



# **Member Protection**

## **Policies & Procedures**

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# Member Protection Policy Statement

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## INTRODUCTION

Squash New Zealand is recognised as the national governing body for squash in New Zealand and represents the interests of its' members to Sport New Zealand, World Squash, Oceania Squash, Drugfree Sport New Zealand and other sports organisations.

Squash is a sport that can be enjoyed by people of all ages and abilities. Squash New Zealand believes that all persons (whatever their age, culture, disability, gender, language, racial origin, religious belief or sexual identity) have the right to be treated with respect and dignity and is committed to ensuring that everyone continues to enjoy our sport for years to come.

This policy is an essential part of Squash New Zealand's proactive and preventative approach to tackling inappropriate behaviour within our sport and providing the safest possible environment for all members to participate and compete in the sport of squash. Squash New Zealand trusts that all administrators, coaches, athletes, referees, support staff and spectators will assist it in promoting safe and responsible behaviour within squash.

This policy:

- Has been made pursuant to the Constitution of Squash New Zealand and has been endorsed by the Squash New Zealand Board
- Should be read in conjunction with the Squash New Zealand Codes of Conduct and other associated Policies
- Will operate until replaced or rescinded
- May be amended from time to time by resolution of the Squash New Zealand Board

## PURPOSE

This Member Protection Policy aims to ensure we maintain ethical and informed decision making and responsible behaviours and sets out the process that Squash New Zealand will follow to help provide a safe, fair and inclusive environment for everyone involved in our sport. This helps us ensure that everyone involved in our sport are treated with respect and dignity, and they are safe and protected from abuse. This policy and our accompanying Codes of Conduct informs everyone involved in our sport of their legal and ethical rights and responsibility and the standards of behaviour that are required.

This policy and its' attachments outline the procedures that support our commitment to eliminate discrimination, harassment, child (and vulnerable adults) abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, Squash New Zealand will take disciplinary action against any person or organisation bound by this policy if they breach it.

## WHO THIS POLICY APPLIES TO

This policy applies to all members of squash in New Zealand, including the following:

- Squash New Zealand staff
- Any person or organisation that is a member of or affiliated to Squash New Zealand
- Persons appointed or elected to Squash New Zealand's Board and sub-committees
- Contractors and volunteers of Squash New Zealand and organisations affiliated to Squash New Zealand
- Support personnel appointed to Squash New Zealand squads or teams (e.g. coaches, managers, trainers, etc.)
- Athletes, including national representative athletes
- Technical officials, including referees and others involved in the regulation of the sport
- All participants taking part in events and activities, including camps and training sessions, held or sanctioned by Squash New Zealand
- Parents, guardians, spectators and sponsors / partners

This policy will continue to apply to a person, organisation or member even after they have stopped their association with Squash New Zealand, if disciplinary action against that person, organisation or member had commenced prior to their disassociation.

## CODES OF CONDUCT

Squash New Zealand has adopted general Codes of Conduct for administrators, coaches, spectators, officials and parents and will ensure that these are publically made available to all members. Suspicions or allegations of non-compliance of these Codes will be dealt with through Squash New Zealand's disciplinary procedure.

### Codes of Ethics

In addition to the general Codes of Conduct (see Appendices):

- Every coach will be required to sign the Coach's Code of Ethics form following the completion of each module or if engaged as a High Performance coach
- Every District level referee (or higher) will be required to sign the Referee's Code of Ethics form in each year they officiate

## BREACHES

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:

- Failing to follow Squash New Zealand policies (including this policy) and procedures for the protection, safety and welfare of members
- Discriminating against, harassing or bullying (including cyber bullying) and any person
- Victimising another person for reporting a complaint

Breaches of this policy shall be dealt with under the Squash New Zealand Disputes and Disciplinary Policy.

# Abuse

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## DEFINITIONS

Abuse means the harming (whether physically, sexually or emotionally), ill-treatment, neglect or deprivation of any person. Squash New Zealand considers this definitions and the examples below applicable to all its members.

### Physical Abuse

Physical abuse is any act that results in inflicted injury to a person. Injuries can be caused through abuse / neglect are known as non-accidental injuries. This may include, but is not limited to:

- Shaking, hitting, kicking, squeezing, burning or biting
- Training methods that are inappropriate for the age and stage of development of the athlete
- Giving alcohol (to young people) or inappropriate drugs

### Sexual Abuse

Sexual abuse is any act that results in the sexual exploitation of a person whether consensual or not. This may include, but is not limited to:

- Non-contact:
  - Exhibitionism
  - Suggestive behaviours or comments
- Contact:
  - Any inappropriate physical contact of sensitive areas
  - Exposure to any obscene or inappropriate material

### Emotional Abuse

Emotional abuse is any act or omission that results in impaired psychological, social or intellectual functioning. This may include, but is not limited to:

- Rejection of isolation
- Inappropriate or continued criticism, threats, humiliation or accusations
- Exposure to, or involvement in, anti-social or illegal activities
- Bullying actions such as sarcasm, teasing and tormenting (including cyber bullying).

### Neglect

Neglect is any act or omission that results in impaired psychological functioning or injury. This may include, but is not limited to:

- Failure to provide basic needs and medical care when necessary
- Neglectful supervision
- Abandonment

# Position Statements

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## YOUNG PEOPLE AND VULNERABLE ADULTS

Squash New Zealand is committed to the safety and well-being of all young people, aged 18 years or under, and vulnerable adults who participate in any aspect of our sport.

The responsibility for safeguarding young people and vulnerable adults lies with all participants who play a role in their lives. This refers to all who work directly and indirectly with young people and adults, including those responsible for the administration and coordinating the squash environment.

Adults should at all times establish and maintain appropriate professional boundaries in their relationships with athletes.

### Good Practice Guidelines

Good practice when working with young people or vulnerable adults means always:

- Putting the fun, safety and wellbeing of young people / vulnerable adults first at all times
- Treating all athletes equally with dignity and respect
- Working in an open environment, avoiding private or unobserved situations and encouraging open communication
- Taking all suspicions, poor practice and allegations seriously and reporting swiftly and appropriately
- Letting the appropriate authorities determine whether or not abuse has taken place
- Securing parental consent in writing to act in loco parentis, if the need arises to administer emergency first aid and / or other medical treatment
- Ensuring any form of abuse or harassment is challenged and reported appropriately
- Knowing and understanding the Member Protection Policy

Where a coach believes it is necessary to touch an athlete in order to correct technique, it is important that they:

- Consult with the parent / caregiver
- Ensure the athlete is made aware of the contact and gives consent
- Consider the appropriateness of the ways in which technique is enhanced involving touch

### Protection Advisor

Squash New Zealand will have a Protection Advisor appointed and that person will be police vetted. This person will have a professional background or experience in child and vulnerable adults' protection issues. Appropriate professional development will be provided in order to ensure that this person is able to undertake the role effectively and safely. The Protection Advisor will be the main point of contact for anyone who has concerns or would like to discuss an issue around the safety of young people and vulnerable adults.

## **Handling Concerns / Disclosures**

Disclosures of abuse or harassment may be made by the person affected or another person who directly observes such behaviour. The following is a guide to handling concerns or disclosures:

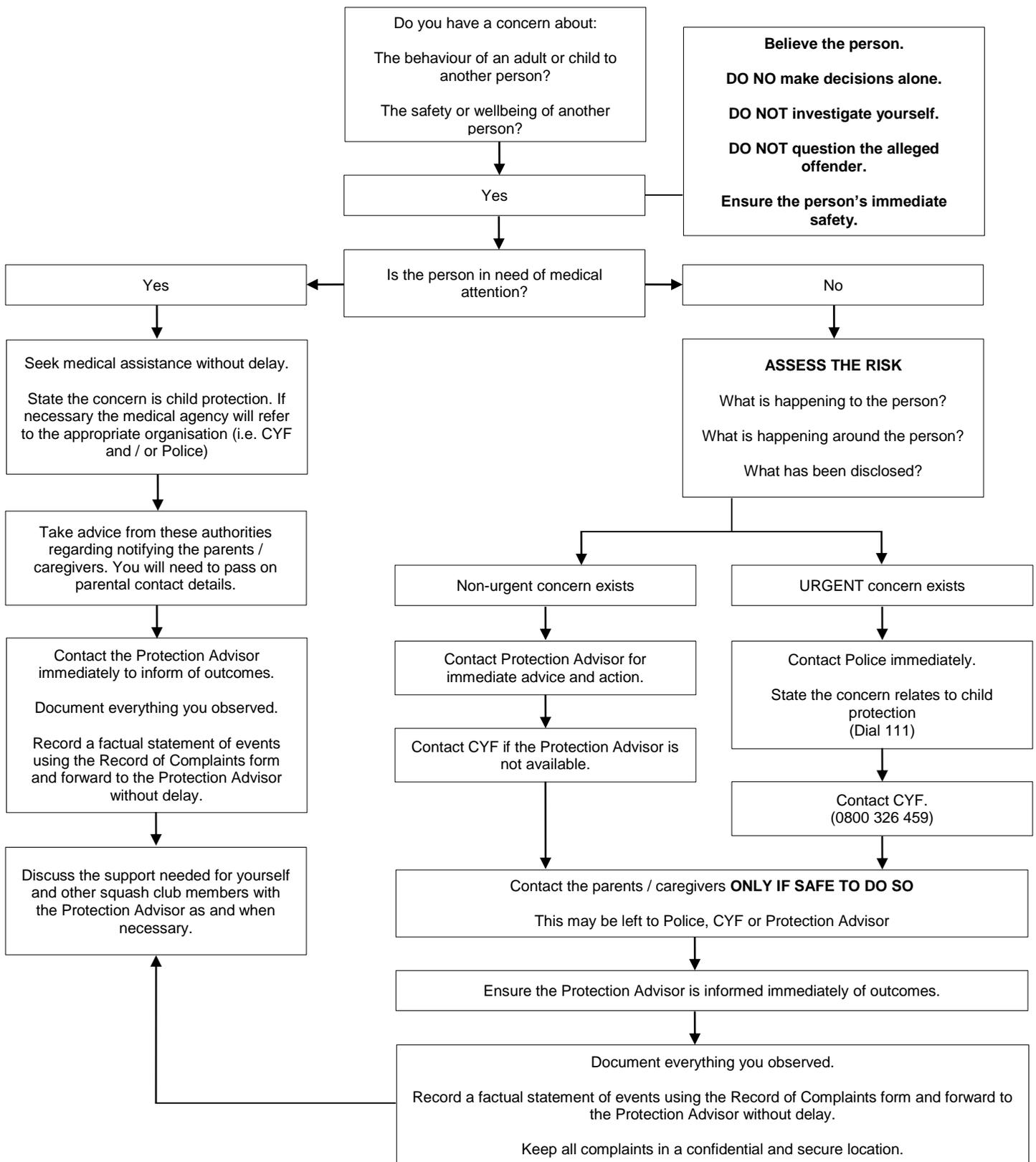
- If a young person or vulnerable adult discloses concerning information you should react calmly, listen and believe the person.
- If you have observed behaviour by another person to a young person or vulnerable adult that causes you concern, you do not have to discuss this with them but can contact the Protection Advisor to seek advice. Your name will be kept confidential.
- At any time you can bypass the Protection Advisor and go directly to Child, Youth and Family (CYF) or the Police.

## **Legal Issues**

When disclosures or observations of abuse are made, those to whom disclosure is made are required in all circumstances to follow the procedures outlined. All those involved in dealing with the issues of Protection are required to respect the provisions of confidentiality which relate to their responsibility. The Privacy Act 1993 and the Health Information Privacy Code 1994 authorise disclosure of information necessary to prevent or lessen serious and imminent harm to any individual to statutory social workers or the Police. The Children, Young Persons and their Families Act 1989 also gives way to privacy under certain circumstances.

## RESPONDING TO COMPLAINTS PROCEDURE

These procedures aim to ensure that all suspicions and / or allegations of abuse against another person are taken seriously and are dealt with in a timely and appropriate manner.



## **TAKING IMAGES / VIDEOS**

Squash New Zealand encourages all members to be vigilant and to report any concerns arising from the taking of images or recording of videos without their knowledge immediately.

Squash New Zealand encourages all individuals and organisations, wherever practicable, to obtain parent / guardian permission before taking an image or video of a member. This excludes taking images or video recordings of award presentations or live streaming.

In the interest of protection, all members and spectators must be aware that:

- They may be asked to cease using photographic or video devices
- They may be required to seek consent directly

The athlete of the parent / caregiver wishing to take images or videos must be the main subject and not to be taken of others without appropriate consent.

No images or videos of members should be uploaded onto any website or social media site by any person without the consent of the parent / caregiver if the person is aged under 18 years.

If Squash New Zealand, its regional District Associations or member clubs use an image of a young person they will not display personal information such as residential address, email address or phone numbers without the consent of the parent / caregiver. They will only use appropriate images or videos relevant to our sport and ensure the person is suitably clothed in a manner that promotes our sport.

If wishing to take photographic or video images of athletes, it is recommended you:

- Attempt to seek consent from the athlete and / or parent / caregiver (if under 18 years)
- Clearly state the intended purpose / use of the images
- Confirm whether you intend to publish the athletes' names alongside the images
- Securely store the images and annotate them with the date they were taken

## **PUBLICATIONS AND THE INTERNET**

Squash New Zealand encourages the use of online sites, such as (but not limited to) websites, Facebook, Twitter and YouTube to promote our sport in a positive way. Squash New Zealand expects all members to conduct themselves appropriately when using the Internet to share information related to our sport.

### **Cyber Safety**

Squash New Zealand encourages the use of technology to aid communication between athletes, coaches and administrators. Bullying and harassment in all forms is unacceptable in our sport and Squash New Zealand will not tolerate abusive, discriminatory, intimidating or offensive statement being made online. Such communication should be professional, brief and related to squash.

Squash New Zealand recommends the following when making online publications, postings, updates and blogs:

- Must not use offensive, provocative or hateful language / images
- Must not be misleading, false or injure the reputation of another person or organisation
- Always respect and maintain the privacy of others
- Always ask for permission before posting images on social networking sites

## **ANTI-DISCRIMINATION AND HARASSMENT**

Squash New Zealand aims to provide a sport environment where all those involved in its activities are treated with dignity and respect, and free from harassment or discrimination.

Squash New Zealand opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourable because of a particular characteristic, imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal, disproportionate effect of 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 phones and computers.

## **SEXUAL RELATIONSHIPS**

Squash New Zealand takes the position that consensual intimate relationships (whether or not of a sexual nature) between coaches and the adult athletes they coach should be avoided as they can have harmful effects on the athlete involved, on other athletes and coaches and on the sport's public image. These relationships can also be perceived to be exploitative due to the differences in authority, power, maturity, status, influence and dependence between the coach and the athlete.

If an athlete attempts to initiate an intimate sexual relationship with a coach, it is the coach's responsibility to discourage the approach and to explain why such a relationship is not appropriate.

The coach or athlete may wish to seek advice or support from another adult if they feel harassed.

## **PREGNANCY**

Pregnant women should be treated with respect and any unreasonable barriers to their full participation in our sport should be removed.

Squash New Zealand recommends that pregnant women wanting to participate in our sport consult with their medical advisors to ensure they make informed decisions about participation. Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of the utmost importance in their decision making about the way they participate in our sport.

## **GENDER IDENTITY**

Everyone bound by this policy must treat people who identify as transgender fairly and with dignity and respect. This includes acting with sensitivity and respect where a person is undergoing gender transition. Squash New Zealand will not tolerate any unlawful discrimination or harassment of a person who identifies as transgender or transsexual or who is thought to be transgender.

Squash New Zealand recognises there is debate over whether a male to female transgender person obtains any physical advantage over other female participants. If issues of performances advantage arise, Squash New Zealand will seek advice on the application of those laws in the particular circumstances.

## **ALCOHOL AND OTHER DRUGS**

Squash New Zealand is committed to the responsible consumption of alcohol and promoting the health, safety and well-being of all members of the New Zealand squash community.

Squash New Zealand is committed to the advancement of clean sports that rejects cheating through the use of performance enhancing drugs and methods.

It is essential that all squash members recognise that the misuse and abuse of alcohol and the use of illicit drugs constitutes a threat to the image of squash in New Zealand. Squash New Zealand will support each affiliated Club to hold its members accountable for behaviour that violates the respective Club policy and may refer incidents which could constitute a violation of law to the appropriate officials.

### **Serving Alcohol**

Alcohol will be served in accordance with The Club's liquor license conditions, which includes but is not limited to:

- Alcohol will only be consumed in licensed areas.
- An approved manager will be on duty when the bar is open.
- Bar staff will not consume alcohol whilst on shift.
- Free drinking water and a selection of non-alcohol beverages will be provided when the bar is open.
- Persons under the age of 18 years will not be allowed behind the bar under any circumstances.
- The liquor license must be displayed at the bar at all times.

### **Intoxicated Patrons**

- Alcohol will not be served to any person who is intoxicated. Signs of intoxication include: slurred speech, impaired balance, poor coordination, reduced inhibition, becoming aggressive or argumentative and exhibiting inappropriate behaviour.
- Bar staff will follow procedures provided in their training for dealing with and refusing alcohol to intoxicated patrons. This may include refusing to serve alcohol to any patron they believe is becoming intoxicated.
- The approved manager on duty will not overrule a decision made by bar staff to refuse service.
- Patrons will not supply alcohol to any other person who is intoxicated or who has been refused service by bar staff.
- Intoxicated patrons may be asked to leave The Club.

### **Underage Drinking**

- No alcohol will be sold or supplied to a person aged under 18 years.
- Only the following forms of photographic identification will be accepted:
  - Current drivers' license with a photograph.
  - Current passport.
  - Proof of age card or photo identification card.
- Staff must request proof of age of any person they believe to be aged under 18 years.
- During trips away the person responsible will not allow any underage drinking.

## **Safe Transport**

- The approved bar manager and bar staff will encourage all patrons to take safe transport home.
- Taxi phone numbers will be displayed in The Club.
- The Club will look to implement a designated driver programme.
- During trips to club activities designated drivers will have a no alcohol limit.

## **Promoting the responsible consumption of alcohol**

- Options other than alcohol will be used as prizes / awards.
- A reasonable range of food, including healthy options, will be available when the bar is open.
- A reasonable range of low or non-alcohol drinks will be stocked and priced to encourage purchase.
- No advertising, promotion or serving alcohol to competitors at junior events.
- No 'all you can drink' functions, drinking competitions or event names that promote getting drunk or imply that getting drunk is desirable.
- The Club will provide alcohol-free social events for young people and families.
- The Club will pursue non-alcohol income sources.
- The Club will not endorse any celebrations, functions or end of season events that involve excessive consumption of alcohol.

## **Smoke-Free Environment**

The Club is committed to conducting sporting and social events in a manner that promotes a smoke-free environment. No smoking shall occur at or near any squash event involving persons under the age of 18 years.

## **Anti-Doping and Illicit Drugs**

All members of Squash New Zealand are required to abide by New Zealand's anti-doping rules, which reflect the World Anti-Doping Agency's World Anti-Doping Code.

In summary the ten rule violations are:

- The presence of a prohibited substance or its metabolites or markers in an athlete's sample
- The use or attempted use by an athlete of a prohibited substance or method
- Evading testing or refusing to provide a sample for drug testing
- Failing to provide accurate and up-to-date whereabouts information or missing a test
- Tampering or attempting to tamper with any part of the doping control process
- Possessing prohibited substances or methods
- Trafficking or attempting to traffic any prohibited substance or method
- Administering or attempting to administer a prohibited substance or method to an athlete
- Covering up an anti-doping rule violation
- An athlete associating with someone, such as a coach or medical professional, who has been found guilty of an anti-doping rule violation or equivalent

Breaches of New Zealand's Anti-Doping Rules shall be dealt with in accordance with those rules.

## **OTHER RELEVANT POLICIES**

Some of the other policies which contribute to the welfare of all those involved in squash include:

- Health and Safety Policy

# Complaints Procedures

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Any person who considers that a member has engaged in harassment, discrimination or abuse may make a complaint. A complaint may be in relation to an act, behaviour, omission, situation or decision that the complainant considers unfair, unjustified, unlawful and / or a breach of this policy.

## Complaints

The lowest level at which a matter can be dealt with should always be preferred. Therefore, if a complaint or issue of concern is related to behaviour or an incident that occurred at a club, regional or national level, then this should be reported to and handled in the following manner:

- In the first instance, the relevant club(s)
- If not resolved at club level, then the regional District Association
- If not resolved at the District level, the national body in accordance with the Squash New Zealand Constitution or other relevant policies

Every effort must be made to persist in resolving complaints at the club level, or if needed, the District level before referring to the national level. If you cannot provide evidence that you have persistently attempted to resolve your concerns, you will be directed back to the relevant level as deemed appropriate.

A complaint or issue of concern is constituted when submitted in writing. It is recognised that when complaints are of a highly sensitive nature, it may be required to preserve the anonymity of the complainant.

This record and any accompanying notes must be kept in a confidential and safe place.

## Improper Complaints

Squash New Zealand aims for any complaints to have integrity and be free of unfair repercussions or victimisation against the person making the complaint. If at any point in the complaints process a complainant has knowingly made an untrue complaint or the complaint is malicious or intended to cause distress to the person complained of, the matter may be dealt with as a disciplinary matter.

# Recommendations

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Squash New Zealand is committed to taking all reasonable steps to ensure unsuitable people are prevented from working with young people and vulnerable adults.

## **Recruiting and Managing People**

Squash New Zealand will use the following when recruiting and managing positions:

- Use clear role descriptions and responsibilities for all positions
- Employ appropriate screening procedures, including police vetting
- Provide all people with copies of the relevant policies and induction procedures

The following outlines the Screening and Vetting Process:

- Carry out an Identity Verification – this is where proof is required for people to verify who they say they are, including previous identities
- Check a person's referees (verbal or written) about his/her suitability for the role
- If there is any uncertainty as to suitability arising from the checking, check with the Protection Advisor if the person is suitable to work with children (they will only be allowed to provide a 'yes' or 'no' as they are bound by Privacy Laws in regards to discussing further detail)
- Obtain a signed consent form from the applicant for a check of Justice records
- Undertake the check of Justice records
- Make an assessment as to whether the person may be unsuitable to work with people under the age of 18 years if the person doesn't agree to a records check after explaining why it is a requirement of our policy. If unsatisfied, do not appoint them
- This information should be updated and reassessed every three years
- Protect the privacy of the person who is checked and maintain confidentiality of any information obtained through the checking process
- Return all information or paperwork to the person if they are not appointed

# Responsibilities

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In implementing this policy, Squash New Zealand is committed to the following responsibilities:

- Promoting the health and welfare of all New Zealand squash participants by providing opportunities for them to take part in squash safely
- Respecting and promoting the rights, wishes and feelings of all New Zealand squash participants.
- Promoting and implementing appropriate procedures to safeguard the well-being of all New Zealand squash participants and protect them from abuse
- Recruiting, training, supporting and supervising its members to adopt best practice to safeguard and protect all New Zealand squash participants from abuse and to minimise risk to themselves
- Responding to any allegations of misconduct or abuse of New Zealand squash participants in line with this Policy as well as implementing, where appropriate, the relevant disciplinary and appeals procedures
- Reviewing and evaluating this Policy and these Procedures on a regular basis, particularly after legislative changes and after any concerns raised under this policy

Individuals following this policy are responsible for:

- Making themselves aware of this policy and complying with its standards of behaviour
- Placing the safety and welfare of others above other considerations
- Being accountable for their own behaviour
- Following the procedures outlined in this policy regarding member protection concerns
- Co-operating in providing a discrimination, young people and vulnerable adults abuse and harassment free sporting environment
- Understand the possible consequences of breaching this policy
- Complying with any decisions and / or disciplinary measures imposed pursuant to this policy

Whilst Squash New Zealand will undertake action to educate all New Zealand squash members about this policy through promotion in newsletters, website and social media pages, the enforcement of this policy is a shared responsibility of all squash members.

## Policy Review

To ensure this policy continues to be relevant for Squash New Zealand's operations, the policy will be reviewed bi-annually.

Signature

Name:

Date:

Signature

Name:

Date:

# Appendix 1: Record of Complaint Form

Details of Complainant (person making complaint)			
Complainant's Name:			Age:
Date:		Time:	
Phone Number:			
Email Address:			
Club:		District Association:	
Complainant's Role			
<input type="checkbox"/> Administrator	<input type="checkbox"/> Athlete	<input type="checkbox"/> Coach	<input type="checkbox"/> Official
<input type="checkbox"/> Parent	<input type="checkbox"/> Spectator	<input type="checkbox"/> Support Personnel	<input type="checkbox"/> Other, please list below:
THE INCIDENT			
Name of person being abused:		Age:	
Date and time of alleged incident:		Location of alleged incident:	
Nature of complaint (can tick more than one)			
<input type="checkbox"/> Harassment	<input type="checkbox"/> Discrimination	<input type="checkbox"/> Sexual / Sexist	<input type="checkbox"/> Unfair decision
<input type="checkbox"/> Selection dispute	<input type="checkbox"/> Coaching methods	<input type="checkbox"/> Personality Clash	<input type="checkbox"/> Verbal abuse
<input type="checkbox"/> Racism	<input type="checkbox"/> Bullying	<input type="checkbox"/> Physical abuse	<input type="checkbox"/> Disability
<input type="checkbox"/> Child abuse	<input type="checkbox"/> Neglect	<input type="checkbox"/> Religion	<input type="checkbox"/> Other
Describe what happened			
Witnesses			
Name:			Contact:
Name:			Contact:
Phone Number:			
ACTION TAKEN			
Parents / caregivers contacted:	Date:	Other organisation contacted:	Date: