appeals

The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by our club to Football Queensland. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.

Attachment 1.1: Queensland Working With Children Check Requirements

Working with Children Checks aim to create a child-safe environment and to protect children and young people involved in our sport from physical and sexual harm.

The Blue Card System:

- is a key prevention and monitoring system of people working with children and young people in Queensland
- aims to minimise the risks of harm to children and young people by contributing to the creation of safe and supportive environments, and
- is founded on the principle that all children have a fundamental right to be protected from harm.

Key benefits:

- the past is risk managed through the initial assessment, which determines a person's eligibility to work with children, based on known police or disciplinary information
- the present is risk managed through police information of all blue card or exemption card holders, which is continuously monitored so any changes are actioned appropriately, and
- the future is risk managed by service providers, who are required to implement child and youth risk management strategies and review them annually.

Paid Employees

Paid employees need a blue card if their work in sport or active recreation includes, or is likely to include, providing services that are directed mainly towards children, or conducting activities that mainly involve children, for at least:

- eight consecutive days, or
- once a week, each week, over four weeks, or
- once a fortnight, each fortnight, over eight weeks, or
- once a month, each month, over six months
- unless an exemption applies.

Paid employees who work with a church, club or association may need a blue card and may apply under the 'Churches, clubs and associations involving children' category of regulated employment.

Police officers and registered teachers do not apply for a blue card and should instead apply for an exemption card under this category if they are providing child-related services which are outside of their professional duties.

Examples of people who need a blue card:

- Paid employees running sporting or recreational activities for children outside of a church, club or association
- Paid entertainers running games and activities with children at birthday parties, or
- Paid photographers taking photographs of children at a sporting event.

Volunteers

Volunteers and trainee students need a blue card if their work or practical placement in a church, club, association or similar entity includes, or is likely to include, providing services that are mainly directed at children, or conducting activities that mainly involve children, unless an exemption applies.

Police officers and registered teachers do not apply for a blue card and should instead apply for an exemption card under this category if they are providing child-related services which are outside of their professional duties.

Examples of people who need a blue card:

- Volunteer coaches for children at sporting or recreational clubs

- Volunteers conducting children's activities at churches
- Parents volunteering in an official capacity on a club's committee, even if their child is a member of that club,
- Trainee students doing placements in a church, club or association as part of their studies with an education provider.

Who doesn't need a blue card?

A blue card is not required if the person is a:

- volunteer guest of a school or recognised body and are:
 - observing or supplying information or entertainment to ten or more people, and
 - the activity is for ten days or less on no more than two occasions per year, and
 - the person is unlikely to be alone with a child without another adult present.
- volunteer at a national or state event organised by a school or recognised body:
 - for a sporting, cultural or skill based activity, and
 - the event is attended by more than 100 people, and
 - the work is for ten days or less on no more than two occasions per year, and
 - the person is unlikely to be alone with a child without another adult present.

There are certain people who do not require a blue card under this category, including:

- registered health practitioners, if the work they are doing with children and young people relates to their function as a registered health practitioner
- a volunteer parent of a child who receives the same or similar services, or participates in the same or similar activities, to those that the person provides at the church, club or association (note – volunteer parents should speak to the volunteer coordinator of the organisation they intend to volunteer for about the nature of the child-related activities they will be involved in, and whether they differ from the activities in which their child participates), and
- a child under 18 years of age, unless they are a trainee student doing a practical placement as part of their studies with an education provider.

Examples of people who don't need a blue card...

- Volunteer parents coaching or managing a team at a sporting or recreational club if their child is a member of that club and receiving the same or similar services as those provided by the parent (note – volunteer parents should speak to the volunteer coordinator of the organisation they intend to volunteer for about the nature of the child-related activities they will be involved in, and whether they differ from the activities in which their child participates)
- Cleaners or grounds keepers employed in a voluntary capacity by a church, club, association or similar entity as this service is directed to the organisation, rather than children,
- Administration staff employed in a voluntary capacity by a church, club, association or similar entity as this service is directed to the organisation, rather than children.

Detailed information, including the forms required to complete a Working with Children Check, are available from:

Queensland Government Blue Card Services

Website: <https://www.bluecard.qld.gov.au>

Phone: 1800 113 611

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 1.2: South West Queensland Thunder Member Protection Declaration

Our club has a duty of care to all those associated with our club. As a requirement of our Member Protection Policy, we must enquire into the background of those who undertake any work, coaching or regular unsupervised contact with people under the age of 18 years.

I (Name) of

..... (Address) born/...../.....

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, other forms of harassment or acts of violence.
4. To my knowledge there is no other matter that the club may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
5. I will notify the General Manager of the club immediately upon becoming aware that any of the matters set out in clauses 1 to 4 above has changed.

Declared in the *State/Territory* of

on/...../.....(date) Signature

Parent/Guardian Consent (in respect 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:

Attachment 3: South West Queensland Thunder Football Club Complaint Record Form

RECORD OF COMPLAINT

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

<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p><input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination</p> <p><input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods</p> <p><input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse</p> <p><input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse</p> <p><input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation</p> <p><input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision</p> <p><input type="checkbox"/> Other</p>
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	



South West Queensland Thunder Football Club

CODES OF BEHAVIOUR

This Code of Behaviour aims to set out the minimum standards for anyone involved in sport. It should apply when playing, training or taking part in club-sanctioned activities.

- Act within the rules and spirit of your sport.
- Promote fair play over winning at any cost.
- Encourage and support opportunities for people to learn appropriate behaviors and skills.
- Support opportunities for participation in all aspects of the sport.
- Treat each person as an individual.
- Show respect and courtesy to all involved with the sport.
- Respect the rights and worth of every person, regardless of their age, race, gender, ability, cultural background, sexuality or religion.
- Respect the decisions of officials, coaches and administrators.
- Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance exists) with people under the age of 18.
- Display appropriate and responsible behaviour in all interactions.
- Display responsible behaviour in relation to alcohol and other drugs.
- Act with integrity and objectivity, and accept responsibility for your decisions and actions.
- Ensure your decisions and actions contribute to a safe environment.
- Ensure your decisions and actions contribute to a harassment-free environment.
- Do not tolerate abusive, bullying or threatening behaviour.

Athletes

- Give your best at all times.
- Participate for your own enjoyment and benefit.
- Play by the rules and show respect for other players, coaches and officials.



Coaches

- Place the safety and welfare of the athletes above all else.
- Help each person (athlete, official, etc.) to reach their potential. Respect the talent, developmental stage and goals of each person and encourage them with positive and constructive feedback.
- Obtain appropriate qualifications and keep up-to-date with the latest coaching practices and the principles of growth and development of young players.
- Ensure that any physical contact with another person is appropriate to the situation and necessary for the person's skill development.

Officials

- Place the safety and welfare of the athletes above all else.
- Ensure all players are included and can participate, regardless of their race, gender, ability, cultural background, sexuality or religion.
- Be consistent, impartial and objective when making decisions.
- Address unsporting behaviour and promote respect for other players and officials.

Administrators

- Ensure quality supervision and instruction for players.
- Support coaches and officials to improve their skills and competencies.
- Act honestly, in good faith and in the best interests of the sport as a whole.
- Ensure that any information acquired or advantage gained from the position is not used improperly.
- Conduct club responsibilities with due care, competence and diligence.

Parents

- Encourage your child to participate, do their best and have fun.
- Focus on your child's effort and performance, rather than winning or losing.
- Never ridicule or yell at a child for making a mistake or losing a competition.
- Help out the coach or officials at training and games, where possible.
- Model appropriate behaviour, including respect for other players and officials.



South West Queensland Thunder Football Club

SPECTATOR BEHAVIOUR

Our commitment

Our club is committed to providing a safe environment for participation. Aggressive, threatening or other inappropriate behaviour by members, their families, their friends, and other sporting personnel while attending a game or event will not be tolerated.

These behaviours are outlined in our Code of Behaviour and specifically include:

- using bad language
- harassing or ridiculing players, coaches, officials or other spectators
- making racist, religious, sexist or other inappropriate comments to players, coaches, officials or other spectators
- any threatening behaviour or physical altercation between spectators and players, coaches, officials or other spectators
- putting undue pressure on children, berating them or putting down their performance
- Being adversely affected by alcohol at a club event.

What we will do

- Provide members, their parents and other sporting personnel with our Code of Behaviour and make clear what is expected and the consequences of non-compliance.
- Where possible, bind non-members by prominently displaying conditions of entry to grounds and facilities and by requiring parents to abide by club rules (e.g. by making parents associate members, signing our Code of Behaviour).
- Reinforce messages of fair and respectful behaviour by displaying signs and posters around our facilities and providing information on our website, in our newsletter and through other club communication.
- Encourage our coaches and officials to complete training to develop their skills and confidence.
- Ban bringing alcohol to training, a game or no-alcohol club event.
- Consult with our local police and seek their support and advice on how to handle issues involving inappropriate behaviour by spectators prior to, at or after a game.



- Encourage the reporting of incidents and investigate inappropriate behaviours as outlined in this policy and take disciplinary or whatever other actions as are deemed necessary (e.g. appoint a ground official to monitor behaviour).
- Encourage our players, coaches, officials and spectators to call the police if they are concerned about escalating behaviour and their safety or the safety of others.

What we ask you to do

- Help create a positive atmosphere for players, officials and other spectators by showing respect for players, officials and other spectators.
- Abide by our club's Code of Behaviour and refrain from using bad language, harassing or ridiculing others or behaving in a threatening or violent manner.
- If you are aware of inappropriate spectator behaviour and you feel confident to do so, speak with the person and ask them to stop. If there is a ground official or committee member present, ask for their assistance.
- Report any inappropriate spectator behaviour to the club president or someone in a position of authority.
- Call the police or a club official if you are concerned for your safety or the safety of others.

Non-Compliance

- Parents or others found to have behaved inappropriately, and who are members or have agreed to abide by our club's Code of Behaviour and this policy, may face disciplinary action as outlined in our Member Protection Policy.



South West Queensland Thunder Football Club

COMMUNICATION POLICY

Our commitment

Electronic communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate and related to club business.

What we will do

We use a range of electronic tools to communicate with our members.

Our communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

A webmaster will be appointed to provide accountability and control over material published on our club's website and any related discussion groups or social media websites, such as Facebook, YouTube or Twitter.

Website

- Our website will include current information on competitions, social events, committees, policies, constitution, rules and by-laws.
- No offensive content or photos will be published.
- If we intend to publish a photo of a child, we will first seek permission from his or her parents and take care not to provide identifying information.
- We will seek feedback from members to improve the information available on the site.

SMS and email

Committee members, coaches and team managers may use SMS and email to provide information about competition, training, club-sanctioned social events and other club business, however:

- SMS messages should be short and about club/team matters
- email communication will be used when more information is required
- communication involving children will be directed through their parents.

Social media websites

- We treat all social media postings, blogs, status updates and tweets as public 'comment'.
- Postings (written, photos or videos) will be family-friendly and feature positive club news and events.
- No personal information about our members will be disclosed.



- No statements will be made that are misleading, false or likely to injure a person's reputation.
- No statements will be made that might bring our club into disrepute.
- Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.

What we ask you to do

We expect our members to conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites connected to the club.

Electronic communication:

- should be restricted to club matters
- must not offend, intimidate, humiliate or bully another person
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of members
- must not bring the club into disrepute.

Coaches and others who work with children and young people must direct electronic communication through the child's parents.

Non-compliance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our member protection policy or code of conduct.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter) may be liable for defamation.



South West Queensland Thunder Football Club

ALCOHOL POLICY

Our commitment

Our club supports the responsible consumption of alcohol and takes seriously any inappropriate behaviour that results from excessive drinking.

Alcohol-free social events will be provided for young people and families.

We will not endorse or support events, celebrations or end of season trips that involve excessive consumption of alcohol.

What we will do

Serving Alcohol

Alcohol will be served in compliance with the requirements of our club's liquor license and in accordance with the safety and wellbeing of patrons.

- Only trained servers will be permitted to serve alcohol. They are not permitted to drink while serving alcohol.
- The liquor licence will be displayed at the bar.
- Excessive or rapid consumption of alcohol will be discouraged.
- A person aged under 18 will not be permitted to be behind the bar under any circumstances.
- A committee member will be present at events where alcohol is served.

Intoxicated patrons

- Alcohol will not be served to any person who is intoxicated. Signs of intoxication include slurred speech, impaired balance, poor coordination, and reduced inhibition, aggressive, belligerent and disrespectful behaviour.
- Servers will follow procedures, provided in their training by the Liquor Licensing Commission, for dealing with and refusing alcohol to intoxicated patrons.
- Intoxicated patrons will be asked to leave. Safe travel options will be suggested.



Underage drinking

- People aged under 18 will not knowingly be served alcohol.
- Staff will request proof of age, where appropriate, and only photo ID will be accepted.

Safe transport

- We will prominently display taxi phone numbers in the venue.
- Club members and bar staff will encourage intoxicated patrons to take safe transport home.
- Our club will implement a designated driver program.

Food and other drinks

- A range of snacks and meals will be available when alcohol is served.
- The club will provide a selection of low-alcohol and alcohol-free drinks, such as fruit juice and soft drink, at the bar and at social functions. Free jugs of water will also be available.
- Tea and coffee will be provided at the bar during social functions.

Promoting the responsible use of alcohol

- Posters about responsible drinking and standard drinks measures will be prominently displayed.
- We will not advertise, promote or serve alcohol at junior events or activities.
- We will educate members and supporters about our alcohol policy through our website, newsletter and other club communication.

What we ask you to do

All members and sporting personnel are required to comply with the following.

- Drink and behave responsibly at all club functions, events and away trips.
- Do not supply alcohol to team members if they are aged under 18.
- Do not drink alcohol at the club, club functions, matches or while away on trips if you are aged under 18.
- Do not bring alcohol or drink alcohol while at games (e.g. in your role as a coach, as an official or as a volunteer).
- Do not encourage others to drink alcohol excessively.
- Do not encourage or take part in team bonding activities that involve alcohol.
- Do not spike another person's drink.



Non-Compliance

The club will take action for breaches of behaviour and responsibilities outlined in this policy.

- If members or sporting personnel become drunk at the club or other social events they will be asked to leave. Ongoing instances of intoxication will be in breach of our Code of Behaviour and can result in disciplinary action (e.g. suspension or termination of membership).
- Spiking of drinks is a criminal offence that can be reported to police by victims. It can lead to serious police charges being laid against the offender/s. Separate action can be taken as a breach of our state sporting organisation's and our club's Member Protection Policy to provide for the protection, safety and welfare of members.
- Serving alcohol to a minor is a criminal offence that can be reported to the police and the relevant liquor licensing authority by victims and their parents. It can lead to heavy fines. Separate action can be taken as a breach of our state sporting organisation's and our club's Member Protection Policy to provide for the protection, safety and welfare of children.
- Any person aged under 18 found to have consumed alcohol while at a club function or on a trip in the care of the club (e.g. while attending a country carnival) may be suspended for the remainder of the competition/tournament. The young person's parents shall be advised and will be responsible for getting their son/daughter home at their own expense.
- Any member or sporting personnel found to have behaved inappropriately because of over-consumption of alcohol (e.g. sexual harassment, verbal abuse, physical assault, and neglect of a child) will face disciplinary action as outlined in our Member Protection Policy or Code of Behaviour.



South West Queensland Thunder Football Club

TEAM SELECTION POLICY

Our commitment

Our club supports an open and fair process for the selection of teams. Selection will be based on clear criteria that are communicated with all players prior to the season commencing.

What we will do

Criteria

Selection decisions will be based mainly on performance, however they will also consider:

- attendance at competition, training and club / team events (commitment)
- good sportsmanship (values)
- abiding by our club's Code of Behaviour on and off the field (behaviour).

In addition, players or athletes:

- must be financial members of the club
- will be selected on their performance, commitment, values and behaviour, not their personal characteristics or attributes (e.g. race, sexuality, religion)
- may be precluded from selection if there is a concern about their ability to compete safely or if their participation poses a risk to others.

Process

- Players will be informed in writing of the dates, location and criteria for team selection.
- Selectors will be appointed by the committee and be responsible for pre-season selection decisions.
- Where possible, there will be more than one selector, especially where parents, partners or other family members are involved.
- As requested, or as necessary, players will be provided with reasons for non-selection and areas to improve in order to be considered for selection.



- Coaches will be responsible for all decisions about team selection once the season commences.
- Selection criteria will be reiterated during the season so that players are clear about the how teams competing in the finals will be chosen.
- Concerns about team selection should be discussed with selectors/coach in the first instance. A formal written complaint to the club committee should be made if these concerns cannot be resolved and the player believes s/he has not been treated in accordance with the selection policy.

What we ask you to do

Selection committee

- Ensure players are informed about and understand the selection criteria and processes.
- Make fair and unbiased decisions based on the selection criteria.

Players

- Make yourself familiar with the selection criteria and clarify any concerns with the club prior to trials.
- Talk with your coach about any concerns and seek feedback about how to improve your performance.



South West Queensland Thunder Football Club

PERFORMANCE MANAGEMENT

Our commitment

Our Club is committed to establishing effective performance management systems that are focused on addressing underperformance through regular feedback and setting clear expectations of behaviour and attitude. This approach allows both the coach and the player to have a clear understanding of expectations and commitments, and provides the best opportunity for improvement.

What is underperformance?

Underperformance or poor performance can be exhibited in the following ways:

- Non-compliance with Club policies, rules or procedures.
- Unacceptable behaviour at training or games.
- Disruptive or negative behaviour that impacts on team mates.
- Lack of appropriate commitment to team goals and objectives.

What are the reasons for underperformance?

There are many reasons why a player may perform poorly. Some of the common reasons include:

- The player doesn't know what is expected because goals and/or standards or policies and consequences are not clear (or have not been set).
- Interpersonal differences.
- The player does not know whether they are doing a good job because there is no counselling or feedback on their performance.
- Lack of personal motivation, low morale in the team.
- Personal issues such as family stress, physical and/or mental health problems or problems with drugs or alcohol
- Cultural misunderstandings.
- Bullying.



Underperformance should be dealt with promptly and appropriately by a coach, as players are often unaware they are not performing well and so are unlikely to change their performance. Issues not addressed promptly also have the potential to become more serious over time. This can have a negative effect on the team as a whole.

What we will do

- Provide members, their parents and other sporting personnel with our Performance Management Policy and make clear what is expected and the consequences of non-compliance.
- Provide training to coaches on how to handle underperformance issues.
- Reinforce messages of fair and respectful behaviour by displaying signs and posters around our facilities and providing information on our website, in our newsletter and through other club communication.

What we ask you to do

Players

- Jointly devise a solution to the issue with your coach.
- Take responsibility for your own development as a player.
- Accept constructive feedback and take the initiative to improve.
- Complete any development plans assigned to you and apply the learning to improve your performance.
- Work to establish and maintain a healthy relationship with your coach.

Coaches

- Address identified performance issues promptly.
- Develop and document a plan to address skill gaps or behaviour issues.
- Regularly review progress with improvement plans.
- Create common understanding of team goals and objectives.
- Encourage ongoing feedback and discussion about performance issues in open and supportive environments.

Non-Compliance

Non-compliance to this policy may result in disciplinary action as outlined in Section 10.3 of our Member Protection Policy.