



**PISTOL SHOOTING QUEENSLAND
MEMBER PROTECTION POLICY**

July 2018

Endorsed by the PSQ Board 27 July 2018

Preface:

The central objective of Pistol Shooting Queensland (PSQ) is to develop and promote the sport of pistol shooting in Queensland for the enjoyment and participation of its affiliated members in a safe and supportive environment.

Pistol Shooting Queensland is committed to providing an inclusive sport and work environment free of harassment, abuse and discrimination. PSQ will ensure the core values, good reputation and positive behaviours and attitudes of PSQ and its members are maintained. Anyone who is employed by PSQ, and everyone with whom it deals, has the right to be treated with respect and dignity.

PSQ is committed to ensuring the safety and wellbeing of all children and young people involved in our sport.

This policy sets out codes of behaviour which will assist PSQ achieve the above objectives, and are codes which everyone associated with the organisation is expected to abide.

PSQ will not tolerate any type of behaviour which will bring the sport of Pistol Shooting into disrepute.

PSQ will take all complaints seriously, and will ensure they are dealt with promptly, sensitively and with confidentiality.

PSQ's commitment is to ensure that everyone associated with the organisation understands and complies with this policy.



Michele Sandstrom
President Pistol Shooting Queensland

Review history of Pistol Shooting Queensland Member Protection Policy

Version	Date reviewed	Date endorsed	Content reviewed/purpose
1			<ul style="list-style-type: none"> Shooting Australia and Pistol Australia Member Protection Policies endorsed annually by the PSQ Board
2	23 July 2016	23 July 2016	<ul style="list-style-type: none"> Formation of PSQ specific Member Protection Policy and Child Protection Policy All policies to be read in conjunction with: <ol style="list-style-type: none"> the Shooting Australia Member Protection Policy and associated policies and Codes of Conduct the Pistol Australia Codes of Conduct & policies
3	25 July 2018	27 July 2018	<ul style="list-style-type: none"> Reference to PSQ Alcohol Policy and Queensland Responsible Serving of Alcohol legislation updated.

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PART A: MEMBER PROTECTION POLICY

1. Introduction

The central objective of Pistol Shooting Queensland (PSQ) is to develop and promote the sport of pistol shooting in Queensland for the enjoyment and participation of its affiliated members in a safe, inclusive, enjoyable and supportive environment.

Pistol Shooting Queensland's mission is to provide an organisation to facilitate its members' ability to participate in all competitions conducted by the International Shooting Sports Federation, Australian International Shooting Ltd (Shooting Australia), Pistol Australia and all other affiliated organisations connected with the sport of competitive target pistol shooting.

2. Purpose of this policy

This Member Protection Policy aims to assist *Pistol Shooting Queensland* to uphold its core values and create a safe, fair and inclusive environment for everyone associated with our sport. It sets out our commitment to ensure that every person involved in our sport is treated with respect and dignity and protected from discrimination, harassment and abuse. It also ensures that everyone involved in our sport is aware of their legal and ethical rights and responsibilities, as well as the standards of behaviour expected of them.

The policy attachments describe the practical steps we will take to eliminate discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, Pistol Shooting Queensland will take disciplinary action against any person or organisation bound by this policy if they breach this policy in any way.

This policy has been endorsed by the Board of Pistol Shooting Queensland and has been incorporated into our policy documents. The policy starts on 23 July 2016, will be reviewed each year and will operate in its annual updated format until replaced.

The current policy and its attachments can be obtained from our website at:

www.pistolshootingqld.org.au

This policy is supported by the Member Protection Policies implemented by Pistol Australia and Shooting Australia and adopted by our member associations and Member Clubs.

3 Who is bound by this policy

This policy applies to the following people at state and club level, whether they are in a paid or unpaid/voluntary capacity.

- 3.1 persons appointed or elected to the PSQ Board, committees and sub-committees
- 3.2 employees of Pistol Shooting Queensland.
- 3.3 support personnel, including team managers and squad managers
- 3.4 coaches and assistant coaches
- 3.5 section Coordinators
- 3.6 athletes
- 3.7 referees and other officials
- 3.8 members, including life members of Pistol Shooting Queensland.
- 3.9 athletes, coaches, officials and other personnel participating in events and activities, including camps and training sessions, held or sanctioned by *Pistol Shooting Queensland*.
- 3.10 *any other person to whom the policy may apply.*
- 3.11 affiliated Member Clubs and associated organisations.

This policy will continue to apply to a person even after he or she has stopped their association or employment with Pistol Shooting Queensland], if disciplinary action against that person has begun.

4. Organisational responsibilities

Pistol Shooting Queensland must:

- 4.1 adopt, implement and comply with this policy
- 4.2 ensure that the Constitution, By-laws or other rules and policies include the necessary clauses for this policy to be enforceable
- 4.3 publish, distribute and promote this policy and the consequences of any breaches
- 4.4 promote and model appropriate standards of behaviour at all times
- 4.5 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 all people and organisations to whom this policy applies
- 4.9 use appropriately trained people (PSQ Member Protection Officers) to receive and manage complaints and allegations of inappropriate behavior.
- 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 the codes of behaviour it sets out
- 5.2 consenting to our screening requirements and the Queensland Working with Children Checks if the person has a role that involves regular unsupervised contact with a child or young person under the age of 18
- 5.3 placing the safety and welfare of children above other considerations
- 5.4 being accountable for their behaviour
- 5.5 following the steps outlined in this policy for making a complaint or reporting possible child abuse
- 5.6 complying with any decisions and/or disciplinary measures imposed under this policy.

6. Position statements

6.1 Child protection

Pistol Shooting Queensland is committed to the safety and well-being of all children and young people who participate in our sport or access our services. We support the rights of the child and will act at all times to ensure that a child-safe environment is maintained.

Pistol Shooting Queensland acknowledges the valuable contribution made by our staff, members and volunteers and we encourage their active participation in providing a safe, fair and inclusive environment for all participants.

6.1.1 Identify and analyse risk of harm

Pistol Shooting Queensland will implement a risk management strategy, including a review of our existing child protection practices, to determine how child-safe our organisation is. PSQ will identify any additional steps we can take to minimise and prevent the risk of harm to children because of the actions of an employee, volunteer or another person.

6.1.2 Develop codes of behaviour

Pistol Shooting Queensland will implement and promote a code of behaviour that sets out the conduct we expect of adults when they deal and interact with children involved in our sport, especially those in our care. We will also implement a code of behaviour to promote appropriate conduct between children.

These codes will clearly describe professional boundaries, ethical behaviour and unacceptable behavior. (Refer to the attachments in Part B of this policy.)

6.1.3 Choose suitable employees and volunteers

Pistol Shooting Queensland will take all reasonable steps to ensure that our organisation engages suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This will include using a range of screening measures.

We will ensure that Working with Children Checks are conducted for all employees and volunteers who work with children, where an assessment is required by law. If a criminal history report is obtained as part of their screening process, we will handle this information confidentially and in accordance with the relevant legal requirements. (Refer to the attachments in Part C of this policy.)

6.1.4 Support, train, supervise and enhance performance

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

6.1.5: Empower and promote the participation of children

Pistol Shooting Queensland will encourage children and young people to be involved in developing and maintaining a child-safe environment for our sport.

6.1.6: Report and respond appropriately to suspected abuse and neglect

Pistol Shooting Queensland will ensure that all our employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable grounds that a child has been, or is being, abused or neglected. (Refer to the attachments in Part E of this policy.)

Further, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a child, or is in breach of this policy, he or she may make an internal complaint. (Refer to the attachments in Part D of this policy.)

6.2 Taking images of children

Images of children can be used inappropriately or illegally.

Pistol Shooting Queensland 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. They should also make sure the parent/guardian understands how the image will be used.

To respect people's privacy, we do not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets.

When using a photo of a child, Pistol Shooting Queensland will not name or identify the child or publish personal information, such as residential address, email address or telephone number, without the consent of the parent/guardian. We will not provide information about a child's hobbies, interests, school or the like, as this can be used by paedophiles or other persons to "groom" a child.

Pistol Shooting Queensland will only use images of children that are relevant to our sport and we will ensure that they are suitably clothed in a manner that is required for participation in the sport. We will seek permission from the parents/guardians of the children before using the images. Pistol Shooting Queensland requires our Member Clubs and Pistol Shooter Members to do likewise.

6.3 Anti-discrimination and harassment

Pistol Shooting Queensland aims to provide an environment where all those involved in our activities and events are treated with respect.

We recognise that people cannot participate, enjoy themselves or perform at their best if they are treated unfairly, discriminated against or harassed.

We prohibit all forms of harassment, discrimination and bullying based on the personal characteristics listed in the "Definitions" set out in our Dictionary of Terms [see clause 10]. In most circumstances, this behaviour is against the law.

If any person feels they are being harassed or discriminated against by another person or organisation bound by this policy, they may make an internal complaint. In some circumstances, they may also be able to make a complaint to an external organisation. (Refer to the attachments in Part D of this policy.)

6.4.1 Sexual relationships (Potential disciplinary action)

Pistol Shooting Queensland takes the position that consensual sexual relationships between coaches or officials 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 a sexual relationship exists between an athlete and a coach, we will consider whether disciplinary action is necessary. Factors that will be taken into account include the relative age and maturity of the athlete to the coach, the financial or emotional dependence of the athlete on the coach and the likelihood of the relationship having an adverse impact on the athlete and/or other athletes.

If we determine that the sexual relationship is inappropriate, action may be taken to stop the coaching relationship with the athlete. This could include a transfer, a request for resignation or dismissal from coaching duties.

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 the PSQ *Member Protection Information Officer, Complaints Manager or other official*, if they feel harassed. Our complaints procedure is outlined in Part D of this policy.

6.4.2 Intimate relationships (No disciplinary action)

Pistol Shooting Queensland 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 the PSQ *Member Protection Information Officer, complaints officer or other official*, if they feel harassed. Our complaints procedure is outlined in Part D of this policy.

6.5 Pregnancy

Pregnant women should be treated with respect and any unreasonable barriers to their full participation in our sport should be removed. We will not tolerate any discrimination or harassment against pregnant women.

Pistol Shooting Queensland will take reasonable care to ensure the safety, health and well-being of pregnant women and their unborn children. We will advise pregnant women that there may be risks involved and encourage them to obtain medical advice about those risks. Pregnant women should be aware that their own health and well-being, and that of their unborn children, are of utmost importance in their decision-making about the extent they choose to participate in our sport.

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sport and ensure that they make informed decisions about their participation in our sport. We will only require pregnant women to sign a disclaimer if all other

participants are required to sign one in similar circumstances. We will not require women to undertake a pregnancy test.

If a pregnant woman feels she has been harassed or discriminated against by another person or organisation bound by this Policy, she may make a complaint. (Refer to the attachments in Part D of this policy.)

6.6 Gender identity

Pistol Shooting Queensland is committed to providing a safe, fair and inclusive sporting environment where people of all backgrounds can contribute and participate. People who identify as transgender or transsexual should be treated fairly and with dignity and respect at all times. This includes acting with sensitivity when a person is undergoing gender transition.

We will not tolerate any unlawful discrimination or harassment of a person who identifies as transgender or transsexual or who is thought to be transgender or transsexual. If a transgender or transsexual person feels he or she has been harassed or discriminated against by another person or organisation bound by this policy, he or she may make a complaint. (Refer to the attachments in Part D of this policy.)

Pistol Shooting Queensland recognises that excluding transgender and transsexual people from participating in sporting events and activities has significant implications for their health, well-being and involvement in community life. In general, we will support their participation in our sport on the basis of the gender with which they identify.

Pistol Shooting Queensland recognises the divergent discrimination laws across the country. If issues of performance advantage arise, we will seek advice on the application of those laws in the particular circumstances.

Pistol Shooting Queensland is aware that the International Olympic Committee (IOC) has established criteria for selection and participation in the Olympic Games. Where a transgender person intends to compete at an elite level, we will encourage them to obtain advice about the IOC's criteria, which may differ from the position we have taken.

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.

6.7 Responsible service and consumption of alcohol

Pistol Shooting Queensland is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol. We also recommend that member clubs follow strict guidelines regarding the service and consumption of alcohol.

In general, our policy is that:

- Participants in our sport, at any level, must be aware of the Queensland Weapons Act rules pertaining to alcohol consumption and participating in the sport.
- alcohol should not be available or consumed during sporting events for children and young people under the age of 18
- Consumption of alcohol at Pistol Shooting Queensland events are bound by the Pistol Shooting Queensland PBTR Alcohol Policy and the Queensland Responsible Serving of Alcohol Legislation:
<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/compliance>
- alcohol-free social events will be provided for young people and families.
- food and low-alcohol and non-alcoholic drinks will be available at events we hold or endorse where alcohol is served

- a committee member will be present at events we hold or endorse where alcohol is served to ensure appropriate practices are followed
- safe transport options will be promoted as part of any event we hold or endorse where alcohol is served.

6.8 Smoke-free environment

Pistol Shooting Queensland recommends that the following policies be applied to all sporting and social events that we hold or endorse.

- 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 and volunteers.
- Social events shall be smoke-free, with smoking permitted at designated outdoor smoking areas.
- Coaches, officials, trainers, volunteers and players will refrain from smoking and remain smoke-free while they are involved in an official capacity in our sport, both on and off the field.

6.9 Cyber-bullying

Pistol Shooting Queensland regards bullying and harassment in all forms as unacceptable in our sport.

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.

Pistol Shooting Queensland will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. In some cases, bullying is a criminal offence.

Frustration at a referee, teammate, coach or sporting body must 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 club, association or peak sporting body.

6.10 Social networking websites

Pistol Shooting Queensland acknowledges the enormous value of social networking websites, such as Facebook and Twitter, to promote our sport and celebrate the achievements and success of the people involved in our sport.

We expect all people bound by this policy to conduct themselves appropriately when using social networking sites to share information related to our sport.

Social media postings, blogs, status updates and tweets:

- must not use offensive, provocative or hateful language
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of others
- should promote the sport in a positive way.

Refer PBTR Communication Policy and PSQ Social Media Policy

7.1 Handling complaints

Pistol Shooting Queensland aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice.

Any person (a complainant) may report a complaint about a person, people or organisation bound by this policy (respondent) if they feel they have been harassed, bullied or discriminated against or there has been a breach of this policy.

In the first instance, complaints should be reported to the PSQ Member Protection Information Officer, Complaints Manager or Administrator].

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
- 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.
- national level, as well as serious cases referred from the state and club level, should be dealt with by the national body.

A complaint may be handled informally or formally. The complainant will usually indicate his or her preferred option unless the *Member Protection Information Officer, Complaints Manager, or Administrator* considers that the complaint falls outside this policy and should be handled another way. For example, the law may require that the complaint/allegation be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially. Our procedures for handling and resolving complaints are outlined in Attachment D1.

Individuals and organisations may also seek to have their complaint handled by an external agency under anti-discrimination, child protection, criminal or other relevant legislation.

7.2 Improper complaints and victimisation

Pistol Shooting Queensland aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against the person making the complaint.

We 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 or supporting another person's complaint

If at any point in the complaint handling process the *Member Protection Information Officer, Complaints Manager, Administrator* considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or intended to cause distress to the respondent, the matter may be referred to the *official/committee/Tribunal* for review and appropriate action, including possible disciplinary action against the complainant.

7.3 Mediation

Pistol Shooting Queensland aims to resolve complaints quickly and fairly. Complaints may be resolved by agreement between the people involved with no need for disciplinary action.

Mediation is a confidential process that allows those involved in a complaint to discuss the issues or incident in question and come up with mutually agreed solutions. It 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 *relevant Member Protection Information Officer or Complaints Manager* will, in consultation with the complainant, arrange for an independent mediator where possible. We will not allow lawyers 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 the Administrator or other designated official
- *referred to it or escalated by a club, because of the serious nature of the complaint, because it was unable to be resolved at the club level or because the policy of the state association directs it to be*
- *for an alleged breach of this policy*

Our Tribunal procedure is outlined in Attachment D4.

A respondent may only lodge an appeal 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 D4.

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 bound by this policy to do anything contrary to this policy, including but not limited to:

- 8.1 breaching the codes of behaviour (see Part B of this policy);
- 8.2 bringing the sport and/or Pistol Shooting Queensland into disrepute, or acting in a manner likely to bring the sport and/or Pistol Shooting Queensland into disrepute;
- 8.3 failing to follow Pistol Shooting Queensland policies (including this policy) and our procedures for the protection, safety and well-being of children;
- 8.4 discriminating against, harassing or bullying (including cyber-bullying) any person;
- 8.5 victimising another person for making or supporting a complaint;
- 8.6 engaging in a sexually inappropriate relationship with a person that he or she supervises, or has 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 Pistol Shooting Queensland information that is of a private, confidential or privileged nature;
- 8.9 making a complaint that they know 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;
- 8.11 failing to comply with a direction given to the individual or organisation as part of a disciplinary process.

9. Disciplinary measures

Pistol Shooting Queensland may impose disciplinary measures on an individual or organisation for a breach of this policy.

Any disciplinary measure imposed will be:

- fair and reasonable
- applied consistent with any contractual and employment rules and requirements
- be based on the evidence and information presented and the seriousness of the breach
- be determined in accordance with our Constitution, By-laws, this policy and/or the rules of the sport.

9.1 Individual

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 Pistol Shooting Queensland;
- 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 Pistol Shooting Queensland 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 Any other form of discipline that the Pistol Shooting Queensland Board considers appropriate.

9.2 Member Club

If a finding is made that a Member Club has breached this Member Protection Policy, one or more of the following forms of discipline may be imposed by a Tribunal.

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

9.3 Organisation

If a finding is made that Pistol Shooting Queensland has breached its own or this Member Protection Policy, one or more of the following forms of discipline may be imposed by a Tribunal.

- 9.3.1 A written warning;
- 9.3.2 A direction that any rights, privileges and benefits provided to that organisation by the national body or other peak association be suspended for a specified period;
- 9.3.3 A direction that any funding granted or given to it by Pistol Australia and/or Shooting Australia cease from a specified date;
- 9.3.4 A direction that Pistol Australia and/or Shooting Australia cease to sanction events held by or under the auspices of that organisation;
- 9.3.5 A recommendation to Pistol Australia that its membership of Pistol Australia be suspended or terminated in accordance with the relevant constitution or rules;
- 9.3.6 Any other form of discipline that the national body or peak organisation considers reasonable and appropriate.

9.4 Factors to consider

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

- the nature and seriousness of the breach
- if the person or organisation knew, or should have known, that the behaviour was a breach of the policy
- the person's/organisation's level of contrition
- the effect of the proposed disciplinary measures on the person or organisation, including any personal, professional or financial consequences
- if there have been any relevant prior warnings or disciplinary action
- the ability to enforce disciplinary measures if the person is a parent or spectator (even if they are bound by the policy)
- any other mitigating circumstances.

10. Dictionary of terms

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. Further detail or definitions that are specific to different states and territories can be sourced from the relevant child protection authorities or equal opportunity and anti-discrimination commissions.

Abuse is the violation of an individual's human or civil rights through the act or actions of another person or persons. Types of abuse include physical abuse, psychological or emotional abuse, sexual abuse, constraints and restrictive practices, financial abuse, legal or civil abuse and systemic abuse.

Affiliated club means a Pistol Shooting Queensland Ltd Member Club.

Child means a person who is under the age of 18.

Child abuse involves conduct which puts a child at risk of harm and may include:

- **physical abuse**, which occurs when a child has suffered, or is at risk of suffering, non-accidental physical trauma or injury. This may include, but is not limited to, hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child's development or maturity.
- **sexual abuse**, which occurs when an adult, other child, or adolescent uses their power or authority to involve a child in a sexual activity or any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography, including child pornography, or inappropriate touching or conversations).
- **emotional abuse**, which occurs when a child's social, emotional, cognitive or intellectual development is impaired or threatened. Emotional abuse can include, but is not limited to, emotional deprivation due to persistent rejection or criticism, hostility, teasing/bullying, humiliation, taunting, sarcasm, yelling, name-calling or placing unrealistic expectations on a child.
- **neglect**, which occurs when a child's basic necessities of life are not met and their health and development are affected. Basic needs include food, water, shelter, adequate clothing, personal hygiene, timely provision of medical treatment and adequate supervision.

Complaint means a complaint made under clause 7 of this policy

Complainant means the person making a complaint.

Complaint handler/manager means the person appointed under this policy to investigate a complaint.

Discrimination occurs when someone is treated (or is proposed to be treated) unfairly or less favourably than another person in the same or similar circumstances because of one of the personal characteristics covered by anti-discrimination laws. This is known as direct discrimination. Indirect discrimination occurs when there is (or is proposed) an unreasonable requirement, condition or practice that seems to treat everyone equally, but which has or is likely to have the effect of disadvantaging persons with a personal characteristic covered by anti-discrimination laws.

In Australia, it is against the law to discriminate against someone because of:

- age
- sex or gender
- gender identity
- intersex status
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration
- disability, mental and physical impairment
- family/carer responsibilities, status as a parent or carer
- marital status
- pregnancy, potential pregnancy, breastfeeding
- sexual orientation and gender identity

- physical features
- irrelevant medical record
- irrelevant criminal record, spent convictions
- political beliefs or activities
- religion, religious beliefs or activities
- national extraction or social origin
- lawful sexual activity
- profession, trade, occupation or calling
- member of association or organisation of employees or employers, industrial activity, trade union activity
- defence service
- personal association with someone who has, or is assumed to have, any of the above characteristics

Examples of discrimination are available on the Play by the Rules website:

www.playbytherules.net.au/legal-stuff/discrimination

Some exceptions to state, territory and federal anti-discrimination law apply, including exceptions for sporting activities, such as:

- holding a competitive sporting activity for a specific age or age group (e.g. only those who are under the age of 15 years);
- excluding people on the basis of their sex and/or gender identity status from participation in a competitive sporting activity where the strength, stamina or physique of competitors is relevant to the specific activity (note that this does not apply to activity by children who are under the age of 12 years); and
- 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.

Harassment is any type of unwelcome behaviour which has the effect of offending, humiliating or intimidating the person harassed. Unlawful harassment can be based on any of the personal characteristics covered by anti-discrimination law, such as a person's race, sex, pregnancy, marital status or sexual orientation (see the list under "Discrimination").

Public acts of racial hatred which are reasonably likely to offend, insult, humiliate or intimidate are also prohibited. This applies to spectators, participants or any other person who engages in such an act in public. Some states and territories also prohibit public acts that vilify people on other grounds such as homosexuality, gender identity, HIV/AIDS, religion and disability (see also "Vilification").

Member means a Pistol Shooting Queensland Ltd Member as per the Pistol Shooting Queensland Constitution.

Member Protection Information Officer means a person appointed by us to be the first point of contact for a person reporting an issue or a complaint under, or a breach of, this policy.

PBTR means the Australian Sports Commission's Play By The Rules initiative.

Procedural fairness requires that:

- the respondent knows the full details of what is being said against him or her and they have the opportunity to respond;
- no person may judge their own case; and
- the decision-maker(s) must be unbiased, fair and just.

Police check means a national criminal history record check conducted as a pre-employment, pre-engagement or current employment background check on a person.

Policy means this Member Protection Policy and its associated and relevant policies.

Respondent means the person whose behaviour is the subject of the complaint.

Role-specific codes of conduct (or behaviour) means standards of conduct required of people holding certain roles in our organisation (e.g. coaches, officials, umpires).

Sexual harassment means unwelcome behaviour of a sexual nature which could reasonably be expected to make a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include unwelcome physical contact, verbal comments, jokes, propositions, displays of pornographic or offensive material or other behaviour that creates a sexually hostile environment. Sexual harassment does not have to be intentional.

Sexual offence means a criminal offence involving sexual activity or acts of indecency. Because of differences under state and territory laws, this can include but is not limited to:

- rape
- indecent assault
- sexual assault
- assault with intent to commit sexual acts
- incest
- sexual penetration of child under the age of 16 years
- indecent act with child under the age of 16 years
- sexual relationship with child under the age of 16 years
- sexual offences against people with impaired mental functioning
- abduction and detention
- procuring sexual penetration by threats or fraud
- procuring sexual penetration of child under the age of 16 years
- bestiality
- soliciting a child under the age of 16 years to take part in an act of sexual penetration, or an indecent act
- promoting or engaging in acts of child prostitution
- obtaining benefits from child prostitution
- possession of child pornography
- publishing child pornography and indecent articles.

Transgender 'Transgender' is an umbrella term that refers to a person whose gender identity is different to their physical sex as recorded at birth. Transitioning refers to the process where a transgender person commences living as a member of another sex. This is sometimes referred to as the person 'affirming' their gender because transitioning means they start living in what they identify as their true gender. For people who are transitioning/affirming their gender, having their identity fully recognised in all areas of life is a crucial part of the experience of living as their affirmed gender.

Sexual orientation: The term 'sexual orientation' 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.

Gender identity: The term 'gender identity' refers to a person's deeply held internal and individual sense of gender.

Gender expression: The term 'gender expression' refers to the way in which a person externally expresses their gender or how they are perceived by others.

Intersex: The term 'intersex' 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 of indeterminate sex.

Victimisation means treating someone unfairly or unfavorably, or threatening to do so, because that person has, or intends to, pursue their right to make any complaint, including a complaint under government legislation (e.g. anti-discrimination legislation) or under this policy, or for supporting another person to make complaint.

Vilification means behaviour that occurs in public which incites hatred towards, serious contempt for, or revulsion or severe ridicule of a person or group of people because that person or persons have a particular personal characteristic. Anti-discrimination laws in Australia make it unlawful to vilify a person or group of persons on the basis of race, religion, homosexuality, transgender status and HIV/AIDS status.

NOTE: Additional obligations may apply under relevant/applicable state or territory anti-discrimination laws.

PART B: CODES OF BEHAVIOUR

We seek to provide a safe, fair and inclusive environment for everyone involved in our organisation and in our sport.

To achieve this, we require certain standards of behavior of players/athletes, coaches, officials, administrators, parents/guardians (of child participants) and spectators.

Our codes of behaviour are underpinned by the following core values.

- To act within the rules and spirit of our sport.
- To display respect and courtesy towards everyone involved in our sport and prevent discrimination and harassment.
- To prioritise the safety and well-being of children and young people involved in our sport.
- To encourage and support opportunities for participation in all aspects of our sport.

GUIDELINES; POLICIES and CODES OF CONDUCT/BEHAVIOUR RELEVANT TO THIS POLICY:

Applicable to PSQ affiliated Member Clubs and PSQ Pistol Shooter Members:

Shooting Australia Policies:

- Shooting Australia Anti-Doping Policy
- Shooting Australia Disability Policy
- Shooting Australia Fairness, Respect and Diversity Policy
- Shooting Australia Member Protection Policy
- Shooting Australia Privacy Policy
- Shooting Australia Media Guidelines
- Shooting Australia Coach's Code of Conduct Agreement Form

Pistol Australia Policies:

- Pistol Australia Code of Conduct
- Pistol Australia Privacy Statement
- Pistol Australia Officials Undertaking Form (Officials & Coaches)

Pistol Shooting Queensland

- Codes of Behaviour (PBTR)
- Pistol Shooting Queensland Board Members Code of Conduct
- Pistol Shooting Queensland Officials - Coaches Code of Conduct
- Pistol Shooting Queensland Membership Agreement
- Pistol Shooting Queensland Workplace Health and Safety Policy
- Guidelines for Working with Children (PBTR)
- Chaperone Policy (PBTR)
- Picking up and Dropping Off Children Policy (PBTR)
- Including People with a Disability Policy (PBTR)
- Communication Policy (PBTR)
- Spectator Behaviour Policy (PBTR)
- Team Selection Policy: Open and Junior (PBTR)
- Pistol Shooting Queensland State Development Squad Guidelines
- Alcohol Policy (PBTR)
- Queensland Responsible Serving of Alcohol Legislation.

PART C: EMPLOYMENT SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS

We are committed to providing a child-safe environment. As part of this, we will recruit staff and volunteers who do not pose a risk to children.

Employment screening and Working with Children Checks can involve criminal history checks, signed declarations, referee checks and other appropriate checks that assess a person's suitability to work with children and young people.

Working with Children Check laws are currently in place in New South Wales, Queensland, Western Australia, Victoria, the Northern Territory and South Australia.

Pistol Shooting Queensland and clubs, will meet the requirements of the relevant state or territory Working with Children Check laws.

Individuals travelling with children and young people to another state or territory in a work-related capacity must comply with the screening requirements of that particular state or territory.

ATTACHMENTS

- Attachment C1: Screening requirements (for the Australian Capital Territory and Tasmania)
- Attachment C2: Member Protection Declaration
- Attachment C3: Working with Children Check requirements

PART D: COMPLAINT HANDLING PROCEDURES

We will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously.

We will provide individuals with an informal and informal process to resolve the matter, along with access to an external complaint handling body, based on their preferences and the nature of the complaint.

We also provide an appeals process for those matters where it is required.

We will maintain confidentiality as far as possible and ensure that no one is victimised for making, supporting or providing information about a complaint.

ATTACHMENTS

- Attachment D1: Complaints procedure
- Attachment D2. Mediation
- Attachment D3. Investigation procedure
- Attachment D4. Tribunal procedure

PART E: REPORTING REQUIREMENTS AND DOCUMENTS/FORMS

We will ensure that all the complaints we receive, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint. This information, and any additional records and notes, will be treated confidentially and stored in a secure place.

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

We will ensure that everyone who works with our organisation in a paid or unpaid capacity understands how to appropriately receive and record allegations of child abuse and neglect and how to report those allegations to the relevant authorities in their state or territory.

ATTACHMENTS

- Attachment E1: Confidential record of informal complaint
- Attachment E2: Confidential record of formal complaint
- Attachment E3: Handling an allegation of child abuse
- Attachment E4: Confidential record of child abuse allegation