



# POLICY: Member Protection

<b>Controlled number</b>	009	<b>Control Doc Level</b>	1	<b>Version</b>	7.0
<b>Drafted by</b>	BA Participation & Programs Manager for SA	<b>Approved by Board</b>	8/11/2021		
<b>Responsible person</b>	Manager Clubs and Governance	<b>Scheduled Review</b>	5 years from endorsement or when legislation requires		



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## REVIEW HISTORY OF BOWLS SA MEMBER PROTECTION POLICY

<i>Version</i>	<i>Date reviewed</i>	<i>Date endorsed</i>	<i>Content reviewed/purpose</i>
Seven	November 2021	8 November 2021	<ul style="list-style-type: none"> <li>• Updated wording in line with legislation</li> <li>• Addition of C3 (Working with Children Code of Conduct)</li> </ul> Removed mention of former CEO
Six	July 2021		<ul style="list-style-type: none"> <li>• Removal of E4 (duplicate of D4)</li> <li>• Changed police check requirements to Working with Children Checks</li> <li>• Minor grammatical and word updates</li> <li>• Change of legislation from 1993 act to 2017 acts</li> <li>• Change of terminology from 'abuse and neglect' to 'harm and risk of harm'</li> <li>• Removal of reference to Families SA, replaced with Child Abuse Report Line</li> <li>• Change of wording from child/children to children and young people</li> <li>• Updating of various links</li> <li>• Updated definitions, adding Harm</li> <li>• Added review date</li> </ul>
Five	July 2018	6 August 2018	Added D6: Bowls SA Complaints Procedure Flow chart
Four	November 2017	15 December 2017	<ul style="list-style-type: none"> <li>• Updated to remove reference to Regions &amp; Sections</li> <li>• Added 6.7 Responsible Service &amp; Consumption of Alcohol</li> <li>• Added 6.8 Smoke-free Environment</li> <li>• Added 6.9 Cyber Bullying</li> <li>• Added 6.10 Social Networking Sites</li> <li>• Added E4 Procedure for Handling Allegations of Child Abuse</li> <li>• Added to 10 Dictionary of Terms: Procedural Fairness Sexual Orientation Gender Identity Gender Expression Intersex</li> </ul>
Three	December 2014		<ul style="list-style-type: none"> <li>• Updated to Chief Executive Officer</li> <li>• Formatting and Index amended</li> <li>• Links updated</li> </ul>
Two	February 2011	21 February 2011	<ul style="list-style-type: none"> <li>• In line with new template from ASC</li> </ul> In line with new Child Protection legislation for South Australia
One	Created August 2007	August 2007	<ul style="list-style-type: none"> <li>• New MPP in line with new ASC template</li> </ul>

## EXECUTIVE SUMMARY

1. Bowls SA is committed to the safety and well-being of its members and all those who participate in the sport of lawn bowls, both players and non-players.
2. For that reason, Bowls SA has adopted this policy so that, as far as possible, everyone involved in bowls is free from harassment, Harm and Risk of Harm, discrimination and other unfair conduct and to promote respectful and positive behaviour within the sport.
3. The policy extends to Bowls SA, Member Clubs, Affiliated Clubs, Associations and Members, as well as Bowls SA staff, officials, side managers, coaches, parents, spectators and sponsors and other organisations linked to Bowls SA.
4. The policy places particular importance on the safety and welfare of Children and Young People within the sport and, where applicable, requires strict adherence to child protection legislation already in place or being developed.
5. In light of that, any form of Harm and Risk of Harm against Children and Young People, not only physical, is prohibited and the onus is on all within the sport to not only conduct themselves appropriately with Children and Young People, but to make known to Bowls SA any instances of suspected child Harm and Risk of Harm so it can be dealt with quickly and, where necessary, reported to the relevant authorities. Clause 10 of the policy sets out the type of behaviour that may constitute child Harm and Risk of Harm. These include emotional harm and risk of harm.
6. The policy also prohibits all forms of harassment and discrimination. This is not only because such conduct is expressly forbidden throughout Australia by various anti-discrimination laws, but because such behaviour can be distressing, humiliating or threatening and creates an uncomfortable environment in which respect for the victim is compromised.
7. Again, Clause 10 sets out a detailed but not exhaustive list of the types of behaviour that may constitute harassment or discrimination. In short, harassment is any offensive, abusive, belittling or threatening behaviour toward another person that is unwanted.

In general terms, discrimination occurs when one person, or group of people, is treated less favourably than another because of an attribute or personal characteristic, for example, the person's age, sex or religion, their marital status, physical features or their sexual orientation.

Discrimination can be direct, i.e. at a particular person, or it can be indirect. Indirect discrimination occurs when a practice or requirement imposed on everyone has an unequal effect on particular individuals or groups.

8. Sexual relationships between a coach and an athlete are prohibited under the policy for the same reasons as such relationships between students and teachers, or doctors and patients, are generally prohibited.
9. The policy has a specific complaints procedure that is to be followed and which is intended to be easy to use, confidential and fair to all parties. In particular, it is a serious breach of the policy to victimise or otherwise unfairly treat a person simply because that person is a party to a complaint or is otherwise involved in seeking to resolve a complaint.
10. So as to maintain the integrity of the complaints process, it is a breach of the policy to knowingly make a false, malicious or vexatious complaint.

11. All non-harm related complaints will be investigated and, wherever possible, Bowls SA will try and help the parties resolve the complaint by discussion and agreement. Where that is not possible, an independent mediator may be called in to assist the parties try and resolve the matter.
12. In certain cases, the matter may be heard by a Bowls SA Hearings Panel, and that hearing will be governed by Bowls SA's Disciplinary provisions under the Bowls SA Constitution. There is an appeal process available from a decision of the Hearings Panel.
13. This summary is not intended as a substitute for reading the policy. Everyone should familiarise themselves with the policy and, in particular, the types of conduct referred to in Clause 10, so as to minimise the risk of inadvertent breaches of the policy. You should also familiarise yourself with the relevant anti-discrimination and child protection legislation in South Australia and, where necessary, obtain appropriately qualified legal advice.

## PREFACE

1. Bowls SA Incorporated is the State peak body for the administration of the sport of lawn bowls in South Australia. One of the objects for which Bowls SA has been established is to encourage conduct and promote all forms of the sport of lawn bowls throughout South Australia.
2. Bowls SA is committed to the safety and well-being of all its Members and those who play lawn bowls throughout South Australia. Bowls SA is also committed to ensure that all participants in the sport are treated fairly and equally and they all have an equal opportunity to participate in the sport.
3. The value to all participants in the sport of regular exercise together with social interaction provided in a club environment is paramount to the objectives of Bowls SA. Unfortunately, harassment can dramatically underline these benefits of participation in lawn bowls. Depending on the particular case, harassment or Harm can have devastating effects not only for an individual but for a club and even an association in the form of potential legal liability, low morale, a reluctance of people to be involved both as players and volunteers and long-term damage to an organisation's reputation.
4. Bowls SA's Constitution authorises it to adopt appropriate policies relevant to the administration of the sport in South Australia. This policy is a reflection of the high priority which Bowls SA places on serving and protecting its members and all participants in the sport – both bowlers and non-bowlers alike.
5. The policy binds Bowls SA Member Clubs, Affiliated Clubs, Members, and Associations as defined in Clause 2.1 Definitions of the Bowls SA Constitution and all must comply with this policy as required by Clause 19 Membership Compliance of the Constitution. This policy must be updated every 5 years in line with current legislation.
6. Member Clubs, Affiliated Clubs, Associations of Bowls SA and may make their own rules or policies in relation to matters covered by this policy provided that such rules or policies do not contravene any legislation or statutory rules in South Australia and provided they are consistent with this policy. This policy must be read in the context of the Bowls SA's Constitution, BA's and any other policies made by Bowls SA from time to time. If there is any conflict or ambiguity between this policy and the Constitution, or any other Bowls SA policy the conflicting documents must be read in such a way as to achieve Bowls SA's objective of promoting and encouraging participation in and the opportunity to participate in the sport of lawn bowls.
7. It is intended that this policy is implemented and observed not only by Bowls SA's Member Clubs, Members, Associations but also all organisations and individuals associated with Lawn Bowls in South Australia including but not limited to members of committees or other management bodies, employees, contractors, sub-contractors and agents, volunteers and honorary position holders, players, coaches and administrators.
8. Whilst Bowls SA is ultimately responsible for achieving the objectives of this policy the implementation of it cannot be achieved without the active participation and adherence to this policy by Bowls SA's Member Clubs, Affiliated Clubs, Members, Associations and all other organisations and persons to whom the policy is directed.
9. Bowls SA recommends this policy to all Member Clubs, Affiliated Clubs, Members, and Associations, participants and prospective participants in the sport. Together we can ensure the safety and well-being of all concerned and continue to promote and develop the sport to a standard with which we are all comfortable.

# PART A: BOWLS SA MEMBER PROTECTION POLICY

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## 1. Introduction

Bowls SA's mission is to provide leadership, support and guidance to our clubs and through growth, achieve long term sustainability for the sport.

## 2. Purpose of this policy

This Bowls SA Member Protection Policy (policy) aims to maintain ethical and informed decision-making and responsible behaviours within our sport. It outlines our commitment to a person's right to be treated with respect and dignity and to be safe and protected from Harm and Risk of Harm. This policy informs everyone involved in our sport of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required.

The policy attachments outline the procedures that support our commitment to eliminating discrimination, harassment, harm and risk of harm to children and young people and other forms of inappropriate behaviour from our sport. As part of this commitment, Bowls SA will take disciplinary action against any person or organisation bound by this policy if they breach it.

## 3. Who this Policy Applies To

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

- 3.1 Persons appointed or elected to the Board, committees and sub-committees;
- 3.2 Employees of Bowls SA;
- 3.3 Volunteers involved with Bowls SA programs and/or events;
- 3.4 Support personnel appointed or elected to state teams and squads (e.g. managers, coaches, etc);
- 3.5 State coaches and assistant coaches;
- 3.6 Members of State Squads;
- 3.7 Umpires and other officials involved in the regulation of the sport;
- 3.8 Members, including life members of Bowls SA;
- 3.9 Athletes, coaches, officials and other personnel participating in events and activities, including camps and training sessions, held or sanctioned by Bowls SA;
- 3.10 Any other person including spectators, parents/guardians and sponsors, who or which agrees in writing (whether on a ticket, entry form or otherwise) to be bound by this policy;

This policy also applies to the following associations:

- Member Clubs;
- Member Associations;
- Affiliated clubs and associated organisations.

## 4. Responsibilities of the Organisation

Bowls SA, Member Clubs, Associations & Affiliated Clubs must:

- 4.1 Adopt, implement and comply with this policy;
- 4.2 Make such amendments to their Constitution, Rules or Policies necessary for this policy to be enforceable;
- 4.3 Publish, distribute and promote this policy and the consequences of breaches;
- 4.4 Promote and model appropriate standards of behaviour at all times;
- 4.5 Promptly deal with any breaches or complaints made under this policy in a sensitive, fair, timely and confidential manner;
- 4.6 Apply this policy consistently;
- 4.7 Recognise and enforce any penalty imposed under this policy;





- 4.8 Ensure that a copy of this policy is available or accessible to the persons and associations to whom this policy applies;
- 4.9 Use appropriately trained people to receive and manage complaints [e.g. Member Protection Information Officers (MPIOs)];
- 4.10 Monitor and review this policy at least annually.

## 5. Individual Responsibilities

Individuals bound by this policy are responsible for:

- 5.1 Making themselves aware of the policy and complying with its standards of behaviour;
- 5.2 Complying with our screening requirements and any state/territory Working with Children checks;
- 5.3 Placing the safety and welfare of Children and Young People above other considerations;
- 5.4 Being accountable for their behaviour;
- 5.5 Following the procedures outlined in this policy if they wish to make a complaint or report a concern about possible harm or risk of harm to a child or young person, discrimination, harassment or other inappropriate behaviour; and
- 5.6 Complying with any decisions and/or disciplinary measures imposed under this policy.

## 6. Position Statements

### 6.1 Child Protection

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

- Prohibiting any form of Harm and Risk of Harm against Children and Young People;
- Ensuring people over the age of 14 years have completed a satisfactory Working with Children Check where the relevant state/territory law requires this (Part C) prior to commencing any work with children and young people.
- Carefully selecting and screening people over the age of 16 years who work, coach or have regular unsupervised contact with Children and Young People;
- Promoting and enforcing our codes of behaviour, particularly for roles associated with juniors;
- Responding to all reports and complaints of Harm and Risk of Harm promptly, seriously and confidentially;
- Making information about child protection available, particularly for roles associated with Children and Young People;
- Adopting practices that reduce risks and provide the greatest opportunity of having a child safe environment.

Anyone who reasonably suspects that a child has been or is being harmed by someone within our sport, is to report it immediately to the Child Abuse report Line on 13 14 78 or the police on triple zero (000) if the child or young person is in imminent danger. After this report has been made you will need to report to the Chief Executive Officer of Bowls SA. Descriptions of the sorts of activity which may be Harm and Risk of Harm are in the Dictionary at clause 10. If anyone suspects that a child is being harmed by his or her parent/s, they are advised to contact the Child Abuse Report Line on 13 14 78.

A person will not be victimised for reporting possible Harm and Risk of Harm to a child or young person and the privacy of all persons concerned will be respected. Our procedures for handling allegations of Harm and Risk of Harm to children and young people are outlined in Attachment D4.

## **6.2 Taking Images of Children and Young People**

Images of Children and Young People can be used inappropriately or illegally. Bowls SA requires that individuals and associations, 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 prohibit the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If Bowls SA 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 paedophiles 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. We require our members, member associations and clubs to do likewise.

## **6.3 Anti-Discrimination and Harassment**

Bowls SA 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, based on personal characteristics such as those listed in the Dictionary at *[clause 10]*, are against the law.

If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, please refer to our complaints procedure outlined in Attachment D1 of this policy. This will explain what to do about the behaviour and how Bowls SA will deal with the problem.

## **6.4 Sexual Relationships**

Bowls SA takes the view that intimate relationships (whether or not of a sexual nature) between coaches and athletes, while not necessarily constituting harassment, can have harmful effects on the athlete, on other athletes and on the sport's public image. Such relationships may be perceived to be exploitative because there is usually a disparity between coaches and athletes in terms of authority, maturity, status, influence and dependence. Given there is always a risk that the relative power of the coach has been a factor in the development of such relationships, they should be avoided by coaches at all levels. In the event that an athlete attempts to initiate an intimate relationship, the coach must take personal responsibility for discouraging such approaches, explaining the ethical basis for such actions.

The coach or athlete may wish to approach Bowls SA's MPIO or complaints officer or other designated person if they feel harassed. Our complaints procedure is outlined in Attachment D1 of this policy.

## **6.5 Pregnancy**

Everyone bound by this policy must treat pregnant women with dignity and respect and any unreasonable barriers to participation by them in our sport should be removed. We will not tolerate any discrimination or harassment against pregnant women.

While many sporting activities are safe for pregnant women, there may be particular risks that apply to some women during pregnancy. Those risks will depend on the nature of the sporting activity and the particular pregnant woman's circumstances. 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.



Bowls SA recommends that pregnant women wanting to participate in our sport consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation. We will only require pregnant women to sign a disclaimer if we require other participants to sign one in similar circumstances. We will not require women to undertake a pregnancy test.

## **6.6 Gender Identity**

Gender identity means the gender-related identity, appearance or mannerisms or other gender-related characteristics of a person. This includes the way people express or present their gender and recognises that a person's gender identity may be an identity other than male or female. Some terms used to describe a person's gender identity include trans, transgender and gender diverse.

### **6.6.1 Gender Identity Discrimination and Harassment**

Federal, State and Territory anti-discrimination laws provide protection from discrimination against people on the basis of their gender identity. See definition in Dictionary.

Bowls SA is committed to providing a safe, fair and inclusive sporting environment where all people can contribute and participate. Bowls SA will not tolerate any unlawful discrimination or harassment of a person because of their gender identity.

All persons, regardless of gender identity, are entitled to be treated fairly and with dignity and respect at all times. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity. This includes discrimination or harassment of a person who is transgender or transsexual, who is assumed to be transgender or transsexual or has an association with someone who has or is assumed to be transgender or transsexual.

It is expected that all people bound by this policy to act with sensitivity when a person is undergoing gender transition / affirmation. If a person believes that they are being, or have been harassed or discriminated against by another person or organisation bound by this policy because of their gender identity, they may make a complaint.

### **6.6.2 Participation in Sport**

Bowls SA recognises that excluding people from participating in sporting events and activities because of their gender identity may have significant implications for their health, wellbeing and involvement in community life. Bowls SA are committed to supporting participation in our sport on the basis of the gender with which a person identifies.

Should issues of performance advantage arise, we will consider whether the established discrimination exceptions for participation in sport are relevant in the circumstances. Discrimination is unlawful unless an exception applies.

Drug testing procedures and prohibitions also apply to people who identify as transgender. A person receiving treatment involving a Prohibited Substance or Method, as described on the World Anti-Doping Agency's Prohibited List, should apply for a standard Therapeutic Use Exemption.

### **6.6.3 Intersex Status**

Federal anti-discrimination law, and some state and territory anti-discrimination laws, provide protection from discrimination against a person on the basis of their intersex status. See Dictionary.

Bowls SA is committed to providing a safe, fair and inclusive sporting environment where all people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their intersex status.

### **6.7 Responsible Service and Consumption of Alcohol**

Bowls SA is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol. Bowls SA also recommends that Member Clubs follow strict guidelines regarding the service and consumption of alcohol.

Our policy is that when reasonably practicable:

- Alcohol should not be available or consumed at sporting events involving children and young people under the age of 18;
- Alcohol-free social events be provided for young people and families;
- Food, low alcohol and non-alcoholic drinks be available at events we hold or endorse where alcohol is served;
- A staff member is present at events we hold or endorse where alcohol is served to ensure appropriate practises in respect of the consumption of alcohol are followed;
- Safe transport options be promoted as part of any event we hold or endorse where alcohol is served.

*Further guidance on developing an Alcohol Policy is available at:*  
[www.playbytherules.net.au/resources/club-toolkit](http://www.playbytherules.net.au/resources/club-toolkit)

### **6.8 Smoke-free Environment**

Bowls SA is committed to providing a safe and healthy environment at all sporting and social events that we hold or endorse.

Our policy is that:

- No smoking shall occur at or near sporting events involving children and young people under the age of 18. This policy shall apply to coaches, players, trainers, officials, visitors, staff and volunteers;
- Social events shall be smoke-free, with smoking permitted at designated outdoor smoking areas. If clubs wish to designate an outdoor smoking area they do so at their own risk and subject to their local council regulations.
- Coaches, officials, trainers, volunteers, staff and players will refrain from smoking while they are involved in an official capacity in our sport, both on and off the field.

### **6.9 Bullying**

Bowls SA is committed to providing an environment that is free from bullying. Bowls SA understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and bullying in all forms is regarded as unacceptable in the sport of bowls.

Bullying is characterised by repeated, unreasonable behaviour directed at person, or group of persons, which 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 a 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.

Bowls SA will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. Frustration at a referee, teammate, coach or sporting body should never be communicated on social networking websites, these issues should instead be addressed – in a written or verbal statement or a complaint – to the relevant controlling club, league, or peak sporting body.

Should any person believe 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 attachments in Part D of this policy).

### **6.10 Social Networking**

Bowls SA acknowledges the enormous value of social networking to promote our sport and celebrate the achievements and success of the people involved in our sport.

Social networking refers to any interactive website or technology that enables people to communicate and/or share content via the internet. This includes, but is not limited to, social networking websites such as Facebook and Twitter.

All people bound by this policy are expected to conduct themselves appropriately when using social networking sites to share information related to the sport of bowls.

In particular, social media activity including, but not limited to, postings, blogs, status updates and tweets:

- Must not contain material which is, or has the potential to be, offensive, aggressive, defamatory, threatening, discriminatory, obscene, profane, harassing, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate;
- Must not contain material which is in breach of laws, court orders undertakings or contracts;
- Should respect and maintain the privacy of others; and
- Should promote the sport in a positive way.

*Further guidance on developing a Communications Policy is available at:*  
[www.playbytherules.net.au/resources.club-toolkit](http://www.playbytherules.net.au/resources.club-toolkit)

## 7. Complaints Procedures

### 7.1 *Complaints*

Bowls SA aims to provide a simple procedure for complaints based on the principles of procedural fairness (natural justice). Any person (a complainant) may report a complaint about a person/s or organisation bound by this policy (respondent). Such complaints should be reported to the Chief Executive Officer of Bowls SA.

The lowest level at which a matter can be dealt with shall always be preferred. Therefore, if a complaint relates to behaviour or an incident that occurred at the:

- State level or involves people operating at the state level, then the complaint should be reported to and handled by the relevant state association in the first instance; or
- Club level or involves people operating at the club level, then the complaint should be reported to and handled by the relevant club in the first instance.

A complaint may be dealt with informally or formally. The complainant usually decides this unless the Chief Executive Officer of Bowls SA considers that the complaint falls outside this policy and would be better dealt with another way and/or the law requires the complaint/allegation to be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially. Our complaint procedures are outlined in Attachment D1 and our Complaint Procedure Flow Cart is outlined in Attachment D6

Individuals and organisations may also pursue their complaint externally under anti-discrimination, child protection, criminal or other relevant legislation.

### 7.2 *Vexatious Complaints & Victimisation*

Bowls SA aims for our complaints procedure to have integrity and be free of unfair repercussions or victimisation. If at any point in the complaints process the Chief Executive Officer of Bowls SA considers that a complainant has **knowingly** made an untrue complaint or the complaint is vexatious or malicious, the matter may be referred to the Bowls SA Board for appropriate action which may include disciplinary action against the complainant.

Bowls SA will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint.

### 7.3 *Mediation*

Bowls SA aims to resolve complaints with a minimum of fuss. Complaints may be resolved by agreement between the people involved with no need for disciplinary action. Mediation allows those involved to be heard and to come up with mutually agreed solutions.

Mediation may occur before or after the investigation of a complaint. If a complainant wishes to resolve the complaint with the help of a mediator, the Chief Executive Officer of Bowls SA will, in consultation with the complainant, arrange for a neutral third party mediator where possible. Lawyers are not able to negotiate on behalf of the complainant and/or the respondent. More information on the mediation process is outlined in Attachment D2.

## 7.4 Tribunals

A Tribunal may be convened to hear a formal complaint:

- Referred to it by Chief Executive Officer
- Because of the serious nature of the complaint and/or
- For an alleged breach of this policy.

Our Tribunal procedure is outlined in Attachment D5.

A respondent may lodge an appeal only to the Appeal Tribunal in respect of a Tribunal decision.

- The decision of the Appeal Tribunal is final and binding on the people involved. Our appeals process is outlined in Attachment D5.
- Every organisation bound by this policy will recognise and enforce any decision of a Tribunal or Appeal Tribunal under this policy.

## 8. What is a Breach of this policy?

It is a breach of this policy for any person or organisation to which this policy applies, to do anything contrary to this policy, including but not limited to:

- 8.1 Breaching the Codes of Behaviour (Part B to this policy);
- 8.2 Bringing the sport and/or Bowls SA into disrepute, or acting in a manner likely to bring the sport and/or Bowls SA into disrepute;
- 8.3 Failing to follow Bowls SA policies (including this policy) and procedures for the protection, safety and welfare of Children and Young People;
- 8.4 Discriminating against, harassing or bullying (including cyber bullying) any person;
- 8.5 Victimising another person for reporting a complaint;
- 8.6 Engaging in a sexually inappropriate relationship with a person that they supervise, or have influence, authority or power over;
- 8.7 Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- 8.8 Disclosing to any unauthorised person or organisation any Bowls SA information that is of a private, confidential or privileged nature;
- 8.9 Making a complaint they **knew** to be untrue, vexatious, malicious or improper;
- 8.10 Failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy; or
- 8.11 Failing to comply with a direction given to the individual or organisation during the discipline process.

## 9. Disciplinary Measures

If an individual or organisation to which this policy applies breaches this policy, one or more forms of discipline may be imposed. Any disciplinary measure imposed under this 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 in accordance with our Constitution, By Laws, this policy and/or Laws of the Sport of Bowls.

## 9.1 *Individuals*

Subject to contractual and employment requirements, if a finding is made by a Tribunal that an individual has breached this policy, one or more of the following forms of discipline may be imposed:

- 9.1.1 A direction that the individual make a verbal and/or written apology;
- 9.1.2 A written warning;
- 9.1.3 A direction that the individual attend counselling to address their behaviour;
- 9.1.4 A withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by the Bowls SA;
- 9.1.5 A demotion or transfer of the individual to another location, role or activity;
- 9.1.6 A suspension of the individual's membership or participation or engagement in a role or activity;
- 9.1.7 Termination of the individual's membership, appointment or engagement;
- 9.1.8 A recommendation that Bowls SA terminate the individual's membership, appointment or engagement;
- 9.1.9 In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
- 9.1.10 A fine;
- 9.1.11 Any other form of discipline that the Chief Executive Officer of Bowls SA considers appropriate.

## 9.2 *Organisations*

If a finding is made that a Bowls SA member or affiliated organisation has breached its own or this Member Protection Policy, one or more of the following forms of discipline may be imposed by Bowls SA:

- 9.2.1 A written warning;
- 9.2.2 A fine;
- 9.2.3 A direction that any rights, privileges and benefits provided to that organisation by the national and/or state body or other peak association be suspended for a specified period;
- 9.2.4 A direction that any funding granted or given to it by Bowls SA cease from a specified date;
- 9.2.5 A direction that Bowls SA cease to sanction events held by or under the auspices of that organisation;
- 9.2.6 A recommendation to Bowls Australia that its membership of Bowls Australia be suspended or terminated in accordance with the relevant constitution or rules; and/or
- 9.2.7 Any other form of discipline that the national and/or state body or peak organisation considers to be reasonable and appropriate.

## 9.3 *Factors to consider*

The form of discipline to be imposed on an individual or organisation will depend on factors such as:

- Nature and seriousness of the breach;
- If the person knew or should have known that the behaviour was a breach;
- Level of contrition;
- The effect of the proposed disciplinary measures on the person including any personal, professional or financial consequences;
- If there have been relevant prior warnings or disciplinary action;
- Ability to enforce discipline if the person is a parent or spectator (even if they are bound by the policy); and/or
- Any other mitigating circumstances.

## 10. Dictionary

This Dictionary sets out the meaning of words used in this policy and its attachments without limiting the ordinary and natural meaning of the words. State/Territory specific definitions and more detail on some of the words in this dictionary can be sourced from the relevant State/Territory child protection commissions or equal opportunity and anti-discrimination commissions.





Term	Definition
Abuse	Is a form of harassment and includes physical abuse, emotional abuse, sexual abuse, neglect, and abuse of power. Examples of abusive behaviour include bullying, humiliation, verbal abuse and insults.
Affiliated club	Any club admitted to Membership under this category with Bowls SA
Child	A person who is under the age of 18 years
Child Harm and Risk of Harm	<p>Involves conduct which puts Children and Young People at risk of harm (usually by adults, sometimes by other Children and Young People) and often by those they know and trust. It can take many forms, including verbal and physical actions and by people failing to provide them with basic care. Child Harm and Risk of Harm may include:</p> <ul style="list-style-type: none"> <li>• <b>Physical abuse</b> by hurting a child or a child's development (e.g. hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child's development or maturity).</li> <li>• <b>Sexual abuse</b> by adults or other Children and Young People where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography including child pornography or inappropriate touching or conversations).</li> <li>• <b>Emotional abuse</b> by ill-treating a child (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring or placing unrealistic expectations on a child).</li> <li>• <b>Neglect</b> (e.g. failing to give food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury).</li> </ul>
Complaint	A complaint made under Attachment D1
Complainant	A person making a complaint.
Complaint Handler/Manager	A person appointed under this policy to investigate a Complaint
Discrimination	<p>Treating or proposing to treat someone less favourably because of a particular characteristic in the same or similar circumstances in certain areas of public life (Direct Discrimination), or imposing or intending to impose an unreasonable requirement, condition or practice that is the same for everyone, but which has an unequal or disproportionate effect on individuals or groups with particular characteristics (Indirect Discrimination).</p> <p>The characteristics covered by discrimination law across Australia are:</p> <ul style="list-style-type: none"> <li>• Age;</li> <li>• Disability;</li> <li>• Family/carer responsibilities;</li> <li>• Gender identity/transgender status;</li> <li>• Homosexuality and sexual orientation;</li> <li>• Irrelevant medical record;</li> <li>• Irrelevant criminal record;</li> <li>• Political belief/activity;</li> <li>• Pregnancy and breastfeeding;</li> <li>• Race;</li> <li>• Religious belief/activity;</li> <li>• Sex or gender;</li> </ul>

	<ul style="list-style-type: none"> <li>• Social origin;</li> <li>• Trade union membership/activity.</li> <li>• (Some States and Territories include additional characteristics such as physical features or association with a person with one or more of the characteristics listed above).</li> </ul> <p>Examples of Discrimination</p> <ul style="list-style-type: none"> <li>• <b>Age:</b> A club refuses to allow an older person to coach a team simply because of age.</li> <li>• <b>Breastfeeding:</b> A member of the club who is breastfeeding a baby in the club rooms is asked to leave.</li> <li>• <b>Disability:</b> A junior player is overlooked because of mild epilepsy.</li> <li>• <b>Family responsibilities:</b> A club decides not to promote an employee because he has a child with a disability even though the employee is the best person for the job.</li> <li>• <b>Gender Identity:</b> A transgender contract worker is harassed when employees refuse to call her by her female name.</li> <li>• <b>Homosexuality:</b> An athlete is ostracised from her team after it becomes known that she is a lesbian.</li> <li>• <b>Marital Status:</b> A player is deliberately excluded from team activities and social functions because she is single</li> <li>• <b>Pregnancy:</b> A woman is dropped from a squad when she becomes pregnant.</li> <li>• <b>Race:</b> An Italian referee is not permitted to referee games with a high proportion of Italian players on one team because of his race.</li> <li>• <b>Sex:</b> Specialist coaching is only offered to male players in a mixed team.</li> </ul>
<b>Gender Expression</b>	Refers to the way in which a person externally expresses their gender or how they are perceived by others.
<b>Gender Identity</b>	Refers to a person’s deeply held internal and individual sense of gender.
<b>Harassment</b>	<p>Any type of behaviour that the other person does not want and that is offensive, abusive, belittling or threatening.</p> <p>The behaviour is unwelcome, and a reasonable person would recognise it as being unwelcome and likely to cause the recipient to feel offended, humiliated or intimidated.</p> <ul style="list-style-type: none"> <li>• <b>Unlawful harassment</b> is sexual or targets a person because of their race, sex, pregnancy, marital status, sexual orientation or some other characteristic (see characteristic list under discrimination).</li> <li>• It does not matter whether the harassment was intended - the focus is on the impact of the behaviour.</li> <li>• The basic rule is if someone else finds it harassing then it could be harassment. Harassment may be a single incident but is usually repeated. It may be explicit or implicit, verbal or non-verbal.</li> </ul> <p>Discrimination and harassment are not permitted in employment (including volunteer and unpaid employment);</p> <ul style="list-style-type: none"> <li>• when providing sporting goods and services including access to sporting facilities;</li> <li>• when providing education and accommodation;</li> </ul>

	<ul style="list-style-type: none"> <li>the selection or otherwise of any person for competition or a team (domestic or international);</li> <li>the entry or otherwise of any player or other person to any competition</li> <li>the obtaining or retaining membership of clubs and organisations (including the rights and privileges of membership).</li> <li>Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination or harassment may also be against the law.</li> <li>It is also a breach of discrimination law to victimise a person who is involved in making a complaint of discrimination or harassment. Example: a player is ostracised by her male coach for complaining about his sexist behaviour or for supporting another player who has made such a complaint.</li> </ul> <p><b>Some exceptions</b> to state and federal anti-discrimination law apply. Examples include:</p> <ul style="list-style-type: none"> <li>Holding a competitive sporting activity for females only who are under 12 years of age or of any age where strength, stamina or physique is relevant</li> <li>OR</li> <li>Not selecting a participant if the person’s disability means he or she is not reasonably capable of performing the actions reasonably required for that particular sporting activity.</li> </ul> <p><b>Public acts of racial hatred</b> which are reasonably likely to offend, insult, humiliate or intimidate are also prohibited.</p> <ul style="list-style-type: none"> <li>This applies to spectators, participants or any other person who engages in such an act in public.</li> <li>Some states and territories also prohibit public acts that vilify on other grounds such as homosexuality, gender identity, HIV/AIDS, religion and disability – see vilification.</li> </ul>
<b>Harm</b>	Harm Section 17 of the Safety Act defines ‘harm’ to mean physical or psychological harm (whether caused by an act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect.
<b>Intersex</b>	Refers to people who have genetic, hormonal or physical characteristics that are not exclusively ‘male’ or ‘female’. A person who is intersex may identify as male, female, intersex or as being on indeterminate sex.
<b>Mediator</b>	An impartial/neutral person appointed to mediate Complaints.
<b>Member</b>	A financial Member of a Member Club, Affiliated Club and of Bowls SA
<b>Member Club</b>	Any club admitted to membership under this category with Bowls SA.
<b>Member Protection Information Officer (MPIO)</b>	A person trained to be the first point of contact for a person reporting a non-child harm related complaint under, or a breach of, this Policy.
<b>Natural justice</b>	(Also referred to as procedural fairness) incorporates the following principles: <ul style="list-style-type: none"> <li>both the Complainant and the Respondent must know the full details of what is being said against them and have the opportunity to respond;</li> <li>all relevant submissions must be considered;</li> <li>no person may judge their own case;</li> </ul>

	<ul style="list-style-type: none"> <li>the decision maker/s must be unbiased, fair and just;</li> <li>the penalties imposed must be fair.</li> </ul>
<b>Procedural Fairness</b>	<p>Requires that:</p> <ul style="list-style-type: none"> <li>The respondent knows the full details of what is being said against him or her and they have the opportunity to respond;</li> <li>No person may judge their own case;</li> </ul> <p>The decision-maker(s) must be unbiased, fair and just.</p>
<b>Respondent</b>	The person who is being complained about.
<b>Role-specific codes of conduct (or behaviour)</b>	Standards of conduct required of certain roles (e.g. coaches).
<b>Sexual harassment</b>	<p>Unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended.</p> <ul style="list-style-type: none"> <li>Sexual harassment can take many different forms and may include unwanted physical contact, verbal comments, jokes, propositions, display of pornographic or offensive material or other behaviour that creates a sexually hostile environment</li> </ul>
	<ul style="list-style-type: none"> <li>Sexual harassment is not behaviour based on mutual attraction, friendship and respect. If the interaction is between consenting adults, it is not sexual harassment.</li> </ul>
<b>Sexual offence</b>	<p>A criminal offence involving sexual activity or acts of indecency including but not limited to (due to differences under state/territory legislation):</p> <ul style="list-style-type: none"> <li>Rape</li> <li>Indecent assault</li> <li>Sexual assault</li> <li>Assault with intent to have sexual intercourse</li> <li>Incest</li> <li>Sexual penetration of child</li> <li>Indecent act with child</li> <li>Sexual relationship with child</li> <li>Sexual offences against people with impaired mental functioning</li> <li>Abduction and detention</li> <li>Procuring sexual penetration by threats or fraud</li> <li>Procuring sexual penetration of child under the age of 16</li> <li>Bestiality</li> <li>Soliciting acts of sexual penetration or indecent acts</li> <li>Promoting or engaging in acts of child prostitution</li> <li>Obtaining benefits from child prostitution</li> <li>Possession of child pornography</li> <li>Publishing child pornography and indecent articles.</li> </ul>
<b>Sexual orientation</b>	Refers to a person's emotional or sexual attraction to another person, including amongst others, the following identities: heterosexual, gay, lesbian, bisexual, pansexual, asexual or same-sex attracted.
<b>This policy</b>	Means this Member Protection Policy.
<b>Transgender</b>	A general term applied to individuals and behaviours that differ from the gender role commonly, but not always, assigned at birth. It does not imply any specific form of sexual orientation.

<b>Victimisation</b>	Subjecting a person or threatening to subject a person to any detriment or unfair treatment because that person has or intends to pursue their rights to make a complaint under government legislation (e.g. anti-discrimination) or under this Policy, or for supporting such a person.
<b>Vilification</b>	Involves a person or organisation doing public acts to incite hatred towards, serious contempt for, or severe ridicule of a person or group of persons having any of the attributes or characteristics within the meaning of discrimination. Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public.
<b>Working with Children Check</b>	An assessment of whether a person poses an unacceptable risk to children and young people. This check includes a review of criminal history, child protection information and other information. <ul style="list-style-type: none"> <li>This is mandatory for all staff of Bowls SA and for any volunteers in clubs that hold a board/committee role, deal with sensitive membership data or deal with Children and Young People. It is also mandatory for coaches to hold this check in order to be accredited</li> </ul>

## PART B: CODES OF BEHAVIOUR

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As a Member of Bowls SA or a person required to comply with Bowls SA's Member Protection Policy you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Bowls SA or a Member Club and in any role you hold within those organisations.

1. Respect the rights, dignity and worth of others.
2. Be fair, considerate and honest in all dealing with others.
3. Be professional in, and accept responsibility for, your actions.
4. Make a commitment to providing quality service.
5. Be aware of, and maintain an uncompromising adherence to, Bowls SA's standards, rules, regulations and policies.
6. Operate within the Laws of the Sport of Bowls including national and international guidelines, which govern Bowls SA.
7. Do not use your involvement with Bowls SA to promote your own beliefs, behaviours or practices where these are inconsistent with those of Bowls SA.
8. Demonstrate a high degree of individual responsibility especially when dealing with any person under 18 years of age, as your words and actions are an example.
9. Avoid unaccompanied and unobserved activities with any person under 18 years of age, wherever possible.
10. Refrain from any form of harassment of others.
11. Refrain from any behaviour that may bring Bowls SA or a Member Club into disrepute.
12. Provide a safe environment for the conduct of the activity.
13. Show concern and caution towards others who may be sick or injured.
14. Be a positive role model.
15. Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.

## PART C: SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS

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### Background

Child protection is about keeping Children and Young People safe from harm or risk of harm. Child abuse is illegal, and all states and territories have their own systems and laws that cover screening and/or the reporting and investigation of cases of child Harm and Risk of Harm.

The Child Safety (Prohibited Persons) Act 2016 sets out the obligations of persons or bodies who provide a service or undertake an activity that constitutes child-related work including ensuring these people have a valid Working with Children Check (WWCC) prior to commencing working with children and young people.

Working with Children Check (WWCC) laws aim to prevent people who pose a risk from working with Children and Young People as paid employees or volunteers. In South Australia laws require individuals involved in areas such as sport and recreation to undertake a check to determine their suitability to work (in a paid or volunteer capacity) with Children and Young People. Bowls SA and its member clubs will ensure that all persons over the age of 14 years engaged in any role that involves regular unsupervised contact with a child or young person under the age of 18, or where otherwise required by law, will be screened via a WWCC.

The following parties will be required to hold a WWCC before commencing any engagement within Bowls in South Australia:

- Bowls SA Board & Staff
- Member Clubs Board/Committee Members
- Bowls SA Volunteers
- Coaches
- Umpires
- Selectors
- Club Officials
- All other personnel dealing regularly with Children and Young People

All above personnel will, in addition to a valid WWCC, will be required to complete the Child Protection Training made available through the Play by the Rules resource.

Please be aware that state and territory WWCC requirements may also apply to individuals who visit states with screening laws. For example, if a state association or club takes players U18 into New South Wales for training camps, competition or other activities, those travelling with the teams must comply with NSW law.

Individuals travelling to other states and territories are required to be aware of the relevant WWCC requirements. The state WWCC requirements apply regardless of our national, state or club Member Protection Policy.

In the state of South Australia, the Department of Human Services Working with Children Check will be valid for five (5) years. Working with Children Checks are mandatory for most positions in sporting organisations. Some exemptions may apply. From 1 July 2020, a Police Clearance will no longer be valid for working with children and young people.

## Attachment C1: MEMBER PROTECTION DECLARATION

Bowls SA has a duty of care to all those associated with the sport and to the individuals and organisations to whom our Member Protection Policy applies. As a requirement of our Member Protection Policy, Bowls SA 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 (includes sexual assault, rape), offences related to Children and Young People (child abuse, child pornography) or acts of violence (murder, manslaughter).
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. I am not currently serving a sanction for an anti-doping rule violation under an ASADA approved anti-doping policy applicable to me.
5. I will not participate in, facilitate or encourage any practice prohibited by the World Anti-Doping Agency Code or any other ASADA approved anti-doping policy applicable to me.
6. To my knowledge there is no other matter that Bowls SA may consider to constitute a risk to its members, employees, volunteers, athletes or reputation by engaging me.
7. I will notify the Chief Executive Officer of the organisation(s) engaging me immediately upon becoming aware that any of the matters set out in clauses [1 to 6] above has changed.

Declared in the State/Territory of .....  
on ...../...../..... (date) Signature .....

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### 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 C2: WORKING WITH CHILDREN CHILD PROTECTION REQUIREMENTS

The following information is subject to change at any time.

### SOUTH AUSTRALIA

The Children and Young People (Safety) Act 2017 requires prescribed organisations to provide safe environments for children and young people as set out in the legislation. The Child Safety (Prohibited Persons) Act 2016 sets out the obligations of persons or bodies who provide a service or undertake an activity that constitutes child-related work including ensuring these people have a valid Working with Children Check (WWCC). Furthermore, this legislation also mandates that Bowls SA must:

- Lodge a Child Safe Environment Compliance Statement with the Department of Human Services (Note: Bowls SA has completed on behalf of our Member Clubs).
- Ensure this policy is updated every five years and a new Child Safe Environment Policy is lodged after each update. This policy must be updated no later than July 2026.

All organisations providing health, education, welfare, sporting and recreational, child care, or residential services wholly or partly for Children and Young People must ensure that they have a child safe environments policy in place to promote the safety and well-being of Children and Young People.

**Organisation** in this context includes a wide range of bodies who work with Children and Young People, including businesses, services providers and incorporated and unincorporated groups. An organisation may also consist of a single person.

Also included is the requirement under the law for certain people to report suspected harm and risk of harm.

Working with Children Checks are mandatory for most positions in sporting organisations. Some exemptions may apply. From 1 July 2020, a Police Clearance will no longer be valid for working with children and young people.

Staff and volunteers who work with Children and Young People are mandated notifiers and have a legal obligation to report any suspected child who may be suffering from of harm or is at risk of harm.

*For more information:*  
[screening.sa.gov.au/](https://www.screening.sa.gov.au/)

[https://www.orsr.sa.gov.au/\\_data/assets/pdf\\_file/0025/7396/J012801\\_ORSR\\_Keeping-Children-Safe-Booklet\\_A5\\_printable.pdf](https://www.orsr.sa.gov.au/_data/assets/pdf_file/0025/7396/J012801_ORSR_Keeping-Children-Safe-Booklet_A5_printable.pdf)

[childprotection.sa.gov.au/reporting-child-abuse/report-child-abuse-or-neglect](https://childprotection.sa.gov.au/reporting-child-abuse/report-child-abuse-or-neglect)

## Attachment C3: WORKING WITH CHILDREN CODE OF CONDUCT

All paid and unpaid staff, including volunteers, interns or trainees of Bowls SA are responsible for the safety and wellbeing of children and young people who engage with the organisation. All paid and unpaid staff are expected to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

I will:

- Act in accordance with [the organisation's] child safety and wellbeing policies and procedures at all times.
- Behave respectfully, courteously and ethically towards children and their families and towards other staff.
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well. Promote the human rights, safety and wellbeing of all children involved with Bowls SA.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children.
- Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.
- Involve children in making decisions about activities, policies and processes that concern them wherever possible.
- Contribute, where appropriate, to Bowls SA's policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children's safety and wellbeing as required by Bowls SA's Member Protection Policy.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with Bowls SA Member Protection Policy and its procedures for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by relevant legislation and by Bowls SA Member Protection policy
- Comply with Bowls SA's protocols on communicating with children.
- Comply with relevant legislation and Bowls SA policies and procedures on record keeping and information sharing.

I will NOT:

- Engage in any unlawful activity with or in relation to a child.
- Engage in any activity that is likely to physically, sexually or emotionally harm a child.
- Unlawfully discriminate against any child or their family members.
- Be alone with a child unnecessarily.
- Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to my role within Bowls SA activities.
- Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by Bowls SA's policy and procedure on reporting.

- Use inappropriate language in the presence of children, or show or provide children with access to inappropriate images or material.
- Work with children while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed child harm or abuse.

If I think this Code of Conduct has been breached by another person in the organisation I will:

- Act to prioritise the best interests of children.
- Take actions promptly to ensure that children are safe.
- Promptly report any concerns to my manager, Bowls SA’s Child Safety Officer, the Chief Executive Officer or another manager or leader in the organisation.
- Follow the Bowls SA policies and procedures for receiving and responding to complaints and concerns.
- Comply with legislative requirements on reporting, and with Bowls SA’s Member Protection Policy and the procedure on internal and external reporting.

I agree to abide by this Code of Conduct during my employment/engagement with Bowls SA. I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment or engagement with Bowls SA.

.....  
Signature

.....  
Full Name

.....  
Date



## PART D: COMPLAINT HANDLING PROCEDURES

### Attachment D1: COMPLAINTS PROCEDURE

All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

Individuals and organisations may also pursue their complaint externally under anti-discrimination, child protection or other relevant legislation. This procedure is not to be used when there is a suspicion that a child or young person is at risk of harm or is being harmed. In this instance, the relevant authority (CARL) must be notified immediately.

If you wish to remain anonymous, Bowls SA may have difficulty assisting you to resolve your complaint. Procedural fairness (natural justice) means that Bowls SA is required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond.

#### INFORMAL APPROACHES

STEP	ACTION
Step 1:	<b>Talk with the other person</b> (where this is reasonable and appropriate). In the first instance, you (the Complainant) should try to sort out the problem with the person or people involved (respondent) if you feel able to do so.
Step 2:	<b>Contact a Member Protection Information Officer</b> Talk with our Member Protection Information Officer (MPIO) if: <ul style="list-style-type: none"><li>• The first step is not possible/reasonable;</li><li>• You are not sure how to handle the problem by yourself;</li><li>• You want to talk confidentially about the problem with someone and obtain more information about what you can do; or</li><li>• The problem continues after you tried to approach the person or people involved.</li></ul> Bowls SA's Member Protection Information Officer is the Chief Executive Officer. The MPIO will: <ul style="list-style-type: none"><li>• Take confidential notes about your complaint;</li><li>• Try to find out the facts of the problem;</li><li>• Ask what outcome/how you want the problem resolved and if you need support;</li><li>• Provide possible options for you to resolve the problem;</li><li>• Act as a support person if you so wish;</li><li>• Refer you to an appropriate person (e.g. Mediator) to help you resolve the problem, if necessary;</li><li>• Inform the relevant government authorities and/or police if required by law to do so;</li><li>• Maintain confidentiality.</li></ul>
Step 3:	<b>Outcomes from initial contact</b> After talking with the MPIO, you may decide: <ul style="list-style-type: none"><li>• There is no problem;</li><li>• The problem is minor and you do not wish to take the matter forward;</li></ul>

	<ul style="list-style-type: none"> <li>• To try and work out your own resolution (with or without a support person such as a MPIO); or</li> <li>• To seek a mediated resolution with the help of a third person (such as a mediator); or</li> <li>• To seek a formal approach (see as follows from step 4 below)</li> </ul>
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**FORMAL APPROACHES**

<b>Step 4</b>	<p><b>Making a Formal complaint</b></p> <p>If your complaint is not resolved or informal approaches are not appropriate or possible, you may:</p> <ul style="list-style-type: none"> <li>• make a formal complaint in writing to the Chief Executive Officer of Bowls SA; or</li> <li>• approach a relevant external agency such as an anti-discrimination commission, for advice.</li> </ul> <p>On receiving a formal complaint and based on the material you have provided, the Chief Executive Officer of Bowls SA will decide whether:</p> <ul style="list-style-type: none"> <li>• They are the most appropriate person to receive and handle the complaint;</li> <li>• The nature and seriousness of the complaint warrants a formal resolution procedure;</li> <li>• To appoint a person to investigate (gather more information on) the complaint;</li> <li>• To refer the complaint to mediation;</li> <li>• To refer the complaint to a hearings tribunal;</li> <li>• To refer the matter to the police or other appropriate authority; and/or</li> <li>• To implement any interim arrangements that will apply until the complaint process set out in these Procedures is completed.</li> </ul> <p>In making the decision(s) outlined above, the Chief Executive Officer will take into account:</p> <ul style="list-style-type: none"> <li>• Whether they have had any personal involvement in the circumstances which means that someone else should handle the complaint;</li> <li>• Your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;</li> <li>• The relationship between you and the respondent (for example an actual or perceived power imbalance between you and the respondent);</li> <li>• Whether the facts of the complaint are in dispute; and</li> <li>• The urgency of the complaint, including the possibility that you will be subject to further unacceptable behaviour while the complaint process is underway.</li> </ul> <p>If the Chief Executive Officer is the appropriate person to handle the complaint they will, to the extent that these steps are necessary:</p> <ul style="list-style-type: none"> <li>• Put the information they've received from you to the person/people you're complaining about and ask them to provide their side of the story;</li> <li>• Decide if they have enough information to determine whether the matter alleged in your complaint did or didn't happen; and/or</li> <li>• Determine what, if any, further action to take. This action may include disciplinary action in accordance with this policy.</li> </ul>
<b>Step 5:</b>	<p><b>Investigation of the complaint</b></p> <p>A person appointed under Step 3 will conduct an investigation and provide a written report to Chief Executive Officer who will determine what further action to take;</p>



	<ul style="list-style-type: none"> <li>• If the complaint is referred to mediation, it will be conducted in accordance with Attachment D2 or as otherwise agreed by you and the respondent and the mediation provider;</li> <li>• If the complaint is referred to a hearings tribunal, the hearing will be conducted in accordance with Attachment D5;</li> <li>• If the complaint is referred to the police or other appropriate authority, Bowls SA will use its best endeavours to provide all reasonable assistance required by the police or other authority.</li> </ul> <p>Any costs relating to the complaint process set out in this Policy (e.g. investigation and/or mediation and/or hearings tribunal) are to be met by Bowls SA unless otherwise stated in the relevant Attachment D5.</p>
<b>Step 6:</b>	<p><b>Reconsideration of initial outcome/investigation or appeal</b></p> <p>If, under the formal complaint process, mediation is unsuccessful, you may request that the Chief Executive Officer reconsider the complaint in accordance with Step 3. You or the respondent(s) may be entitled to appeal. The grounds and process for appeals under this Policy are set out in Attachment D5.</p>
<b>Step 7:</b>	<p><b>Documenting the resolution</b></p> <p>The Chief Executive Officer will document the complaint, the process and the outcome. This document will be stored in a confidential and secure place. If the complaint was dealt with at a state/district level, the information will be stored in the state association office. If the matter is of a serious nature, or if the matter was escalated to and/or dealt with at the national level, the original document will be stored at the national office with a copy stored at the state office.</p>

#### **EXTERNAL APPROACHES**

There are a range of other options available depending on the nature of your complaint. If you feel that you have been harassed or discriminated against, you can seek advice from your State or Territory anti-discrimination commission without being obliged to make a formal complaint. If the commission advises you that the problem appears to be harassment within its jurisdiction, you may lodge a formal complaint with the commission.

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

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

You could also approach another external agency such as the Police.

## Attachment D2: MEDIATION

Mediation is a process during which people in conflict are helped to communicate with each other to identify the areas of dispute and to make decisions about resolving it. This attachment outlines the general procedure of mediation that will be followed by Bowls SA.

1. If mediation is chosen, the MPIO will, under the direction of Bowls SA and in consultation with the complainant and the respondent(s), arrange for a mediator.
2. The mediator's role is to assist the complainant and respondent(s) reach an agreement on how to resolve the problem. The mediator, in consultation with the complainant and respondent(s), will choose the procedures to be followed during the mediation. At a minimum, an agenda of issues for discussion will be prepared by the mediator.
3. The mediation will be conducted confidentially and without prejudice to the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
4. At the end of a successful mediation the mediator will prepare a document that sets out the agreement reached which will be signed by them as their agreement.
5. If the complaint is not resolved by mediation, the complainant may:
  - a. Write to the Chief Executive Officer to request that he/she reconsider the complaint in accordance with **Step 3**; or
  - b. Approach an external agency such as an anti-discrimination commission.
6. Mediation will **not** be recommended if:
  - a. The respondent has a completely different version of the events and will not deviate from these;
  - b. The complainant or respondent are unwilling to attempt mediation;
  - c. Due to the nature of the complaint, the relationship between the complainant and the respondent(s) or any other relevant factors, the complaint is not suitable for mediation; or
  - d. The matter involves proven serious allegations, regardless of the wishes of the Complainant.

## Attachment D3: INVESTIGATION PROCESS

If an investigation needs to be conducted to gather more information the following steps will be followed:

1. We will provide a written brief to the investigator clarifying terms of engagement and roles and responsibilities. The investigator will:
  - 1.1 Interview the complainant and record the interview in writing.
  - 1.2 Convey full details of the complaint to the respondent (s) so that they can respond.
  - 1.3 Interview the respondent to allow them to answer the complaint, and record the interview in writing.
  - 1.4 Obtain statements from witnesses and other relevant evidence to assist in a determination, if there is a dispute over the facts
  - 1.5 Make a finding as to whether the complaint is:
    - Substantiated (there is sufficient evidence to support the complaint);
    - Inconclusive (there is insufficient evidence either way);
    - Unsubstantiated (there is sufficient evidence to show that the complaint is unfounded); and/or
    - Mischievous, vexatious or knowingly untrue.
  - 1.6 Provide a report to the Chief Executive Officer documenting the complaint, investigation process, evidence, findings and, if requested, recommendations.
2. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points that are substantiated, inconclusive, unsubstantiated and/or mischievous.
3. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person/adviser (e.g. MPIO or other person).
4. The complainant and the respondent(s) may have the right to appeal against any decision based on the investigation. Information on our appeals process is in Attachment D5.



## Attachment D4: PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD HARM AND RISK OF HARM

An allegation of child Harm and Risk of Harm is a very serious matter and must be handled with a high degree of sensitivity. It is not the responsibility of anyone working for Bowls SA in a paid or unpaid capacity to decide whether or not harm or risk of harm to a child or young person has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate authorities. The following outlines the key steps to follow. More information can be obtained from State or Territory government agencies.

For any allegations of harm or risk of harm, whether confirmed or suspected, the relevant government agency in South Australia, as referred to below, is the Child Abuse Report Line (CARL). CARL can be contacted on 13 14 78.

### Child abuse report line (CARL)

To report a suspected case of child harm or risk of harm, call the child abuse report line (CARL): 13 14 78. The report line is available 24 hours a day.

All serious concerns must be reported via the report line and not via the online reporting system

Serious concerns include when you suspect a child, young person or infant is in imminent or immediate danger of:

- serious harm
- serious injury
- chronic neglect
- or when a child or young person is in care of the department and you suspect they are being harmed or at risk of being harmed.
- 

More information can be found here:

<https://www.childprotection.sa.gov.au/reporting-child-abuse/report-child-abuse-or-neglect>

### **Step 1 – Initial Receipt of an Allegation**

If a child or young person discloses an allegation involving harm or risk of harm to them or another child, then it is crucial that you:

- Stay calm;
- Listen, be supportive and do not dispute what the child or young person says;
- Reassure the child or young person that what has occurred is not the fault of the child or young person;
- Be honest with the child or young person and explain that other people may need to be told in order to stop what is happening;
- Ensure you are clear about what the child or young person has said but do not elicit detailed information, ask leading questions or offer an opinion;
- Act promptly to accurately record the discussion in writing;
- Do not discuss the details with any person other than those detailed in these procedures; and
- Do not contact the alleged offender.

### ***Step 2 – Report allegations***

- Immediately report any allegation or disclosure of child harm or situation involving a child at risk of harm, to the police and/the Child Abuse Report Line (CARL) on 13 14 78. You may need to report to both.
- Contact the Department for Child Protection’s Child Abuse Report Line or police for advice if there is any doubt about whether the complaint should be reported (for example, the allegation may relate to poor/inappropriate practice).
- If the child’s parent/s is suspected of committing the harm, you should report the allegation to CARL.
- If the allegation involves anyone to whom our policy applies, then also report the allegation to the Chief Executive Officer of Bowls SA so that they can manage the situation (e.g. contact the parents following advice from the authorities, deal with any media enquiries and manage steps 3 and 4).

### ***Step 3 – Protect the child and manage the situation***

- The Chief Executive Officer will assess the risks and take interim action to ensure the safety of children and young people. Action Bowls SA may implement includes redeployment of the alleged offender to a non-child related position, supervision of the alleged offender or removal/suspension from their duties until the allegations are finally determined.
- The Chief Executive Officer will consider the kind of support that the child/ren and parents may need (e.g. counselling, helplines, support groups).
- The Chief Executive Officer will address the support needs of the alleged offender.
- The Chief Executive Officer will also put in place measures to protect the child and the person against whom the complaint is made from victimisation and gossip. If the person is stood down, it should be made clear to any persons aware of the incident that this does not mean the respondent is guilty and a proper investigation will be undertaken.

### ***Step 4 – Internal action***

- Where there is an allegation made against a person to whom this policy applies, there may be three types of investigations:
  - a. Criminal (conducted by police)
  - b. Child protection (conducted by the Department of Child Protection)
  - c. Disciplinary or misconduct (conducted by Bowls SA)
- Irrespective of the findings of the child protection and/or police inquiries, Bowls SA will assess the allegation to decide whether the person should be reinstated, banned, have their employment or position terminated or any other action.
- The decision-maker(s) will be the Board of Bowls SA and it will consider all the information, including the findings of the police, government agency and/or court, and determine a finding, recommend action and explain its rationale for the action. This may be a difficult decision particularly where there is insufficient evidence to uphold any action by the police.
- If disciplinary action is to be taken, the procedures outlined in Clause 9 of the policy will be followed.
- If disciplinary action is taken, Bowls SA will advise and provide a report to the relevant government authority should this be required.

## Attachment D5: HEARINGS & APPEALS TRIBUNAL PROCEDURE

The following will be followed by hearings tribunals established by Bowls SA to hear member protection related complaints.

### *Preparation for Tribunal Hearing*

1. A Tribunal Panel will be constituted following the rules outlined in Bowls SA's Constitution, to hear a complaint that has been referred to it by the Chief Executive Officer. The number of Tribunal members required to be present throughout the hearing will be determined by the Board of Bowls SA.
2. The Tribunal members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the Chief Executive Officer relating to the complaint/allegations.
3. The Tribunal will be scheduled as soon as practicable, but must allow adequate time for the person being complained about (respondent(s)) to prepare their case for the hearing.
4. The Tribunal will not include any person who has any actual or perceived conflict of interest, or bias regarding the matter.
5. The Chief Executive Officer will inform the respondent(s) in writing that a tribunal hearing will take place. The notice will outline:
  - That the person has a right to appear at the tribunal hearing to defend the complaint/allegation;
  - Details of the complaint, and details of all allegations and the clause of any policy or rule allegedly breached;
  - The date, time and venue of the tribunal hearing;
  - That they can make either verbal or written submissions to the Tribunal;
  - That they may arrange for witnesses to attend the Tribunal in support of their position (statutory declarations of witnesses not available or from character witnesses may also be provided to the Tribunal);
  - An outline of any possible penalties that may be imposed if the complaint is found to be true; and
  - That legal representation will not be allowed. If the respondent is a minor, they should have a parent or guardian present.

A copy of any information/documents that have been given to the Tribunal (e.g. investigation report findings) will also be provided to the respondent.

The respondent(s) will be allowed to participate in all Bowls SA activities and events, pending the decision of the Tribunal, including any available appeal process, unless the Chief Executive Officer believes it is necessary to exclude the respondent(s) from all or some Bowls SA activities and events, after considering the nature of the complaint.

6. The Chief Executive Officer will notify the complainant in writing that a tribunal hearing will take place. The notice will outline:
  - That the person has a right to appear at the tribunal hearing to support their complaint;
  - Details of the complaint, including any relevant rules or regulations the respondent is accused of breaching
  - The date, time and venue of the tribunal hearing;
  - That they can make either verbal or written submissions to the Tribunal;

- That they may arrange for witnesses to attend the Tribunal in support of their position (or provide statutory declarations from witnesses unable to attend); and
- That legal representation will not be allowed. If complainant is a minor, they should have a parent or guardian present.

A copy of any information / documents that have been given to the Tribunal (e.g. investigation report findings) will also be provided to the complainant.

7. If the complainant believes the details of the complaint are incorrect or insufficient they should inform the Chief Executive Officer as soon as possible so that the respondent and the Tribunal Panel members can be properly informed of the complaint.
8. It is preferable that the Tribunal include at least one person with knowledge or experience of the relevant laws/rules (e.g. Discrimination).

### ***Tribunal Hearing Procedure***

1. The following people will be allowed to attend the Tribunal Hearing:
  - The Tribunal members;
  - The respondent(s);
  - The complainant;
  - Any witnesses called by the respondent;
  - Any witnesses called by the complainant;
  - Any parent/guardian or support person required to support the respondent or the complainant.
2. If the respondent(s) is not present at the set hearing time and the Tribunal Chairperson considers that no valid reason has been presented for their absence, the Tribunal Hearing will continue subject to the Tribunal Chairperson being satisfied that all Tribunal notification requirements have been met.
3. If the Tribunal Chairperson considers that a valid reason for the non-attendance of the respondent(s) has been presented, or the Tribunal Chairperson does not believe the Tribunal notification requirements have been met, then the Tribunal will be rescheduled to a later date.
4. The Tribunal Chairperson will inform the Chief Executive Officer of the need to reschedule, and the Chief Executive Officer will organise for the Tribunal to be reconvened.
5. The Tribunal Chairperson will read out the complaint, ask the respondent(s) if they understand the complaint and if they agree or disagree with the complaint.
6. If the respondent agrees with the complaint, he or she will be asked to provide any evidence or witnesses that should be considered by the Tribunal Panel when determining any disciplinary measures (penalty).
7. If the respondent disagrees with the complaint, the complainant will be asked to describe the circumstances that lead to the complaint being made.
  - Reference may be made to brief notes.
  - The complainant may call witnesses.
  - The respondent(s) may question the complainant and witnesses.
8. The respondent(s) will then be asked to respond to the complaint.
  - Reference may be made to brief notes.
    - The respondent may call witnesses.
    - The complainant may ask questions of the respondent and witnesses.

9. Both the complainant and respondent may be present when evidence is presented to the Tribunal. Witnesses may be asked to wait outside the hearing until required.
10. The Tribunal may:
  - Consider any evidence, and in any form, that it deems relevant.
  - Question any person giving evidence.
  - Limit the number of witnesses presented to those who provide any new evidence.
  - Require the attendance of any witness it deems relevant;
  - Act in an inquisitorial manner in order to establish the truth of the issue/case before it.
11. Video evidence, if available, may be presented. The arrangements must be made entirely by the person/s wishing to offer this type of evidence.
12. If the Tribunal considers that at any time during the Tribunal Hearing that there is any unreasonable or intimidatory behaviour from anyone the Chairperson may stop further involvement of the person in the hearing.
13. After all of the evidence has been presented the Tribunal will make its decision in private. The Tribunal must decide whether the complaint has been substantiated on the balance of probabilities (i.e. more probable than not). As the seriousness of the allegation increases, so too must the level of satisfaction of the Tribunal that the complaint has been substantiated. The respondent will be given an opportunity to address the Tribunal on disciplinary measures which might be imposed. Disciplinary measures imposed must be reasonable in the circumstances.
14. All Tribunal decisions will be by majority vote.
15. The Tribunal Chairperson will announce the decision in the presence of all those involved in the hearing and will declare the hearing closed, or may advise those present that the decision is reserved and will be handed down in written form.
16. Within 48 hours, the Tribunal Chairperson will:
  - Forward to the Chief Executive Officer a copy of the Tribunal decision including any disciplinary measures imposed.
  - Forward a letter to the respondent(s) reconfirming the Tribunal decision and any disciplinary measures imposed. The letter should also outline, if allowed, the process and grounds for an appeal. Where the matter is of unusual complexity or importance, the Tribunal Chairperson may inform the parties in writing within 48 hours that the decision will be delayed for a further 48 hours.
17. The Tribunal does not need to provide written reasons for its decision.

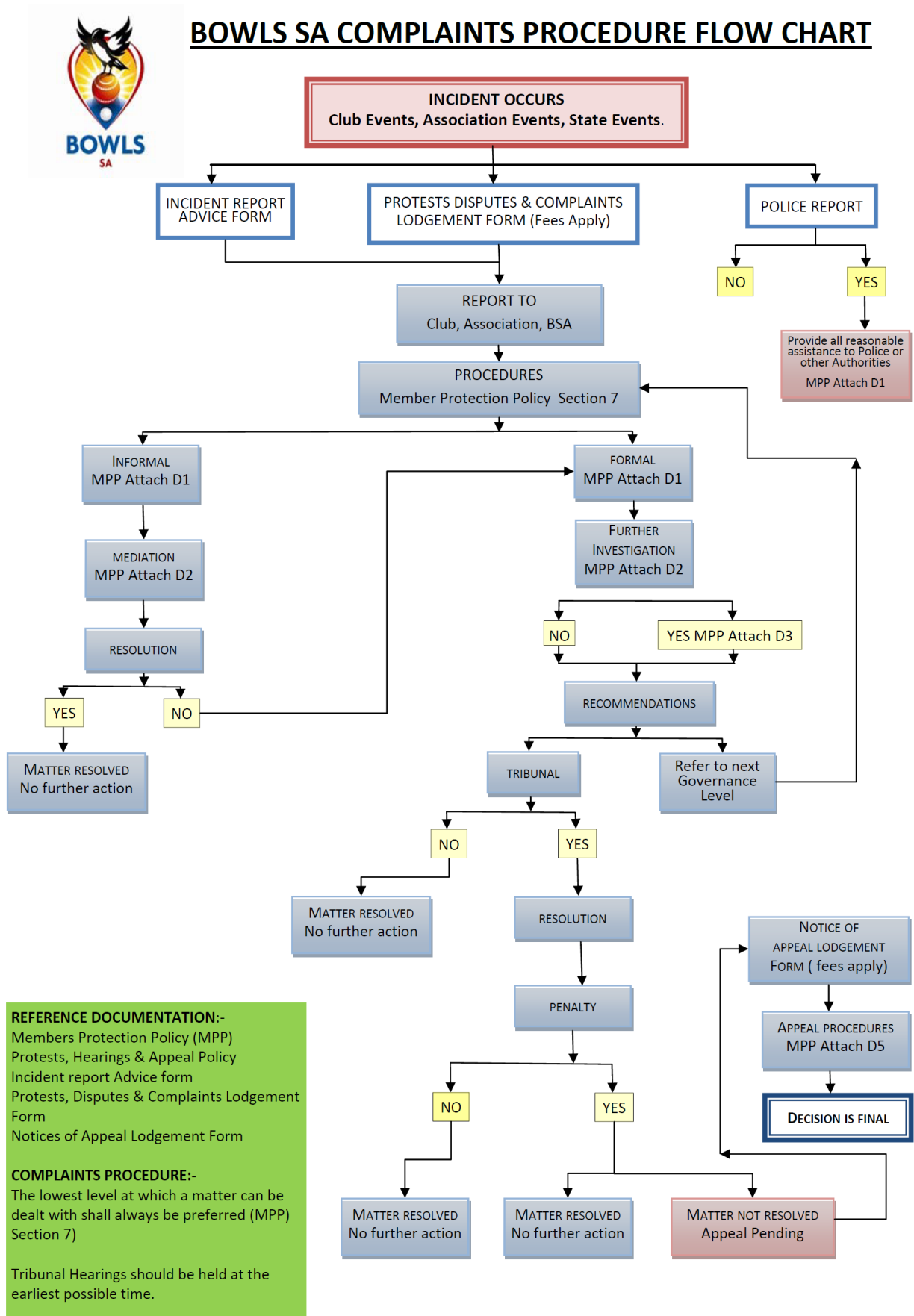
### ***Appeals Procedure***

1. In accordance with the Bowls SA Constitution, a complainant or a respondent(s) who is not satisfied with the decision of a Complaints Manager, the outcome of mediation or a Tribunal decision can lodge one appeal to Bowls SA on one or more of the following bases:
  - a. That a denial of natural justice has occurred; or
  - b. That the disciplinary measure(s) imposed is unjust and/or unreasonable.
  - c. That the decision was not supported by the information/evidence provided to the Complaints Manager/Mediator/Tribunal;
2. A person wanting to appeal in accordance with Clause 1 of the Appeals Procedure must lodge a letter setting out the basis for their appeal with the Chief Executive Officer within seven (7) days of

the relevant decision. Notification of an appeal must be accompanied by a fee as may be determined by the Board of Bowls SA from time to time.

3. If the letter of appeal or the appeal fee is not received by the Chief Executive Officer within the time period the right of appeal lapses.
4. The letter of appeal and copy of tribunal decision report will be forwarded to the Chief Executive Officer to review and decide whether there are sufficient grounds for the appeal to proceed. The Chief Executive Officer may invite any witnesses to the meeting it believes are required to make an informed decision.
5. If the appellant has not shown sufficient grounds for appeal in accordance with Clause 1 of the Appeals Procedure, then the appeal will be rejected. The appellant will be notified with reasons.
6. If the appeal is accepted an Appeal Tribunal with a new panel will be convened to rehear the complaint.
7. The Tribunal Procedure shall be followed for the appeal.
8. The decision of an Appeal Tribunal will be final.

Attachment D6: BOWLS SA COMPLAINTS PROCEDURE FLOWCHART



**REFERENCE DOCUMENTATION:-**  
 Members Protection Policy (MPP)  
 Protests, Hearings & Appeal Policy  
 Incident report Advice form  
 Protests, Disputes & Complaints Lodgement Form  
 Notices of Appeal Lodgement Form

**COMPLAINTS PROCEDURE:-**  
 The lowest level at which a matter can be dealt with shall always be preferred (MPP Section 7)

Tribunal Hearings should be held at the earliest possible time.



# PART E: REPORTING DOCUMENTS

## Attachment E1: CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

Name of person receiving complaint	Date: / /	
Complainant's Name	<input type="checkbox"/> Over 18 <span style="margin-left: 150px;"><input type="checkbox"/> Under 18</span>	
Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other .....
Location/event of alleged issue		
Facts as stated by complainant		
Nature of complaint (category/basis/grounds)  Can tick more than one box	<input type="checkbox"/> Bullying <input type="checkbox"/> Child Harm or Risk of Harm <input type="checkbox"/> Coaching methods <input type="checkbox"/> Disability <input type="checkbox"/> Discrimination <input type="checkbox"/> Harassment <input type="checkbox"/> Personality clash <input type="checkbox"/> Physical abuse <input type="checkbox"/> Pregnancy	<input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Selection dispute <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Unfair decision <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Victimisation <input type="checkbox"/> Other .....
What they want to happen to fix issue		



What information provided	
What they are going to do now	

This record and any notes must be kept in a confidential place – do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be sent to the Chief Executive Officer of Bowls SA.

## Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18		Date Formal Complaint Received:    /    /
Complainant's contact details	Phone: Email:		
Complainant's Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other .....	
Name of person complained about (respondent)	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18		
Respondent's Role/status	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other .....	
Location/event of alleged issue			
Description of alleged issue			
Nature of complaint (category/basis/grounds)  Can tick more than one box	<input type="checkbox"/> Bullying <input type="checkbox"/> Child Harm or Risk of Harm <input type="checkbox"/> Coaching methods <input type="checkbox"/> Disability <input type="checkbox"/> Discrimination <input type="checkbox"/> Harassment <input type="checkbox"/> Personality clash <input type="checkbox"/> Physical abuse Pregnancy	<input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Selection dispute <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Unfair decision <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Victimisation <input type="checkbox"/> Other .....	
Methods (if any) of attempted informal resolution			

Formal resolution procedures followed (outline)	
If investigated: Finding -	
If went to hearing tribunal: Decision -  Action recommended -	
If mediated:  Date of mediation:  Were both parties present:  Terms of Agreement:  Any other action taken:	
If went to appeals tribunal: Decision  Action recommended	
Resolution	<input type="checkbox"/> Less than 3 months to resolve <input type="checkbox"/> Between 3 – 8 months to resolve <input type="checkbox"/> More than 8 months to resolve
Completed by	Name: Position: Signature: / /
Signed by:	Complainant:  Respondent:

This record and any notes must be kept in a confidential place. If the complaint is of a serious nature, or is escalated to and/or dealt with at a state level, the original must be forwarded to the state body and a copy kept at the club/state/district level (whatever level the complaint was made).

## Attachment E3: CONFIDENTIAL RECORD OF CHILD HARM AND RISK OF HARM ALLEGATION

Before completing, ensure the procedures outlined in attachment C4 have been followed and advice has been sought from the Department of Child Protection/or police.

Complainant's Name (if other than the child)			Date Formal Complaint Received: / /
Role/status in sport			
Child or young person's name			Age:
Child or young person's address			
Person's reason for suspecting harm (e.g. observation, injury, disclosure)			
Name of person complained about			
Role/status in sport	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other .....	
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details:  Name (2): Contact details:  Name (3): Contact details:		
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)			
Police contacted	Who: When: Advice provided:		
Government agency contacted	Who: When: Advice provided:		

<b>CEO contacted</b>	Who: When:
<b>Police and/or government agency investigation</b>	Finding:
<b>Internal investigation (if any)</b>	Finding:
<b>Action taken</b>	
<b>Completed by</b>	Name: Position: Signature: / /
<b>Signed by</b>	Complainant (if not a child)

This record and any notes must be kept in a confidential place and provided to the relevant authorities (police and government) should they require them.