



Coorong Sporting Association
“Coorong Cats”
Member Protection Policy

VERSION 1 – Adopted 11th January 2023

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COORONG SPORTING ASSOCIATION (COORONG CATS) MEMBER PROTECTION POLICY

1. Introduction

The objective of the Coorong Sporting Association (CSA) is to promote, practice, encourage and foster sport within the Coorong District as an affiliated member of the River Murray Football League (RMFL) and River Murray Netball Association (RMNA).

The CSA is committed to providing a safe environment that is free from harassment, discrimination and abuse, and promotes respectful and positive behaviour and values.

This policy provides a code of conduct forming the basis of appropriate ethical conduct which must be abided by.

The Coorong Sporting Association known as the “Coorong Cats” is committed to ensuring that every CSA member complies with the policy.

2. Purpose of Our Policy

The main objective of the Coorong Sporting Association (our) Member Protection Policy (“policy”) is to maintain responsible behaviour and the making of informed decisions by members and other 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 discrimination, harassment and 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 expected of them. It also covers the care and protection of children participating in our club’s activities.

3. Who Our Policy Applies To

This policy applies to everyone involved in the activities of our club whether they are in a paid or unpaid/voluntary capacity and including:

- club board and committee members, administrators and other club officials;
- coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions;
- support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;
- referees, umpires and other officials;
- players;
- members, including any life members;
- parents;
- spectators

4. Extent of Our Policy

Our policy covers all matters directly and indirectly related to the CSA and its activities. In particular, the policy governs unfair selection decisions and actions, breaches of our code of conduct that occurs at training sessions, 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. Coorong Sporting Association Responsibilities

We will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;

- publish, distribute and promote this policy and the consequences of any breaches of this policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any breaches or complaints made under this policy promptly, fairly and confidentially;
- recognise and enforce any penalty imposed under this policy;
- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to either the state netball or football authorities (whichever is relevant), or SA Police.

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 bodies request to be referred to them.

6. Individual Responsibilities

Everyone associated with our club must:

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

7. Protection of Children

7.1 Child Protection

The Coorong Sporting Association is committed to the safety and wellbeing of children and young people who participate in our clubs activities or use our services. We support the rights of the child and will act at all times to ensure that a child safe environment is maintained. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants.

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

7.1.1: Identifying and Analysing Risks of Harm

The CSA will develop and implement a risk management strategy, which includes the establishment of child protection practices, to ensure our organisation is child-safe and to identify any additional steps we can take to minimise and prevent the risk of harm to children because of the action of an employee, volunteer or another person.

7.1.2: Developing Codes of Conduct for Adults and Children

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

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

7.1.3: Choosing Suitable Employees and Volunteers

The CSA will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

The CSA will ensure that Working with Children Checks and 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 the screening process, the CSA will ensure that the criminal history information is dealt with confidentially and in accordance with relevant legal requirements. (See Attachment 1.3)

7.1.4: Support, Train, Supervise and Enhance Performance

The CSA will ensure that all our employees and volunteers who work with children have ongoing support and training. Our goal is to develop their skills and capacity and to enhance their performance so we can maintain a child-safe environment in our club.

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

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

7.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect

The CSA will ensure that employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable ground that a child has been, or is being, abused or neglected (See Attachment 5).

In addition to any legal obligations, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a child or is in breach of this policy they may make an internal complaint.

Please refer to our complaints procedure in section 10 of this policy.

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

7.2 Supervision

Members under the age of 18 must be supervised at all times by a responsible adult. We endeavour to provide an appropriate level of supervision at all times. If a member finds a child under the age of 18 is unsupervised, they should assume responsibility for the child's safety until the child's parent/guardian or supervisor is located.

For reasons of courtesy and safety, parents must collect their children on time. If it appears a member will be left alone with just one child at the end of any club activity, they will ask another member to stay until the child is collected.

7.3 Transportation

Parents and or guardians are responsible for organising the transportation of their children to and from club activities (e.g. training and games). Where we make arrangements for the transportation of children (e.g. for away matches or overnight trips), we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate

licence for the vehicle being used and the appropriate safety measures are in place (e.g. fitted working seatbelts).

7.4 Taking Images of Children

Images of children can be used inappropriately or illegally. We require that members, wherever possible, obtain permission from a child's parent or guardian before taking an image of a child that is not their own. We will also make sure that the parent or guardian understands how the image will be used.

To respect people's privacy, we do not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets which we control or are used in connection with our club.

When using a photo of a child, we will not name or identify the child or publish personal information, such as residential address, email address or telephone number, without the consent of the child's parent or guardian. We will not provide information about a child's hobbies, interests, school or the like.

We will only use images of children that are relevant to our club's activities and we will ensure that they are suitably clothed in a manner that promotes our club. It is a CSA requirement to seek permission from the child's parent/guardian at the time of registration as part of the member declaration process to use their images.

8. Discrimination, Harassment and Bullying

Our club is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination, harassment and bullying.

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

8.1 Discrimination

Unlawful discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by State or Federal anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

- **Direct discrimination** occurs if a person treats, or proposes to treat, a person with a protected personal characteristic unfavourably because of that personal characteristic.
- **Indirect discrimination** occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with a protected personal characteristic and that requirement, condition or practice is not reasonable.

For the purpose of determining discrimination, the offender's awareness and motive are irrelevant.

8.2 Harassment

Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends or humiliates another person and which happens because a person has a certain personal characteristic protected by State or Federal anti-discrimination legislation.

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

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

Every person is covered by the anti-discrimination laws that apply in their State as well as the Federal anti-discrimination laws.

The following is a list of all the personal characteristics that apply throughout Australia:

- gender;
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration;
- national extraction or social origin;
- marital status, relationship status, identity of spouse or domestic partner;
- pregnancy, potential pregnancy, breastfeeding;
- family or carer responsibilities, status as a parent or carer;
- age;
- religion, religious beliefs or activities;
- political beliefs or activities;
- lawful sexual activity;
- sexual orientation and gender identity;
- profession, trade, occupation or calling;
- irrelevant criminal record, spent convictions;
- irrelevant medical record;
- member of association or organisation of employees or employers, industrial activity, trade union activity;
- physical features;
- disability, mental or physical impairment;
- defence service; and
- personal association with someone who has, or is assumed to have, any of these personal characteristics.

Legislation also prohibits:

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

8.3 Bullying

The CSA is committed to providing an environment that does not condone bullying. CSA understands that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable at our club.

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

Whilst generally characterised by repeated behaviours, one off instances can amount to bullying.

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

- verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
- excluding or isolating a group or person;
- spreading malicious rumours; or
- psychological harassment such as intimidation.

Bullying includes cyber-bullying which occurs through the use of technology. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. We will not tolerate abusive, discriminatory, intimidating or offensive statements being made online – refer to Social Media Policy (Attachment 3).

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. (Refer to Item 10 of this policy.)

9. Inclusive practices

Our club is welcoming and we will seek to include members from all areas of our community. The following are examples of some of our inclusive practices.

9.1 People with a disability

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

9.2 People from diverse cultures

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

9.3 Sexual & Gender Identity

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

9.4 Pregnancy

CSA is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our club's activities. We will not tolerate any discrimination or harassment against pregnant women.

We will take reasonable care to ensure the continuing safety, health and wellbeing of pregnant women. We will advise pregnant women that there may be risks involved with their continuing participation in sport, and we will encourage them to obtain medical advice about those risks. Pregnant women should be aware that their own health and wellbeing, and that of their unborn child, is of utmost importance in their decision-making about the extent they choose to participate in our sport.

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sport and ensure that they make informed decisions about their participation in our sport. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with the Coorong Cats Netball Committee. We will only require pregnant women to sign a disclaimer in relation to their participation in our sport whilst they are pregnant if all other participants are required to sign one in similar circumstances. We will not require women to undertake a pregnancy test.

If a pregnant woman believes she is being, or has been, harassed or discriminated against by another person bound by this policy, she may make a complaint (see section 10).

9.5 Gender diversity in children's sport

The CSA will support gender diversity in netball up to the age of 12 and football up to the age of 15 as per the relevant sporting organisation guidelines (RMNA and RMFL).

We note that Federal anti-discrimination laws provide that it is not unlawful to discriminate on grounds of sex by excluding persons from participation in any competitive sporting activity in which the strength, stamina or physique of competitors is relevant.

If a child is over the age specified above, the CSA will consider each request on an individual basis by considering the nature of our sport and other available opportunities to compete in consultation with the relevant sporting organisation.

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, and ensure:

- all complaints be taken seriously;
- the person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- irrelevant matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

More serious complaints may be escalated to the relevant league / association representatives.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club and it's officials will be required by law to complete an Ecarl/Mandatory notification to relevant parties such as SA Police and the Department for Child Protection to ensure the safety of our young people.

10.2 Complaint Handling Process

Attachment 4 outlines the processes to be followed when making a complaint.

When a complaint is received by our club, the person receiving the complaint will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask how the complainant would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, 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 the RMFL / RMNA (whichever is relevant); 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 the RMFL / RMNA and an investigation is conducted, the club will:

- co-operate fully with the investigation;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on the league / association's recommendations.

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

10.3 Disciplinary Sanctions

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

- be applied consistent with any contractual and employment rules and requirements;
- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach; and

- be determined by our constituent documents, by Laws and the rules of the game.

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology;
- counselling of the individual to address 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 may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by our club) to our league / association. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.

11 Social Media

Social media refers to any online tools or functions that allow people to communicate and/or share content via the internet. The CSA will ensure that any member, coaches, volunteers, sponsors & players are protected against harassment, bullying and abuse on CSA social media platforms.

When using social media resources, all members must remember that the use of such sites is intended solely for purposes relevant to the responsibilities assigned to each member and be respectful to the Club, its members, the League and others.

When posting, particularly on sport related pages, members must make it clear to their readers that the views that are expressed in any update are yours alone and do not necessarily represent the views of the Coorong Sporting Association. This can be done by using the following disclaimer: *“The views expressed on this website/blog are mine alone and do not necessarily reflect the views of the Coorong Sporting Association / Coorong Cats”*.

The CSA will ensure members, coaches, volunteers, sponsors & players will adhere to the guidelines of both the CSA Social Media Policy (Attachment 3) and the relevant regional sporting organisation (RMNA and RMFL) social media policy to prevent any defamation against any CSA personnel and maintain the Coorong Cats brand and reputation.

12 Drugs and Alcohol

The CSA will encourage and assist players and members to realise their personal potential within and environment that actively promotes their health, wellbeing and safety.

The CSA has a legitimate interest in taking appropriate action if alcohol or drug use is adversely affecting health, safety or performance of an individual or group within the Club or is bringing the CSA into disrepute.

“Drugs” are defined as any substance legal or otherwise, which, if used, may alter or affect the physical or mental capabilities of any person. They may include but are not limited to tobacco, alcohol, amphetamines, sedatives, opiates, analgesics, stimulants, cocaine, caffeine, MDMA (ecstasy), hallucinogens, cannabis, LSD, antihistamines, inhalants, pesticides or solvents. The CSA does not condone or support the use, possession, cultivation or trafficking of illicit drugs or the misuse and abuse of prescription or other medication.

The CSA will encourage moderation and a responsible attitude towards the consumption of alcohol and will meet all legal and compliance responsibilities across all Club related activities.

Players, coaches, members or visitors should not be adversely affected by alcohol or other drugs whilst engaged in official CSA activities.

Attachment 1.1: MEMBER PROTECTION DECLARATION

The CSA has a duty of care to all those associated within our club and to the individuals and organisations to whom this policy applies. 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 or other illegal activities.
- 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 President of the relevant sporting code 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 1.2: 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.

They assess the suitability of people to work with children and young people and can involve:

- criminal history checks;
- signed declarations;
- referee checks; and
- other relevant background checks to assess a person's suitability to work with children and young people.

Working with Children Check requirements vary across Australia. [Fact Sheets](#) for each state and territory are available on the Play by the Rules website: www.playbytherules.net

Detailed information, including the forms required to complete a Working with Children Check, are available from the relevant agencies in each state and territory.

Working with children checks will be required by all club administrators and volunteers who are dealing with children. The club will facilitate the process to assist administrators and volunteers in getting these checks in place and will maintain a confidential register containing the details.

South Australia

Contact the Department for Education and Child Development

Website: www.families.sa.gov.au/childsafe

Phone : 08 8463 6468.

National Police Check: www.police.sa.gov.au/services-and-events/apply-for-a-police-record-check

DCSI Child Related Work Screening: <http://www.dcsi.sa.gov.au/services/screening>

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.

In certain jurisdictions, temporary, time limited exemptions from working with children checks may be available for interstate visitors with a Working with Children Check in their home state.

The laws providing interstate exemptions are not consistent across Australia.

If an employee or volunteer for your club is travelling interstate to do work that would normally require a working for children check, you will need to check the relevant requirements of that state or territory.

Attachment 2: CODES OF BEHAVIOUR

2.1 Player codes of behaviour

- Play by the rules: they are there for the good of all
 - Never argue with an official: if you disagree, discuss the matter with your coach after the game
 - Control your temper: verbal abuse, racial or religious vilification of other players and provoking an opponent or the other team are never appropriate
 - Be a good sport: applaud all good plays by your team, opponent or the opposition team
 - Treat all players fairly: treat all players as you would like to be treated. Do not interfere with, bully or take unfair advantage of another player.
 - Co-operate willingly: co-operate with your coach, teammates and opponents. Without them there would be no game
 - Play for fun: Play to enjoy / the fun of it and not just to please parents, friends and coaches
 - Adhere to all club policies and display behaviours consistent with the club culture and values – in particular ensure that the social media policy is followed.
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Attachment 3: SOCIAL MEDIA POLICY

Policy overview and purpose

Social media is changing the way we communicate.

This policy has been developed to inform our community about using social media so people feel enabled to participate, while being mindful of their responsibilities and obligations. In particular, this policy provides practical guidance allowing all parties to benefit from the use of social media, while minimising potential risks and protecting those involved.

This policy assists to establish a culture of openness, trust and integrity in all online activities related to the Coorong Sporting Association (CSA) also referred to as Coorong Cats.

This policy contains guidelines for the Coorong Sporting Association community to engage in social media use. It also includes details of breaches of the policy.

In circumstances where guidance about social media issues has not been given in this policy, we suggest you use common sense or seek out advice from those who have approved this policy.

Underlying principles

This policy complements Coorong Sporting Association's core values.

Coorong Sporting Association board of directors & the CSA Communications Officer is responsible for all matters related to this policy.

Coverage

This policy applies to all persons who are involved with the activities of Coorong Sporting Association, whether they are in a paid or unpaid/voluntary capacity and including:

- all members, including life members of Coorong Sporting Association
- persons appointed or elected to Coorong Sporting Association boards, committees and sub-committees;
- any employees of the Coorong Sporting Association
- any support personnel, such as sport trainers and others;
- coaches and assistant coaches;
- registered players
- referees, umpires and other officials;
- member associations & families of players
- affiliated house club (Coonalpyn, Meningie and Tintinara) committee members and volunteers

Scope

Social media refers to any online tools or functions that allow people to communicate and/or share content via the internet.

This social media policy applies to platforms including, but not limited to:

- Social networking sites (e.g. Facebook, Twitter, LinkedIn, Google+, Pinterest, Yammer, etc)
- Video and photo sharing websites or apps (e.g. YouTube, Vimeo, Instagram, Flickr, Vine, etc)
- Blogs and micro-blogging platforms (e.g. Tumblr, Wordpress, Blogger, etc)

- Review sites (e.g. Yelp, Urban Spoon, etc)
- Live broadcasting apps (e.g. Periscope, Meerkat, Facebook Mentions, etc)
- Podcasting (e.g. iTunes, Stitcher, Sound cloud, etc)
- Geo-spatial tagging (e.g. Foursquare, etc)
- Online encyclopaedias (e.g. Wikipedia, etc)
- Instant messaging (e.g. SMS, Skype, Snapchat, WhatsApp, Viber, etc)
- Online multiplayer gaming platforms (e.g. World of Warcraft, Second life, Xbox Live, etc)
- Online voting or polls
- Public and private online forums and discussion boards
- Any other online technologies that allow individual users to upload and share content.

This policy is applicable when using social media as:

1. an officially designated individual representing Coorong Sporting Association (Coorong Cats) on social media; and
2. if you are posting content on social media in relation to Coorong Sporting Association (Coorong Cats) that might affect the CSA business, brand, culture, events, sponsors, members or reputation.

NOTE: This policy does not apply to the personal use of social media where it is not related to or there is no reference to the Coorong Sporting Association (Coorong Cats) or its business, competitions, teams, participants, products, services, events, sponsors, members or reputation. However, any misuse by you of social media in a manner that does not directly refer to Coorong Sporting Association (Coorong Cats) may still be regulated by other policies, rules or regulations of the Coorong Sporting Association

Using social media in an official capacity (Communications Officer)

You must be authorised by the Coorong Sporting Association board of directors before engaging in social media as a representative of Coorong Sporting Association.

As a part of Coorong Sporting Association's, community you are an extension of the CSA Coorong Cats brand.

As such, the boundaries between when you are representing yourself and when you are representing CSA Coorong Cats can often be blurred. This becomes even more of an issue as you increase your profile or position within the Coorong Sporting Association. Therefore it is important that you represent both yourself and the CSA Coorong Cats appropriately online at all times.

Guidelines

You must adhere to the following guidelines when using social media related to the Coorong Sporting Association (Coorong Cats) or its business, products, competitions, teams, participants, services, events, sponsors, members or brand reputation.

Use common sense

Whenever you are unsure as to whether or not the content you wish to share is appropriate, seek advice from the communications officer before doing so or refrain from sharing the content to be on the safe side.

When using social media, the lines between public and private, personal and professional, may be blurred. Remember, you are an ambassador for the CSA Coorong Cats.

Protecting your privacy

Be smart about protecting yourself and your privacy.

When posting content online there is potential for that content to become publicly available through a variety of means, even if it was intended to be shared privately. Therefore, you should refrain from posting any content online that you would not be happy for anyone to see, even if you feel confident that a particular individual would never see it.

Where possible, privacy settings on social media platforms should be set to limit access. You should also be cautious about disclosing your personal details.

Honesty

Your honesty—or dishonesty—may be quickly noticed in the social media environment. Do not say anything that is dishonest, untrue or misleading. If you are unsure, check the source and the facts before uploading or posting anything. Coorong Sporting Association recommends erring on the side of caution – if in doubt, do not post or upload.

Do not post anonymously, using pseudonyms or false screen names. Be transparent and honest. Use your real name, be clear about who you are and identify any affiliations you have.

If you have a vested interest in something you are discussing, point it out. If you make an endorsement or recommendation about something you are affiliated with, or have a close relationship with, you must disclose that affiliation.

The web is not anonymous. You should assume that all information posted online can be traced back to you. You are accountable for your actions both on and offline, including the information you post via your personal social media accounts.

Respect confidentiality and sensitivity

When using social media, you must maintain the privacy of Coorong Sporting Association's confidential information. This includes information that is not publically accessible, widely known, or not expected to be shared outside of the CSA.

Remember, if you are online, you are on the record—much of the content posted online is public and searchable.

Within the scope of your authorisation by Coorong Sporting Association, it is perfectly acceptable to talk about CSA Coorong Cats and have a dialogue with the community, but it is not okay to publish confidential information of Coorong Sporting Association. Confidential information includes things such as details about litigation, unreleased product information and unpublished details about the Coorong Cats team, coaching practices, financial information and trade secrets.

When using social media you should be considerate to others and should not post information when you have been asked not to, or where consent has not been sought and given. You must also remove information about another person if that person asks you to do so.

Permission should always be sought if the use or publication of information is not incidental, but directly related to an individual. This is particularly relevant to publishing any information regarding minors. In such circumstances, parental or guardian consent is mandatory.

Gaining permission when publishing a person's identifiable image

You must obtain express permission from an individual to use a direct, clearly identifiable image of that person. *Refer to Policy 7.4 Taking Images of Children*

You should also refrain from posting any information or photos of a sensitive nature. This could include accidents, incidents (on field/court or off field/court) or controversial behaviour.

In every instance, you need to have consent of the owner of copyright in the image.

Complying with applicable laws

Do not post or link to content that contains illegal or indecent content, including defamatory, vilifying or misleading and deceptive content.

Abiding by copyright laws

It is critical that you comply with the laws governing copyright in relation to material owned by others and the CSA Coorong Cats own copyrights and brands.

You should never quote or use more than short excerpts of someone else's work, and you should always attribute such work to the original author/source. It is good practice to link to others' work rather than reproduce it.

Discrimination, sexual harassment and bullying

The public in general, and Coorong Sporting Association's employees/coaches, volunteers, players and members, reflect a diverse set of customs, values and points of view.

You must not post any material that is offensive, harassing, discriminatory, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate.

When using social media you may also be bound by Coorong Sporting Association's values and Anti-Discrimination, Harassment and Bullying Policy. *Refer to Policy 8 – Discrimination, Harassment & Bullying*

Avoiding controversial issues

Within the scope of your authorisation by the Coorong Sporting Association (CSA), if you see misrepresentations made about the Coorong Sporting Association or the Coorong Cats in the media, you may point that out to the relevant authority in your CSA. Always do so with respect and with the facts. If you speak about others, make sure what you say is based on fact and does not discredit or belittle that party.

Dealing with mistakes

If the person/s responsible for Coorong Sporting Association communications makes an error while posting on social media, be up front about the mistake and address it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses CSA Coorong Cats of posting something improper (such as their copyrighted material or a defamatory comment about them), address it promptly and appropriately and if necessary, seek legal advice.

Conscientious behaviour and awareness of the consequences

Keep in mind that what you write is your responsibility, and failure to abide by these guidelines could put your involvement with the Coorong Sporting Association (Coorong Cats) at risk.

You should always follow the terms and conditions for any third-party sites in which you participate.

Branding and intellectual property of the Coorong Cats

You must not use any of Coorong Sporting Association's intellectual property or imagery on your personal social media in a negative way that may damage the reputation of the brand

Coorong Sporting Association's (Coorong Cats) intellectual property includes but is not limited to:

- trademarks
- logos
- slogans
- imagery which has been posted on the CSA Coorong Cats official social media sites or website.

You must not create either an official or unofficial CSA Coorong Cats presence using the organisation's trademarks or name without prior approval from the Coorong Sporting Association.

You must not imply that you are authorised to speak on behalf of Coorong Sporting Association unless you have been given official authorisation to do so by CSA board of directors.

Where permission has been granted to create or administer an official social media presence for the CSA Coorong Cats, you must adhere to the Coorong Sporting Association Branding & Style Guide – available from the Communications Officer.

Policy breaches

Breaches of this policy include but are not limited to:

- Using the CSA Coorong Cat's name, motto, crest and/or logo in a way that would result in a negative impact for the organisation, clubs and/or its members.
- Posting or sharing any content that is abusive, harassing, threatening, demeaning, defamatory or libelous.
- Posting or sharing any content that includes insulting, obscene, offensive, provocative or hateful language.
- Posting or sharing any content, which if said in person during the playing of the game would result in a breach of the rules of the game.
- Posting or sharing any content in breach of Coorong Sporting Association's anti-discrimination, racial discrimination, sexual harassment or other similar policy.
- Posting or sharing any content that is a breach of any state or Commonwealth law.
- Posting or sharing any material to our social media channels that infringes the intellectual property rights of others.
- Posting or sharing material that brings, or risks bringing CSA Coorong Cats, its affiliates, its sport, its officials, members or sponsors into disrepute. In this context, bringing a person or organisation into disrepute is to lower the reputation of that person or organisation in the eyes of the ordinary members of the public.

Reporting a breach

If you notice inappropriate or unlawful content online relating to the CSA or Coorong Cats or any of its members, or content that may otherwise have been published in breach of this policy, you should report the circumstances immediately.

Further information about reporting breaches:

- For a complaint about the misuse of social media relating to a match or competition that occurs either prior to, during, or after a game; refer to Attachment 4 – Complaint Handling Process (Sport).
- For a complaint about the misuse of social media that is general in nature and/or ongoing and does not apply to a particular game; refer to Complaint Handling Process (Administration).

Investigation

Alleged breaches of this social media policy may be investigated according to the Coorong Sporting Association's Complaint Handling Process.

Where it is considered necessary, the Coorong Sporting Association may report a breach of this social media policy to police.

Disciplinary process, consequences and appeals

Depending on the circumstances breaches of this policy may be dealt with in accordance with the disciplinary procedure contained in the Coorong Sporting Association's Member Protection Policy.

Employees/Coaches/Players of the Coorong Cats who breach this policy may face disciplinary action up to and including termination of employment/involvement in accordance with the Coorong Sporting Association's Member Protection Policy or any other relevant policy.

Appeals

Any person who is sanctioned under a disciplinary process for breach of this policy may have a right of appeal as per Section 10.4 of the member protection policy.

Related policies

- Code of Conduct
- Anti-Discrimination, Harassment and Bullying Policy
- Member Protection Policy
- Grievance Policy
- Child Protection Policy
- Appeals & Resolution Procedures Policy

Other legal considerations that may be applicable include but are not limited to:

- Defamation
- Intellectual property laws, including copyright and trade mark laws, Privacy, confidentiality and information security laws
- Anti-discrimination laws
- Employment laws
- Advertising standards
- *Charter of Human Rights and Responsibilities Act 2006*
- *Information Privacy Act 2000*
- Equal opportunity laws
- Contempt of Court
- Gaming laws

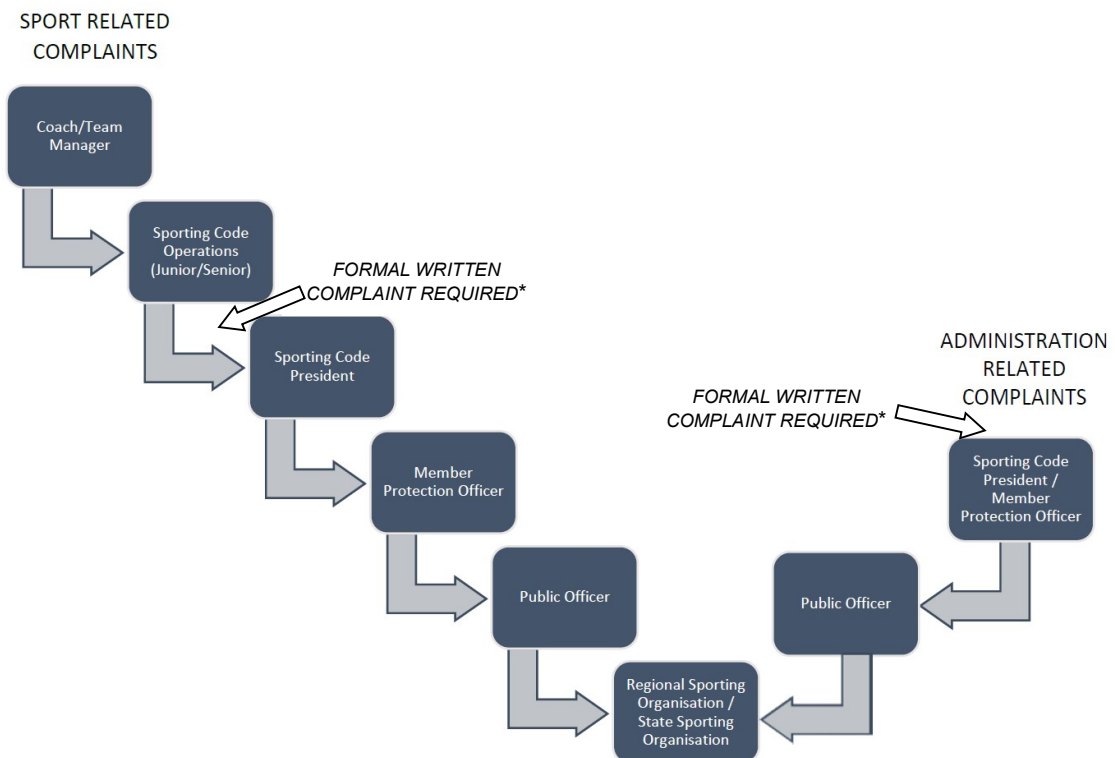
Attachment 4: COMPLAINT HANDLING PROCESS

4.1 Reporting Complaints

In all cases, the person involved should be approached to resolve the issue. If it can not be resolved or the person complaining (complainant) does not feel comfortable approaching the other person involved then the process outlined below should occur with each step being taken until the matter is resolved.

Once the complaint is received by either the Sporting Code President and/or Member Protection Officer then it escalates to a formal complaint where a written complaint is required.

If at any time the matter (once deemed a formal complaint) is resolved, then the resolution should be noted on the Formal Written Complaint document and it should not proceed any further.



*Refer to 4.2 Formal Complaints Record

<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>	