

SAFE HOCKEY POLICY

PURPOSE

The purpose of this document is to provide guidance and direction to **Hockey Australia (HA)** and all **Member Associations (MA)** regarding safe environments for children and young people.

SCOPE

These policies and procedures specifically apply to the following People in Hockey:

Level 1:

- HA and MA Board Directors
- Executive Employees
- Permanent Employees (with recruitment and supervision responsibilities only).

Level 2:

- Casual or contracted employees
- Contracted national team athletes
- Coaches and managers of state and national teams
- Tournament officials
- Senior Umpires

Definitions

Please [click here](#) for a comprehensive list of definitions.

Policy Statements

1. Safe Leadership

Responsibilities

- 1.1 Any incident, action or behaviour that does not comply with these policies and procedures may be considered a breach of HA or MA policy and/or a breach of the law.
- 1.2 It is the responsibility of all People in Hockey to report any breaches and a breach may result in disciplinary action which, depending on the severity, may range from a written warning to termination of employment.
- 1.3 Additionally, HA and all MAs are required to report breaches of the law, therefore it may also result in action being taken by an external agency such as the Police.
- 1.4 It is the responsibility of all People in Hockey to familiarise themselves with the policies and procedures outlined in this document. If any Person in Hockey does not fully

understand what is required of them it is their responsibility to seek further clarification, support and/or training by contacting a supervisor.



Leadership and Governance

- 1.5 HA and all MAs take a holistic approach to ensuring a culture of safety of children and young people is embedded across all aspects of the organisation and at all levels and will actively promote a culture of safety to the broader hockey community.
- 1.6 HA and all MAs strive to ensure all People in Hockey are informed and aware of their obligations to protect children and young people from harm and abuse and can do so competently and confidently.
- 1.7 HA and all MAs are committed to ensuring appropriate governance mechanisms are in place to oversee their commitment to the safety of children and young people.
- 1.8 The safety of children and young people will be a key priority of the HA and MA Boards, taking on the responsibility to:
 - consistently and regularly assess risk
 - consider incidents including near misses and strategies of improvement
 - remain up to date on child safety compliance status.

Due Diligence

- 1.9 HA and all MAs will communicate their commitment to the safety of children and young people across its partnerships and community of networks to promote its importance, encourage affiliated partners to consider their own compliance and to broaden the understanding of HA's and all MA's culture of safety of children and young people.
- 1.10 HA and all MAs will conduct routine due diligence processes of both current and potential partners to ensure all organisations, clubs and companies affiliated with HA and all MAs are compliant with the Standards and Principles (as required).

Child Safe Compliance and Review

- 1.11 HA will review and update their Safe Hockey Framework every two years (minimum) and will engage external consultants to provide an independent analysis on organisational compliance with each review.
- 1.12 HA will review and update their Safe Hockey Framework outside of the regular schedule in the event of legislative or best practice changes.

2. Safe People

Recruitment

- 2.1 HA and MAs will conduct all recruitment processes in line with the existing recruitment policies and this Safe People policy and procedure. Where an existing policy contradicts this Safe People policy and procedure, this document is to be used over the existing policy.
- 2.2 The following table provides a definition of Level 1, 2, 3 and 4 People in hockey, to assist in the interpretation of this policy and procedure.



Level	Includes	Examples
Level 1 People	<ul style="list-style-type: none">• Board Directors• Executive Employees• Permanent Employees	CEO Member Protection Information Officers Finance Managers Participation Coordinators
Level 2 People	<ul style="list-style-type: none">• Casual or Contracted Employees• Contracted National Team athletes• Coaches and Managers of State/ National Teams• Tournament Officials• Senior Umpires	Casual Development Officers Kookaburras/Hockeyroos U13, U15, U18 and U21 Coaches and Managers Team Physios Tournament Directors & Assistant Tournament Directors
Level 3 People	<ul style="list-style-type: none">• Any other contractor or volunteer with direct contact with a child or young person	Volunteering parents
Level 4 People	Any other person involved in hockey with no contact with a child or young person (and therefore irrelevant to this document).	

Please note: HA and MA's can use discretion to determine which level individual roles align to, however it is best practice to, where possible, increase the level of scrutiny applied rather than to relax it.

Screening

- 2.3 For the purpose of this document, Level 3 People include any other employee, contractor or volunteer in a child – related role (in addition to Level 1 or Level 2 People).
- 2.4 All Level 1, Level 2 and Level 3 People are required to hold a current Working with Children Check (WWCC), or State/ Territory based equivalent check before commencement and for the duration of their engagement with Hockey.
- 2.5 Should a Person in Hockey be exempt from requiring a WWCC due to State/Territory legislation, but remain eligible, they are required to hold a WWCC or equivalent.

FOR EXAMPLE: In most States and territories, a police officer is exempt from requiring a WWCC or equivalent, however, if they are volunteering as a hockey coach for the U15's state team, they will still be required to obtain a WWCC or equivalent under this policy.

- 2.6 Although rare, should a Person in Hockey not be eligible for a WWCC due to State/Territory legislation, all other screening processes still apply, and additional

consideration must be given to risks, in absence of a checking system. Further information on the State/Territory WWCC schemes and eligible roles can be found in the [Safe Hockey Working with Children Legislation Register](#).



- 2.7 HA and MAs may, at their own discretion, request a National Criminal History Check or an International Criminal History Check be undertaken by an existing or potential employee or volunteer as an additional screening method. The associated cost would be incurred by HA or the MA.

Education and Training

- 2.8 HA and MAs will provide People in Hockey with training and resources relating to their obligations to protecting children and young people under both HA and MA policies and state and federal legislation.
- 2.9 Additionally, it is the responsibility of the individual Person in Hockey to speak up and ask for additional support or training should they require it.

Supervision & Support

- 2.10 In most cases, People in Hockey will have a supervisor who provides regular and adhoc support and supervision to assist in improving their performance in their role. This relationship acts as a platform to identify gaps in knowledge, information or experience and skills and to create a training plan to work towards, especially if those gaps are related in any way to child safety obligations.
- 2.11 HA and MAs recognise that obligations regarding the safety of children and young people are a new and, in many cases, unexpected requirement that many People in Hockey may not feel experienced or skilled to undertake. Additionally, responding to incidents or concerns relating to the safety of children and young people can be a distressing and a triggering experience. HA and MAs therefore prioritises the wellbeing of People in Hockey by offering a range of supervision and support mechanisms as required.

3. Safe Behaviours

Code of Behaviour

- 3.1 The [Safe Hockey Code of Behaviour](#) outlines the behaviours that all People in Hockey are expected to uphold while in their role with HA or an MA and particularly, when interacting with children and young people, in any capacity.
- 3.2 HA and all MAs will actively promote the Safe Hockey Code of Behaviour to all People in Hockey, in a range of accessible formats, and will ensure all People in Hockey have read and signed an [Acknowledgement of the Safe Hockey Code of Behaviour](#) upon their initial recruitment, engagement, accreditation or registration and every two years thereafter.
- 3.3 Any breach of the Safe Hockey Code of Behaviour will be taken seriously, investigated internally in line with the investigation procedures and may result in disciplinary action or termination of contract.

Contact With Children and Young People

Physical contact

- 3.4 Any physical contact with a child or young person must be appropriate to Hockey

activities, and with consideration of the individual needs of the child or young person. Physical contact must not:



- be intended to cause harm (such as physical punishment)
- be overly physical (tickling, sparring or wrestling)
- occur if not initiated by the child or young person (unless an emergency or used to prevent injury)
- be outside of the confines of the role
- be an inappropriate use of force for circumstances.

Behaviour of a sexual nature

- 3.5 All People in Hockey must not under any circumstances, engage in **behaviour of a sexual nature** or **grooming** towards, with or in the presence of a child or young person. This includes contact and non-contact sexual behaviour as per the definition provided.
- 3.6 If a Person in Hockey does not understand which behaviours are considered to be of a sexual nature, they must seek further clarification from their supervisor or an **HA or MA Executive**.
- 3.7 It is acknowledged that a power imbalance exists between a Person in Hockey in a **position of authority** (for example: coach, manager, supervisor, clinician) and a child or young person under the age of 18 years.
- 3.8 Under no circumstances is a Person in Hockey who is in a **position of authority** to engage in **behaviour of a sexual nature** with a child or young person even if they are above the **age of consent**. This includes contact and non-contact sexual behaviour as per the definition provided.
- 3.9 If a Person in Hockey does not understand which positions are considered to be 'a position of authority' they must seek further clarification from the definitions or a supervisor or **HA or MA Executive**. [See HA Member Protection Policy Section 6.D Intimate Relationships](#).

Alcohol and Drugs

- 3.10 While supervising or interacting with children or young people, People in Hockey must not:
- use, possess or be under the influence of an illegal drug
 - use or be under the influence of alcohol
 - be incapacitated by any other legal drug such as prescription or over-the-counter drugs
 - supply alcohol or drugs (including tobacco) to children or young people
 - smoke cigarettes or use e-cigarettes during Hockey activities.

Professional Boundaries When Working With Children and Young People

- 3.11 All People in Hockey are guided by the Safe Hockey Code of Behaviour, designed to provide guidance around behaviours and expectations when engaging with children and



young people.

- 3.12 All People in Hockey will apply professional boundaries to any relationship with a child or young person, use these to guide their behaviour and not act outside of the confines of their role.

4. Safe Communication

Listening and Responding to the Views of Children & Young People

- 4.1 HA and all MAs are committed to listening to children and young people and encouraging them to express their views and suggestions, especially on matters that directly affect them. HA and all MAs actively encourage all children and young people participating in Hockey activities to provide feedback on how to make those activities safer, more enjoyable and more inclusive.
- 4.2 HA and all MAs will create built-in mechanisms for children and young people and their families to provide feedback in relation to Hockey activities and facilities and overall experiences with Hockey.

Complaints

- 4.3 Children and young people and their families will have the opportunity to make complaints to HA and an MA through accessible and friendly complaints mechanisms and these will be responded to efficiently and sensitively by HA and an MA, in line with the [Safe Responses Policy & Procedure](#).

Communicating with Children and Young People

- 4.4 When communicating with children and young people, People in Hockey are expected to apply the following communication strategies, in line with the [What You Say Matters Guidelines](#):
- being patient and calm
 - using language that is empowering and encouraging
 - providing simple and clear instructions
 - highlighting strengths.
- 4.5 People in Hockey will not use any language that is:
- derogatory, including in reference to body image
 - discriminatory, racist or sexist
 - belittling or negative
 - threatening or intimidating
 - sexual in nature.
- 4.6 Any communication with a child or young person must be appropriate to Hockey activities, and consideration given to the individual needs of the child or young person. Communication must not:
- be intended to cause harm or distress
 - be of a sexual nature



- take place outside of the hours reasonable to the program, service, activity or event
 - be unsolicited or not initiated by the child or young person
 - be considered unnecessary (individual phone calls instead of group messages).
- 4.7 Under no circumstances are People in Hockey to take disciplinary action involving physical punishment or any form of treatment listed above.
- 4.8 The child or young person needs to be provided with clear directions and given an opportunity to redirect any misbehaviour in a positive manner.

Social Media and Online Communication

- 4.9 Where possible, all non-verbal communication sent to a child or young person should be copied to their parent or guardian.
- 4.10 When communicating with a child or young person all People in Hockey must act in line with any existing social media policies and, in addition, they must:
- limit communication to Hockey activities such as information relating to events
 - avoid content of a personal nature
 - not request or accept to be “friends” or “follow” children or young people using a social media account such as Facebook, Instagram, Twitter, Snapchat, instant messenger or similar forums
 - not communicate to promote or to arrange unauthorised contact outside of Hockey activities
 - not request a child or young person to keep secrets in relation to communication.
- 4.11 All People in Hockey must be aware that as there is no definitive way to determine the true age or identity of the person making contact through social media, there is a risk they may be conversing with a child or young person. Therefore, all People in Hockey with public social media accounts related to their role in Hockey must take the following steps if they receive private messages of a sexual nature sent to their public profiles, from members of the public:
- Ignore - do not respond
 - Block - using the platform’s blocking function
 - Report - to a supervisor or executive leader

5. Safe Environments

Supervision of Children & Young People

- 5.1 Appropriate supervision contributes significantly to the safety of children and young people. All People in Hockey are therefore required to maintain adequate supervision and line of sight of all children and young people in their care, where reasonable and practical.

Drop Off and Pick Up of Children and Young People

- 5.2 Appointed People in Hockey are responsible for looking after children and young people during Hockey activities.

Transporting Children & Young People



- 5.3 The transport of a child or young person by a Person in Hockey may, on occasion, be appropriate, however an **HA or MA Executive** and a parent or guardian's consent is required to transport a child or young person in their private vehicle. Consideration must be given to the circumstances and insurance implications.

Overnight Activities

- 5.4 Any event that includes the overnight stay of any child or young person must be officially approved by Hockey management.
- 5.5 No child or young person can attend an overnight stay without the prior written consent of a parent or guardian, and without the prior provision of all relevant medical information.
- 5.6 Overnight activities must be carried out inline with the provided guidelines.

Change Room Arrangements

- 5.7 All children and young people have a right to complete privacy when using any change room facilities.
- 5.8 This right must, however, be balanced by the obligation People in Hockey have in protecting children and young people from harm, for example, while children and young people are using public change room facilities.

6. Safe & Healthy

Children & Heat Stress

- 6.1 Children sweat less and get less evaporative cooling than adults. In warm and hot weather they have greater difficulty getting rid of heat; they look flushed, and feel hotter and more stressed than adults.
- 6.2 Children seem to be effective at “listening to their bodies” and regulating their physical activity. For this reason, children should always be allowed to exercise at their preferred intensity. They should never be urged to exercise harder or compelled to play strenuous sport in warm weather.
- 6.3 If children appear distressed or complain of feeling unwell, they should stop exercising. In warm weather wet sponging will make children feel more comfortable. Drinks should be provided for children playing sport.

Extreme Weather

- 6.4 Hockey Australia has a responsibility to take a positive leadership role in educating and increasing the awareness of its participants towards the dangers of physical activity in the heat and during extreme weather conditions. With this in mind, the Hockey Australia Extreme Weather Guidelines have been developed which reinforce the guidelines produced by Sports Medicine Australia. It should be noted that these are purely guidelines.
- 6.5 The guidelines should be considered for all participants involved in hockey, including players, officials, umpires, coaches, parents, volunteers, staff and spectators.
- 6.6 Extreme weather may be defined as weather that threatens the immediate or long-

term safety of individuals, as a result of rain, hail, lightening, wind chill or heat.



- 6.7 The sun's UV is both the major cause of skin cancer and an important source of vitamin D. It is recommended that sport and recreation settings take a balanced approach to UV exposure that reflects the varying levels of UV throughout the year and across Australia.
- 6.8 Overexposure to UV can cause skin damage (including tanning and sunburn), eye damage and skin cancer. The good news is that skin cancer is largely preventable. Sport and recreation providers can reduce the risk associated with UV overexposure by implementing some simple preventative strategies.
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Appropriate Language and Body Image

- 6.11 People in Hockey will take informed precautions when engaging in discussions relating to body weight, shape, size or health with or about a child or young person.
- 6.12 For additional support and expert guidance in relation to body positive language, see this useful resource developed by [Gymnastics Australia](#).

Mental Health

- 6.13 The mental health and wellbeing of children and young people in Hockey is an important part of ensuring a safe, welcoming and inclusive environment. Therefore, all People in Hockey will respond effectively to any child or young person who presents with mental health concerns by providing immediate support and making contact with family or an appropriate support person as soon as possible.
- 6.14 If a child is considered to be at immediate risk, for example suicidal, People in Hockey should dial '000'; consent from parents/carers or the child to contact emergency services is not required in such circumstances.
- 6.15 It is possible that mental health concerns are signs of possible abuse or neglect. If a Person in Hockey is concerned child or young person may be at risk of abuse or neglect, they will follow the Responding to a Disclosure, Allegation or Suspicion policy and procedures as outlined in the [Safe Responses Procedure](#).
- 6.16 If a child or young person is consistently presenting with mental health concerns, their behaviour and wellbeing may be a risk that requires consideration when undertaking risk assessments, formal and informal, as outlined in the Responding to Risks policy and procedure in the [Safe Responses Procedure](#).

Concussion

- 6.17 Concussion has increasingly become a significant public health issue, particularly relevant to sport. It is the responsibility of People in Hockey to protect the welfare of children and young people at all times. Accurate diagnosis and management of concussion is needed to ensure that a concussed player is appropriately treated.

6.18 Key Points on Concussion



- concussion can occur in traditional contact sports and other sports where head contact can occur such as hockey
- 90% of concussions occur in competitive matches
- women are twice as likely to suffer concussion as men
- most concussions are not reported
- concussion may go undetected due to the subtlety and widespread occurrence of the typical signs and symptoms of concussion
- concussion symptoms can manifest immediately or hours and even days later
- not all athletes develop the same symptoms or signs of concussion.

7. Safe and Inclusive

- 7.1 HA and all MAs will work to identify and remove any barriers to participation for children and young people. This is reflected in the HA Member Protection Policy.
- 7.2 HA and all MAs will not discriminate against any child or young person based on race, national or ethnic origin, colour, religion, age, sex, gender identity, sexual orientation, marital status, family status, mental or physical ability, health status, educational background or socioeconomic status or other attributes.
- 7.3 HA and all MAs acknowledge the value a diverse workforce brings to the organisation and how this can contribute to an increase in diversity in participants.
- 7.4 All People in Hockey will actively and continually review all aspects of all Hockey activities to ensure that they are safe and welcoming, and emotionally and physically appropriate, for children and young people

8. Safe Responses

Responding To Risks

- 8.1 All People in Hockey will be provided with appropriate supervision, training, and development to enable them to make informed decisions in relation to the identification and management of risk, in particular, risks to children and young people.
- 8.2 All People in Hockey will be provided with tools and mechanisms to appropriately assess and mitigate risks to children and young people, formally and informally, where it is applicable to their role.
- 8.3 HA and all MAs will apply appropriate risk management strategies to all Hockey physical environments.

Zero Tolerance

- 8.4 HA and all MAs have a number of 'zero tolerances' with respect to certain incidents or actions, including:
 - fatalities or serious injuries within HA and all MAs' scope of influence
 - anything that impacts negatively on the safety or wellbeing of a child or young person

- anything that impacts negatively on the reputation of HA or an MA as organisations



Types of Risk

- 8.5 HA and all MAs identify three key areas of risk and will consider these when undertaking formal and informal risk assessment processes. They are:
- People - this is risk to the safety and well-being of children and young people.
 - Property - this is risk to physical items or facilities owned, or being used by People in Hockey.
 - Organisation - this is risk to the effectiveness or reputation of HA or an MA as organisations, including the operations, governance and membership of HA or an MA.

Responding to Complaints

- 8.6 HA aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice. Any person may report a complaint about a person, people or organisation bound by this policy if they feel they have been harassed, bullied or discriminated against or there has been a possible breach of a policy.

Responding to a Disclosure, Allegation or Suspicion of Abuse

- 8.7 Promoting and protecting the emotional, physical, and sexual safety and well-being of children and young people is central to all aspects of the culture and operations of HA and all MAs.
- 8.8 If a child or young person is at imminent risk of harm or in immediate danger, People in Hockey are required to report the situation directly to the police.
- 8.9 When addressing safety concerns, a Person in Hockey is required to consider the specific needs of the child or young person. Consider the unique qualities of a child including, for example, whether the child is Aboriginal or Torres Strait Islander, has a disability and/or has a culturally and linguistically diverse background.
- 8.10 While mandatory reporting legislation exists in all States and Territories, requiring certain occupations to report child abuse (refer link below), it is the expectation that all People in Hockey, and adults in general will proactively report concerns of abuse or neglect, regardless of legislative requirements.

Mandatory reporting - [Australian Government](#), [Australian Institute of Family Studies](#)

- 8.11 All People in Hockey will report any concerns regarding the abuse or neglect of a child or young person i) internally, ii) to the appropriate child protection services, and iii) to the police, in line with the relevant procedures.
- 8.12 All People in Hockey will be provided with on-going role appropriate training and support to enable them to appropriately recognise and respond to all: (i) disclosures, (ii) allegations, and (iv) suspicions of the abuse or neglect of any child or young person.



9. Safe Information

Privacy and Confidentiality

- 9.1 HA and MAs collect personal information from members to communicate information and offers as per the [HA Data Collection Policy](#).
- 9.2 The protection of personal information is important to HA and the MAs. HA and all MAs are committed to respecting individual's privacy and the protection of personal information, especially that of children and young people. Please see the [HA or MA Privacy Policy](#) for further information.

Photos and Images of Children and Young People

- 9.3 Within any HA or MA activity, children and young people will only be photographed or filmed:
 - with parent or guardian consent and where possible, the consent of the child or young person upon registration
 - an HA or MA Executive has granted prior and specific approval
 - the context is directly related to participation in Hockey
 - the child is appropriately dressed and posed
 - the image is taken in the presence of other personnel.
- 9.4 Photographs and videos are not to be taken in the presence of or whilst children or young people are getting dressed.
- 9.5 All People in Hockey must comply with HA or MA's Privacy Policy in relation to holding and disclosing images and any other personal information. In particular, all HA and MA People should inform a child's or young person's parent or guardian about the nature of the use of the image(s) as well as how the image(s) will be stored and how the image(s) can be accessed by the parent or guardian. This can be achieved through the consent seeking process.

Accompanying Procedures

There are nine accompanying procedures sitting under this policy that provide guidance in undertaking the obligations and required actions outlined in this policy

These procedures are:

Safe Leadership (Governance & Compliance) Procedure

Safe People (Recruitment, Training & Support) Procedures

Safe Behaviours (Code of Behaviour, Safe Contact & Professional Boundaries) Procedure

Safe Communication (Listening to children & young people, Language & Social Media Procedure

Safe Environments (Physical Spaces, Transport, Facilities & Overnight Stays) Procedure

Safe & Healthy (Physical & Mental Health and Wellbeing) Procedure

Safe & Inclusive (Inclusive approach to participation) Procedure

Safe Responses (Responding to Risks, Complaints and Reporting Concerns) Procedure

Safe Information (Privacy & Confidentiality, Photos & Images) Procedure



There are also a range of tools and templates sitting under each procedure People in Hockey are required to use to comply with this policy and accompanying procedures.

Supporting Documents

[HA Member Protection Policy](#)

[Safe Hockey Statement of Commitment](#)

[Safe Hockey Code of Behaviour](#)

[HA Diversity & Inclusion Policy](#)

[HA or MA Recruitment and Selection Policy & Procedures](#)

[HA or MA Risk Management Policy & Procedure](#)

[HA Member Protection Policy](#) – complaint handling procedures

Informing Legislation and Standards

This policy is informed by the following legislation and standards:

International Legislation

- United Nations Convention on the Rights of the Child

Commonwealth Legislation

- Australian Human Rights Commission Act 1986 (Cwlth)
- Disability Discrimination Act 1992 (Cwlth)
- Privacy Act 1988 (Cwlth)
- Racial Discrimination Act 1975 (Cwlth)

State/Territory Legislation

- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015
- Child Wellbeing and Safety Act (2005)
- Crimes Amendment (Grooming) Act 2014
- Crimes Amendment (Protection of Children) Act 2014
- Wrongs Amendment (Organisational Child Abuse) Act 2017
- Working With Children Act 2005 (Vic)



- Privacy Data and Protection Act 2014 (Vic)
- Health Records Act 2001 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Victorian Child Safe Standards

National Standards

- Australian Privacy Principles
- National Principles for Child Safe Organisations

Definitions

Child	A child is a person under the age of 12 years.
Young Person	A young person is a person aged 12 years or above, and under the age of 18 years.
Child Safe	The term used to describe an organisation where children and young people are, and feel, safe.
Child friendly	The term used to describe an organisation where children and young people are, and feel, important, welcomed and included.
Harm or abuse	Harm or abuse are interchangeable terms used to describe an action with a detrimental impact of a significant nature on a child or young person's physical, psychological or emotional wellbeing. Harm can be caused by: <ul style="list-style-type: none"> • Physical, psychological or emotional abuse or neglect. • Sexual abuse or exploitation. • A single act, omission or circumstance. • A series or combination of acts, omissions or circumstances.
HA	Hockey Australia
MA	State or Territory Member Associations
HA or MA Executive	CEO or other executive role within HA or an MA
Position of Authority	Any person in hockey with a direct or indirect responsibility for children or young people, including: coaches, managers, supervisors, clinicians, volunteers, parents and employees).
People in Hockey / Person in	Level 1 People <ul style="list-style-type: none"> • Board Directors



<p>Hockey</p>	<ul style="list-style-type: none"> • Executive Employees • Permanent Employees <p>Level 2 People</p> <ul style="list-style-type: none"> • Casual or Contracted Employees • Contracted National Team Athletes • Coaches and Managers of State/ National Teams • Tournament Officials • Senior Umpires <p>Level 3 People</p> <ul style="list-style-type: none"> • Any other contractor or volunteer with direct contact with a child or young person <p>Level 4 People</p> <ul style="list-style-type: none"> • Any other person involved in hockey with no contact with a child or young person (and therefore not relevant to this document).
<p>Hockey activity</p>	<p>Any program, service, activity or event that is conducted by HA or an MA or in partnership with HA or an MA.</p>
<p>Complex activity</p>	<p>A hockey activity that requires additional consideration of risk such as interstate trips, overnight camps, international travel.</p>
<p>Safe Hockey Code of Behaviours</p>	<p>A list of expected behaviours that all People in Hockey are required to comply with when interacting with children and young people.</p>
<p>Professional Boundaries</p>	<p>The actions and strategies applied to ensure the relationship between People in Hockey and children and young people is:</p> <ul style="list-style-type: none"> • Professional and appropriate • Remains relevant to hockey activities • In line with the Safe Hockey Framework, and • In the best interest of the child or young person.
<p>Safe Hockey Framework</p>	<p>The suite of policies and procedures that provide guidance and direction in relation to upholding the Hockey's commitment to maintaining a safe, friendly and welcoming environment for children and young people.</p>
<p>The Standards</p>	<p>The Victorian Child Safe Standards: A list of legislated standards that all Victoria organisations providing services to children and young people are required to comply with.</p>
<p>National Principles</p>	<p>The National Principles for Child Safe Organisations: A list of principles endorsed by the Council of Australia Government (CoAG) that all Australian organisations providing services to</p>



	children and young people are required to comply with.
Due diligence	The process undertaken to identify and avoid any potential activity or partnership that may have illegal ramifications or a negative impact on HA or MAs.
Partners	Any club, organisation or company that has a contracted or uncontracted partnership with HA or an MA including co-delivery of programs, sponsors, education institutions, health providers and co-branded events.
WWCC	Working with Children Checks (or equivalent, depending on the State or Territory).
Police Check	A national criminal history checking system.
Diversity	The differences between individuals, according to race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies.
Inclusion	Inclusion occurs when people from a range of different backgrounds feel valued and welcomed and have equal access to opportunities and resources.
Participation	The involvement of children and young people in active decision-making processes that empower them, make them feel heard and taken seriously.
Feedback	Any comment, suggestion, anecdote or expression that reflects a child, young person, or their family's experience.
Complaint	<p>A matter or problem raised when a child, young person, or family member, or another member of the community is dissatisfied with;</p> <ul style="list-style-type: none"> • The service they receive • A decision that is made by someone associated with HA or an MA • An action or lack of action, or • A specific incident. <p>A complaint can be about a current matter, or a historical matter.</p>
Communication	<p>Any form of verbal or non-verbal communication.</p> <p>Verbal communication includes face to face communication; via another person or direct.</p> <p>Non-verbal communication includes text messages, phone, email, messenger or social media, written or video.</p>



Disclosures	When a child or young person tells someone about an incident or incidents of abuse, that happened to them or that they were directly involved in.
Allegations	When a child, young person or any other person tells someone about an incident or incidents of abuse that happened to someone else or that someone else was directly involved in.
Suspicious	When someone has a reason to suspect an incident or incidents of abuse against a child or young person has occurred, based on observations, instinct, behaviours and indicators.
Physical abuse	Any intentional use of physical force that results in, or is likely to result in, harm to the child or young person. This includes hitting, beating, kicking, shaking, biting, strangling, scalding, burning, poisoning, suffocating.
Sexual abuse	The involvement of a child or young person in sexual activity that he or she does not fully comprehend and/or is unable to give informed consent to. This includes exposure to sexual acts or pornography, grooming and sexual exploitation. Children and young people can be sexually abused by both adults and other children or young people.
Behaviours of a sexual nature	Contact Sexual Behaviours include but are not limited to; sexual intercourse, sexual penetration, kissing, touching of the genital, buttocks or breast areas or inappropriate and unnecessary physical touching of any kind. Non-Contact Sexual Behaviours include but are not limited to; flirting, sexual innuendo, inappropriate and unnecessary communication, nudity, exposure to pornography or requests to observe sexual acts.
Age of Consent	The age that someone is legally able to consent to having sex.
Grooming	Grooming is a term used to describe the behaviour of a perpetrator who intends to commit a sexual offence against a child or young person. This may include building close relationships with the child or young person and/or their families, isolating or favouring behaviours or special treatment.
Sexual exploitation	Sexual exploitation occurs when children or young people are forced into sexual activities for the purpose of exploitation. This may include young people engaging in sexual activity with an adult as a form of currency (somewhere to live, a lift in a car, money or access to drugs or alcohol). This may also



	include sexual activity that is recorded in some way and/or used to produce pornography. Such pornography can be in the form of actual photos or videos or published on the internet. Exploitation can also involve children and young people who are forced into prostitution.
Emotional abuse	Emotional and psychological abuse can involve both isolated incidents and/or patterns of behaviour that impact a child or young person's emotional, psychological or developmental wellbeing. Abuse of this type includes: the restriction of movement; patterns of belittling, blaming, threatening, frightening, discriminating against or ridiculing; and other non-physical forms of rejection or hostile treatment. Emotional abuse can also include exposure to family violence.
Family violence	Family violence occurs when children and young people experience violence in their home. It is harmful to children and young people. It can include witnessing violence or the consequences of violence. Family violence is defined as violence between members of a family, or extended family, or those fulfilling the role of family in a child or young person's life.
Bullying	Bullying involves the inappropriate use of power by one or more persons over another less powerful person and is generally an act that is repeated over time. Bullying has been described by researchers as taking many forms which are often interrelated, and may include: <ul style="list-style-type: none">• Verbal (name calling, put downs, threats).• Physical (hitting, punching, kicking, scratching, tripping, spitting).• Social (ignoring, excluding, ostracising, alienating).• Psychological (spreading rumours, stalking, dirty looks, hiding or damaging possessions).
Neglect	Neglect includes both isolated incidents, as well as a pattern of failure over time to provide for a child or young person in one or more of the following areas: health; education; emotional development; nutrition; and shelter and safe living conditions.

References:

These definitions have been adapted from definitions provided by:

- The World Health Organisation
- Royal Commission into Institutional Responses to Child Sexual Abuse
- State and Commonwealth Legislation
- Australian Institute of Health and Welfare

