



HOCKEY AUSTRALIA LIMITED (HA)

MEMBER PROTECTION POLICY

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High Performance Program
Perth Hockey Stadium
Hayman Rd, Bentley WA 6102
t: +61 8 9458 0214
w: hockey.org.au

Head Office
Level 5, 409 St Kilda Road
Melbourne VIC 3004
t: +61 3 9947 9900
e: ha@hockey.org.au

TABLE OF CONTENTS

REVIEW HISTORY	3
PREFACE	4
PART A: Hockey australia Member Protection Policy.....	5
1. Introduction.....	5
2. Purpose of this policy	6
3. Who this Policy Applies To	6
4. Responsibilities of the Organisation.....	7
5. Individual Responsibilities	7
6. Position Statements	8
6.1 Child Protection	8
6.2 Taking Images of Children	9
6.3 Anti-Discrimination and Harassment	9
6.4 Intimate Relationships.....	10
6.5 Pregnancy	11
6.6 Gender Identity.....	11
6.7 Alcohol.....	13
6.8 Smoking	13
6.9 Bullying, Cyberbullying and Cyberstalking.....	13
6.10 Social Networking	16
7. Complaints Procedures	17
7.1 Complaint Handling	17
7.2 Improper Complaints & Victimisation	17
7.3 Mediation.....	18
7.4 Tribunal.....	18
8. What is a Breach of this policy	18
9. Disciplinary Measures.....	19
9.1 Individual	19
9.2 Organisation	20
9.3 Factors to consider	20
10. Dictionary	20
PART B: CODES OF BEHAVIOUR	27
Attachment B1: Coaches/ Managers/ Team Officials Code of Behaviour	28
Attachment B2: Official Code of Behaviour	30
Attachment B3: Player/Athlete Code of Behaviour	31
Attachment B4: Administrator Code of Behaviour	32
Attachment B5: Board Member Code of Behaviour	34
Attachment B6: Parent/Guardian Code of Behaviour	35
Attachment B7: Spectator Code of Behaviour.....	36
Attachment B8: Media Code of Behaviour	37

PART C: EMPLOYMENT SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS	38
Attachment C1: Member Protection Declaration.....	39
Attachment C2: Working With Children Child Protection Requirements	40
Attachment C3: Screening	42
PART D: COMPLAINT HANDLING PROCEDURES	43
Attachment D1: Complaints Procedure	44
Attachment D2: Mediation	48
Attachment D3: Investigation Process.....	49
Attachment D4: Procedure for Handling Allegations of Child Abuse	50
Attachment D5: Hearings & Appeals Tribunal Procedure	54
PART E: REPORTING REQUIREMENTS AND FORMS	60
Attachment E1: Confidential Record of Informal Complaint.....	61
Attachment E2: Confidential Record of Formal Complaint	62
Attachment E2: Confidential Record of Child Abuse Allegation.....	64

REVIEW HISTORY OF HOCKEY AUSTRALIA MEMBER PROTECTION POLICY

Version	Date reviewed	Date endorsed	Content reviewed/purpose
One	May 2004	May 2004	
Two	August 2005		
Three	October 2005		
Four	July 2006		
Five	January 2008		
Six	August 2009		
Seven	January 2012	February 2012	Addition of smoking, alcohol, cyber bullying and social networking position statements
Eight	February 2014	2014	Minor editing throughout; working with children check requirements updated
Nine	September 2015	October 2015	Compliance with ASC revisions V8; HA updates as required including: Amendments -C1 1, 2, 3, 6. 1.3, 6.1.6, 6.2, 6.3, 6.4, 6.6, 6.7, 6.8, 6.8, 6.9, 8, 9.1.11, 9.2, 10 (Dictionary), Part B1, B2, B4, B5, B6, B7, Part C, C1 (formerly C2), C2 (formerly C3), Part D, D1, D2, D3, D4, D5 Additions –6.6.3, Part C3, Deletions: C1 States with no WWCC

PREFACE

Hockey Australia Limited is committed to the health, safety and general wellbeing of all its members and participants. The organisation is dedicated to providing a safe and prosperous environment for members and providers participating in all Australian hockey activities, and through this Policy we aim to ensure that everyone involved in Hockey is aware of his or her rights and responsibilities. This Policy also provides the procedures that support our commitment to preventing and eliminating discrimination, harassment, child abuse or other forms of inappropriate behaviour.

As Australians we greatly value the importance of sport in our culture and our community, and we all have the right to enjoy our sport at whichever level we participate. As a sport we are proud to lead the way in ensuring safe and harassment free sport for all of our participants, competitors, coaches, officials, administrators, volunteers and supporters.

This Policy was endorsed by the HA Board of Directors on 2 December 2015 and is effective from that date and will operate until replaced.

I commend this Member Protection Policy to you and encourage all involved to ensure that hockey is a sport that is enjoyed by all.



David Hatt
President
Hockey Australia Ltd

PART A: HOCKEY AUSTRALIA MEMBER PROTECTION POLICY

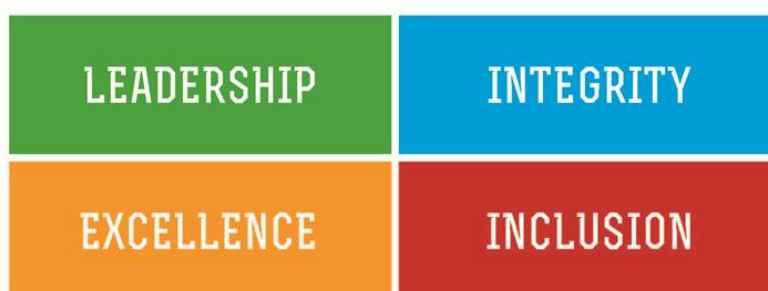
1. Introduction

Hockey Australia (HA) is the governing body of hockey in Australia. HA is committed to participation in all aspects of the sport of hockey and conducts, encourages, promotes, advances, controls and manages all levels of Hockey in Australia. The four key Values by which HA operates, and the HA Vision are captured in the HA Strategic Plan 2014-2018, below.



AUSTRALIA'S WINNING EDGE 2014-2018

VALUES



VISION



2. Purpose of this Policy

This Hockey Australia (HA) Member Protection Policy (“policy”) will work towards maintaining ethical and informed decision-making and responsible behaviours within our sport. It outlines our commitment to a person’s right to be treated with respect and dignity, and to be safe and protected from abuse and other forms of inappropriate behaviour. This policy informs everyone involved in our sport nationally, of his or her legal and ethical rights and responsibilities, and the standards of behaviour that are required. HA will take disciplinary action against any person or organisation bound by this policy if they breach it.

This Policy’s attachments include the practical steps that HA will take to eliminate discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport.

This policy has been endorsed by the HA Board of Directors and the policy commences on 2 December 2015 and will operate until replaced. Copies of the current policy and its attachments can be obtained from the HA website at www.hockey.org.au or by contacting the HA National Office:

Level 5
409 St Kilda Road
Melbourne, VIC 3004
Ph- 03 9947 9900

For information on the rights, responsibilities and requirements for people involved in our sport at the state and club level, please refer to the member protection policies of the relevant state association or club.

3. Who this Policy applies to

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

- 3.1 Persons appointed or elected to HA boards, committee/s, sub-committee/s or advisory panel/s;
- 3.2 Employees of HA;
- 3.3 Members of the HA Executive;
- 3.4 Support personnel appointed or elected to national teams and squads (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers);
- 3.5 National coaches and assistant coaches;
- 3.6 National representative athletes;
- 3.7 National umpires and other officials involved in the regulation of the sport;
- 3.8 Members, including life members of HA;
- 3.9 Athletes, coaches, officials and other personnel participating in events, competitions and activities, including camps and training sessions, held or sanctioned by HA;
- 3.10 Any other person including spectators, parents/guardians and sponsors, who agree in writing (whether on a ticket, entry form or otherwise) to be bound by this policy.

This policy also applies to the following Members, as also defined in the Dictionary:

- 3.11 Member Associations, their boards, committee/s, sub-committee/s or advisory panel/s;
- 3.12 Affiliated Associations, Affiliated clubs and associated organisations, their boards, committee/s, sub-committee/s or advisory panel/s.

Member Associations are required to adopt and implement this policy and to provide proof to HA of the approval of the policy by the relevant board in accordance with its constitution. Member associations must also undertake to ensure that affiliated Clubs and individual Members are bound by this policy and are made aware of this policy and what it says.

This policy will continue to apply to a person even after they have stopped their association or employment with HA, if disciplinary action against that person has commenced.

Employees of a Member (s) are required to act in accordance with their employment contracts, awards and associated employment policies. Where a person listed in clauses 3.1 to 3.10 inclusive is also an employee of a Member (s), the employer of that person has sole discretion to determine in the first instance if the employment contract, award or policy is relevant and appropriate to the action or behavior involved, and if so, may process or determine the matter in accordance with such material, or may choose to adopt part or all of this Policy. The employer may consult with the HA MPIO as necessary.

4. Responsibilities of the Organisation

HA and Member/s, must:

- 4.1 Adopt, implement and comply with this policy;
- 4.2 Make such amendments to its/their Constitution, Rules or Policies necessary for this policy to be enforceable;
- 4.3 Publish, distribute and promote this policy and the consequences of breaches;
- 4.4 Promote and model appropriate standards of behaviour at all times;
- 4.5 Deal with any breaches or complaints made under this policy in a sensitive, fair, timely and confidential manner;
- 4.6 Apply this policy consistently;
- 4.7 Recognise and enforce any penalty imposed under this policy;
- 4.8 Ensure that a copy of this policy is available or accessible to the persons and organisations to whom this policy applies;
- 4.9 Use appropriately trained people to receive and manage complaints and allegations e.g. Member Protection Information Officers (MPIOs);
- 4.10 Monitor and review this policy, where possible, at least annually.

5. Individual Responsibilities

Individuals bound by this policy are responsible for:

- 5.1 Making themselves aware of the policy and comply with its standards and codes of behaviour;
- 5.2 Consenting to our screening requirements and any state and territory Working with Children Checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18;
- 5.3 Placing the safety and welfare of children above other considerations and where required by law;
- 5.4 Being accountable for their behaviour;
- 5.5 Following the steps outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour; and
- 5.6 Complying with any decisions and/or disciplinary measures imposed under this policy.

6. Position Statements

6.1 Child Protection

HA 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. We acknowledge 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. HA will take the following measures to protect the safety and welfare of children participating in our sport.

6.1.1: *Identify and Analyse Risk of Harm*

HA will develop and implement a risk management strategy including a review of existing child protection practices, to determine how child-safe our organisation is and to identify any additional steps 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 for Adults and Children*

HA will ensure our organisation has Codes of Behaviour that specify standards of conduct and care when dealing and interacting with children involved in hockey, especially those in our care. These codes of behaviour will set out professional boundaries, ethical behaviour and unacceptable behaviour. We will also implement a code of behaviour to promote appropriate behaviour between children. (See **Part B**).

6.1.3: *Choose Suitable Employees and Volunteers*

HA will take all reasonable steps to ensure that it 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. These measures aim to minimize the likelihood of engaging or retaining people who are unsuitable to work with children.

We will ensure that Working with Children Checks and criminal history assessments 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. (See **Part C**).

6.1.4: *Support, Train, Supervise and Enhance Performance*

HA will develop and implement support and training for employees, and work towards training for volunteers under HA's direct control, who work with children. Our goal is 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 in Decision-Making and Service Development*

HA will encourage children and young people to be involved in developing and maintaining child-safe environments in hockey.

6.1.6: *Report and Respond Appropriately To Suspected Abuse and Neglect*

HA will ensure that employees, and with volunteers under HA's direct control, 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.

In addition to any legal obligation, 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. (See **Part E**).

All allegations of child abuse will be treated promptly, seriously, sensitively and confidentially. HA will not condone a person being victimised or otherwise adversely treated for reporting an/any allegation of suspected child abuse. The privacy of all persons concerned will be respected. HA procedures for handling allegations of child abuse are outlined in this Policy under **D4**.

6.2 Taking Images of Children

Images of children can be used inappropriately or illegally. HA requires that individuals and associations, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used.

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

When using an image of a child, HA will avoid naming or identifying the child or publishing personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. We will not provide information about a child's hobbies, interests, school or the like as this information can be used by pedophiles or other persons to 'groom' children.

We will only use images of children that are relevant to our sport and ensure that they are suitably clothed in a manner that promotes participation in our sport. We will seek permission from the parents/guardians of the children before using these images. We require those that are bound by this Policy, our member associations and clubs, to do likewise.

6.3 Anti-Discrimination and Harassment

HA 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.

Any person who believes they are being or have been harassed, bullying or discriminated against by another person or organization bound by this policy is encouraged to raise their concerns with HA. A person may make an internal complaint and in some circumstances they may also be able to make a complaint to an external organization. (See **Part D**).

6.3.1 *Discrimination*

Discrimination can be either direct or indirect:

Direct discrimination occurs if a person treats, or proposes to treat, a person with a protected characteristic unfavorably because of that personal characteristic.

Indirect discrimination occurs if a person imposes or proposes to impose a requirement, condition or practice that will disadvantage a person with a protected personal characteristic and that requirement condition or practice is not reasonable.

For the purpose of determining discrimination, the offender's awareness and motive are irrelevant. Refer to the Dictionary (S10) for further clarification.

6.3.2 *Harassment*

The offending behaviours do not have to take place a number of times, a single incident can constitute harassment. Refer to the Dictionary (See S10) for further details.

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

6.3.3 *Prohibition against discrimination and harassment*

HA prohibits all forms of harassment and discrimination based on the personal characteristics listed in the Dictionary (see S10).

6.4 Intimate Relationships

HA understands that consensual intimate relationships, including but not limited to sexual relationships, between coaches or officials and adult athletes may take place legally. However, this policy will help ensure that the expectations of coaches or officials are clear and to ensure that if an intimate relationship does exist or develop between a coach or official and an adult athlete, that that relationship will be managed in an appropriate manner.

Coaches and officials are required to conduct themselves in a professional and appropriate manner in all interactions with athletes. In particular they must ensure that they treat athletes in a respectful and fair manner and they do not engage in sexual harassment, bullying, favouritism or exploitation.

HA takes the position that consensual intimate or sexual relationships between coaches and the adult athletes that they coach, should be avoided as these relationships can have harmful effects on the individual athlete involved, on other athletes and coaches, and hockey'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 or sexual relationship with a coach, it is the coach's responsibility to discourage the approaches and to explain why such a relationship is not appropriate.

If an intimate or sexual relationship does exist or develop between an adult athlete and coach or official, the coach or official is expected to ensure that the relationship is appropriate and that it does not compromise impartiality, professional standards or the relationship of trust the coach or official has with the athlete and/or other athletes.

In assessing the appropriateness of an intimate or sexual relationship between a coach or official and adult athlete relevant factors include, but are not limited to:

- The relative age and social maturity of the athlete;
- Any potential vulnerability of the athlete;
- Any financial and/or emotional dependence of the athlete on the coach or official;
- The ability of the coach or official to influence the progress, outcomes or progression of the athlete's performance and/or career;
- The extent of power imbalance between the athlete and coach or official and the likelihood of the relationship having an adverse impact on the athlete and/or other athletes.

It will often be difficult for a coach or official involved in an intimate relationship with an adult athlete to make an objective assessment of its appropriateness and accordingly they are encouraged to seek advice from the MPIO to ensure that they have not involved themselves in inappropriate or unprofessional conduct.

If we determine that the intimate or sexual relationship is inappropriate or unprofessional, HA may undertake to stop the relationship with the athlete through options such as, a transfer, a request for resignation or dismissal from appointed duties.

If a coach, official or athlete believes they are being or have been harassed they are encouraged to seek information and support from the MPIO. For the HA Complaints Procedure refer to **Part D**.

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.

HA 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. (See **Part D**)

6.6 Gender Identity¹

Gender identity means the gender-related identity, appearance or mannerisms or other gender-related characteristics of a person. This includes the way people express or present

¹ Content relating to Gender Identity has been guided by advice from the Australian Sports Commission and from the Victorian Human Rights Commission – Guideline: Transgender People and Sport (2015).

their gender and recognises that a person's gender identity may be an identity other than male or female. Some terms used to describe a person's gender identity include transgender and gender diverse.

6.6.1 *Gender identity discrimination and harassment*

Federal, state and territory anti-discrimination laws provide protection from discrimination against people on the basis of their gender identity. Refer to the definition in the Dictionary (See S10).

HA 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 or are assumed to be 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 or affirmation.

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 are or have been harassed or discriminated against by another person or organisation bound by this policy, he or she may make a complaint. For the HA Complaints Procedure refer to **Part D**.

6.6.2 *Participation in sport*

HA 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, and will facilitate this right if required.

We also recognise that there is debate over whether a male-to-female transgender person obtains any physical advantage over other female participants. This debate is reflected in the divergent discrimination laws across the country. If issues of performance advantage arise, HA will seek advice on the application of those laws in the particular circumstances.

HA 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.

6.6.3 *Intersex status*

Federal anti-discrimination law, and some state and territory anti-discrimination laws, provide protection from discrimination against a person on the basis of their intersex status. See the Dictionary (See S10) for further clarification.

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

6.7 Alcohol

HA is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol. We also recommend that Members also follow state legislative requirements and strict guidelines regarding the service and consumption of alcohol. In general, our policy is that:

- Alcohol should not be available or consumed at sporting events involving children and young people under the age of 18
- 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
- At events held or endorsed by HA where alcohol is served, to ensure appropriate practices are followed a senior staff member will be present.
- Safe transport options will be promoted as part of any event we hold or endorse where alcohol is served.
- HA recommends that at events held or endorsed by a Member (s) where alcohol is served to ensure appropriate practices are followed, a committee/board member or the licensee (if applicable) should be present.

Further information and guidance for Members is available via the following resource links:

- http://www.ausport.gov.au/supporting/clubs/resource_library/club_management/liquor_licensing
- <http://goodsports.com.au/resources/articles/sample-policies/#read>

6.8 Smoking

HA requires that the following be applied to sporting and social events that we hold or endorse:

- No smoking shall occur at or near any sporting event or competition involving persons under the age of 18. This policy shall apply to coaches, players, trainers, officials, volunteers and parents
- Social functions shall be smoke free, with smoking only 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.

HA recommends that all organisations bound by this policy must adhere to the relevant legislation and their respective state and local government regulations in relation to smoking restrictions.

6.9 Bullying, Cyberbullying and Cyberstalking

HA is committed to providing an environment that is free from bullying and regards bullying and harassment in all forms as unacceptable in our sport. Bullying has the potential to cause great anxiety and distress, and has the potential to result in significant negative health and well-being consequences to the person targeted by hurtful or derogatory comments or statements.

Most of us are passionate about our sport and in some instances bullying, perceived or actual, may occur out of frustration. Frustration at a teammate, coach, official, volunteer or sporting body should never be communicated on social networking websites. These issues should instead be addressed in a written or verbal statement or a complaint to the relevant controlling Association, club or peak sporting body.

HA will not tolerate abusive, discriminatory, intimidating or offensive statements being made online.

6.9.1 *Bullying*

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

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

- Verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
- Excluding or isolating a group or person;
- Spreading malicious rumors; or
- Psychological harassment such as intimidation.

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. For the HA Complaints Procedure refer to **Part D** of this policy.

6.9.2 *Cyberbullying*

HA is committed to providing a safe sporting environment. We will not tolerate Cyberbullying of or towards any staff, athlete, official, volunteer, individual member or member organization within the sport of Hockey in Australia. If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. For the HA Complaints Procedure refer to Part D of this policy.

New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied though unwanted and inappropriate comments. Sometimes it's hard for adults to see the cyberbullying online, especially if it happens in games or through chat or private messages or texts.

Cyberbullying is the use of technology to bully an individual or a group with the intent to cause harm. The intended harm may be social, psychological and, in extreme cases, physical. Cyberbullying can cause fear, withdrawal, shame, guilt, loneliness, depression or worse. While cyberbullying is similar to real life bullying, it also differs in the following ways:

- It can be difficult to escape and is invasive as it can occur 24/7 and a person can be targeted almost anywhere;

- It can involve harmful material being widely and rapidly disseminated to a large audience, for example, rumours and images can be posted on public forums or sent to many people at the 'press of a button';
- It can provide the bully with a sense of relative anonymity and distance from the victim so there is a lack of immediate feedback or consequences.

Cyberbullying can occur in a number of ways, including:

- Abusive texts and emails;
- Hurtful messages, images or videos;
- Imitating others online;
- Excluding others online;
- Nasty online gossip and chat;
- Via Instant messaging (IM), social networking sites, blogs, gaming sites or;
- Via other technologies.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, are likely considered cyberbullying:

- Teasing and making fun of others;
- Spreading rumours online;
- Commenting on posts, images or videos that will hurt others;
- Being part of / contributing to negative groups and conversations;
- Sending unwanted messages, and;
- Defamation.

6.9.3 *Cyberstalking*

Cyberstalking describes when a person is stalked or harassed by another person using a service of the internet such as email, instant messaging or via a posting in a discussion group. Stalking behaviours can include threats, cryptic messages and sexual innuendo that occur in a frequent and intrusive manner. The usual goal for stalking is to create a sense of fear in the recipient and the motivation is based on control and intimidation.

What activities can I report?

Under certain circumstances (such as harassment and making threats) cyber bullying is a criminal activity and illegal. If you feel your immediate safety is at risk, contact '000' in an emergency situation or your local police. You can report to the authorities any personal threat that you consider to be stalking. Personal threats are considered as an assault, even when no physical contact has been made.

If you're a parent, what can you do about cyber bullying?

- Discuss the incident with your child; assure them that you can help even if you know less about mobiles and tablets than they do!
- Help your child implement strategies to minimize the harassment.
- Make your child's school or club aware of the problem. Most schools have a policy on the use of mobile phones and tablets.

- Share your experiences with other parents, and raise concerns through your child's school, sporting club or other community groups in which they're involved.
- Seek help

For further clarification on the definitions refer to the Dictionary (See **S10**).

If you are being Cyberbullied there is support information available, including action strategies outside of HA procedures, via the following Commonwealth Government website, from The Office of the Children's ESafety Commissioner:

<https://esafety.gov.au/esafety-information/esafety-issues/cyberbullying>

6.10 Social Networking

HA acknowledges the enormous value of Social Media platforms in promoting and celebrating the achievements and success of the people involved in hockey.

When using the Internet for professional or personal pursuits, all members must respect the HA brand, the sport of hockey in Australia and follow this Policy to ensure HA's intellectual property and its relationships with sponsors and stakeholders is not compromised, or that the organisation is not brought into disrepute.

Social Media Platforms & networking sites includes, but are not limited to:

- Social networking sites such as Facebook, LinkedIn and MySpace;
- Video and photo sharing websites including Instagram, Flickr, Snapchat and YouTube;
- Micro-blogging sites such as Twitter;
- Weblogs, including personal blogs or blogs hosted by traditional media publications;
- Forums and discussion boards;
- Online encyclopaedias such as Wikipedia, and;
- Any other website that allows individual users or organisations to use simple publishing tools.

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, tweets and/or text messages:

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

Due to the immediate nature of this type of communication via mediums such as Facebook, Twitter and SMS and how easily communications can be misunderstood or abused, HA recommends caution be used to avoid inappropriate use, whether unintentional or due to failure to fully understand the ramifications. Please consider refraining from and avoiding:

- Including personal information about yourself or others in posts or text messages;

- Publishing something that makes you the slightest bit uncomfortable- use your best judgement and never write/publish if you are feeling emotional, upset or intoxicated;
- Posting someone else's picture on social network forums unless you have their permission;
- Commenting on rumours- do not deny or affirm them or speculate about rumours;

7. Complaints Procedures

7.1 Complaint Handling

HA 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 possible breach of this policy. In the first instance complaints should be reported to HA's CEO or delegated nominee.

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

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

Only matters that relate to or which occurred at the national level, as well as serious cases referred from club or state level, should be dealt with by HA.

A complaint may be handled informally or formally. The complainant will usually indicate his/her preferred option unless the CEO, delegated nominee or MPIO of HA 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 complaint 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 & Victimisation

HA 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 MPIO 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 Tribunal for review and appropriate action, including possible disciplinary action against the complainant.

7.3 Mediation

HA 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, and be initiated by either the HA MPIO or at the Complainant's request.

If a Complainant wishes to resolve the complaint with the help of a mediator, the MPIO will, in consultation with the complainant, arrange for an independent mediator where possible. We will 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 Tribunal

A Tribunal may be convened to hear a formal complaint:

- Referred to it by the CEO, delegated nominee or MPIO;
- Referred to it or escalated by a Member/s because of the serious nature of the complaint, because it was unable to be resolved at the state level, or because the state policy directs it to be;
- For an alleged breach of this policy.

Our Tribunal procedure is outlined in attachment D5.

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 D5.

Every organization and individual 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

An alleged breach of this policy may relate to conduct/alleged conduct occurring in the course of a Hockey Australia match, event or tournament conducted by Hockey Australia or a Member/s. Additionally an alleged breach of this policy may not relate to conduct / alleged conduct occurring in the course of a match, event or tournament.

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 A break, violation or failure to follow HA policies;
- 8.2 Breaching the, or any part of, the Codes of Behaviour (Attachment **B**);
- 8.3 Bringing into disrepute or acting in a manner that is likely to be prejudicial to the interest of or likely bring disrepute to HA, or a Member/s;
- 8.4 Failing to follow the HA policy and procedures for the protection, safety and welfare of children, including:

- Appointing, or continuing to appoint a person found to be unsuitable to work with children or young people according to this policy or the relevant Federal or State law;
 - Where the person is a Prohibited Person, to work or seek work in the roles that would bring them into ongoing contact with children or young persons;
 - Where the person is a Prohibited Person, to knowingly declare otherwise to HA
- 8.5 Discriminating against, harassing or bullying (including cyber bullying) any person;
- 8.6 Victimising another person for making or supporting a complaint;
- 8.7 Engaging in an intimate or sexually inappropriate relationship with a person that he or she supervises, or has influence, authority or power over;
- 8.8 Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport;
- 8.9 Disclosing to any unauthorised person or organisation any HA information that is of a private, confidential or privileged nature;
- 8.10 Making a complaint that they knew to be untrue, vexatious, malicious or improper;
- 8.11 Failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy;
- 8.12 Failing to comply with a direction given to the individual or organisation as part of a disciplinary process.

9. Disciplinary Measures

HA 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 consistently 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 an Investigation or Tribunal that an individual has breached this policy, one or more of the following forms of discipline may be imposed via the HA MPIO:

- 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, scholarships, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by HA;
- 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 HA terminate the individual's membership, appointment or engagement;
- 9.1.9 In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
- 9.1.10 A fine;
- 9.1.11 Any other form of discipline that HA considers appropriate, as determined by any of the MPIO, the Hearing Tribunal or the HA CEO if the matter requires escalation.

9.2 Organisation

If a finding is made that HA or a Member has breached its' own or the HA Member Protection Policy, one or more of the following forms of discipline may be imposed by the MPIO, HA CEO or HA Board of Directors upon advice from an Investigator or the Hearing Tribunal:

- 9.2.1 A written warning;
- 9.2.2 A fine;
- 9.2.3 A direction that any rights, privileges and benefits provided to that organisation by the national body or other peak association is suspended for a specified period;
- 9.2.4 A direction that any funding granted or given to it by HA or a peak association ceases from a specified date;
- 9.2.5 A direction that HA and peak associations cease to sanction events held by or under the auspices of that organization;
- 9.2.6 A recommendation to HA and/or the state/affiliated association that its membership of HA or peak association be suspended or terminated in accordance with the relevant constitution or rules;
- 9.2.7 A direction that the organisation seeks appropriate guidance and/or training to address their behaviour and where relevant or directed, amend policies, procedures or other;
- 9.2.8 Any other form of discipline that Hockey Australia considers to be reasonable and appropriate.

9.3 Factors to consider

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

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

10. Dictionary

This Dictionary sets out the meaning of words used in this policy and its attachments without limiting the ordinary and natural meaning of the words. Further detail or definitions relating to Child Protection matters for specific 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, systemic abuse, neglect or abuse of power. **Abusive (behavior)** includes: bullying and humiliation by others, insults directed at an individual or group, physical intimidation and practical jokes, which cause embarrassment or which endanger the safety of others.

Affiliated Association means an association, usually a rural association, affiliated with a Member (state) Association.

Affiliated club or associated organization means a club and any related / associated organisation affiliated with an affiliated association or Member (state) Association.

ASADA is the Australian Sports Anti-Doping Authority.

Athlete means a hockey player whether recreational or competitive and who is an individual member of Hockey Australia, a Member (Association, Affiliated Association or Affiliated Club).

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

Child abuse involves conduct which puts children at risk of harm, usually by adults and often by those they know and trust. It can take many forms including verbal and physical actions. It 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 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 or other child or adolescent uses their power or authority to involve a child in a sexual activity or 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 or adequate clothing, personal hygiene, timely provision of medical treatment and adequate supervision.

CEO means the Chief Executive Officer of Hockey Australia or of a Member (state) Association, Affiliated Association or equivalent in an Affiliated Club. Where any of the former has no executive officer, CEO then means the President of the organization.

Complaint means a complaint made under clause 7.1.

Complainant means a person making a complaint.

Complaint Handler/Manager means a person appointed under this policy to investigate a Complaint, in the first instance being the HA MPIO.

Cyberbullying involves the use of information and communication technologies to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others.

Cyberstalking means when a person is stalked or harassed by another person using a service of the internet such as email, instant messaging or via a posting in a discussion group.

Discrimination occurs when someone is treated (or is proposed to be treated) unfairly or less favorably than another person in the same or similar circumstances because of one of the personal characteristics covered by anti-discrimination laws.

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

- 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
- 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
- Defense service
- Personal association with someone who has, or is assumed to have, any of the above characteristics

Examples of discrimination include:

- **Age:** A club refuses to allow an older person to coach a team because of their age.
- **Breastfeeding:** A member of the club who is breastfeeding a baby in the club rooms is asked to leave.
- **Disability:** A player is overlooked for team selection because of mild epilepsy.
- **Family responsibilities:** A club decides not to promote an employee because she has a child with a disability even though the employee is the best person for the job.
- **Gender Identity:** A Transgender player is harassed when other players refuse to call her by her female name.
- **Homosexuality:** An athlete is ostracised from his team after it becomes known that he is homosexual.
- **Marital Status:** A player is deliberately excluded from team activities and social functions because she is single
- **Pregnancy:** A woman is dropped from a squad when she becomes pregnant.
- **Race:** An Italian Umpire is not permitted to Umpire games with a high proportion of Italian players on one team because of his race.
- **Sex:** Specialist coaching is only offered to male players in a mixed team.

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.

Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination or harassment may also be against the law. For further information and links to relevant organisations and current legislation please go to:

http://www.ausport.gov.au/supporting/clubs/resource_library/managing_risks/anti-discrimination

Disrepute means the state of being held in low esteem by the public. A member or individual may be considered to have brought HA or the sport of hockey in Australia into 'disrepute' if any of the following occurs, or is undertaken by them, as follows:

- (a) Discriminatory behaviour, including public disparagement of, discrimination against, or vilification of, a person on account of an attribute;
- (b) Harassment, including sexual harassment or any unwelcome sexual conduct which makes a person feel offended, humiliated and/or intimidated where that reaction is reasonable in the circumstances;
- (c) Offensive behaviour, including offensive, obscene, provocative or insulting gestures, language or chanting;
- (d) Provocation or incitement of hatred or violence;
- (e) Spectator or crowd violence;
- (f) Intimidation of Match Officials, which may take the form of (but is not restricted to) derogatory or abusive words or gestures toward a Match Official or the use of violence or threats to pressure a Match Official to take or omit to take certain action regardless of where such action is taken;
- (g) Corruption, including offering a benefit or an advantage to a Player or an Official in an attempt to incite him or her to violate Australian laws, including the national legislation on Match Fixing in Sport;
- (h) Abuse of position to obtain personal benefit;
- (i) Commission or charge of a criminal offence; or
- (j) Any other conduct, behaviour or statement that materially injures the reputation and goodwill of HA or hockey in Australia generally.

Existing appointee means a staff member or existing volunteer or Official of HA.

Gender diversity refers to a diverse range of different gender expressions and identities.

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

With respect to the Gender Identity terms referred to within this Policy, HA acknowledges the complexities of language and identity in this area and recognises the terms we use are not necessarily applicable to everyone. We know that the term '*transgender*' encompasses a broad range of people whose gender identity is different from their sex as recorded at birth and that some people may not identify with this term. In particular, some people, particularly younger people, may prefer the term '*gender diverse*'. We also know that some people prefer the term '*gender transition*', while others prefer the term '*gender affirmation*'.

HA acknowledges and respects an individual's right to identify and describe their gender identity as they choose.

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.

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").

It does not matter whether the harassment was intended: the focus is on the impact of the behavior. The basic rule is if someone else finds it harassing then it could be harassment.

Requesting, assisting, instructing, inducing or encouraging another person to engage in discrimination or harassment may also be against the law.

HA is Hockey Australia, the governing body for hockey in Australia.

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.

Junior means any person who is a member of HA or a Member under the age of 18.

Mediator means an impartial person appointed to help those people involved in a complaint to talk through the issues and resolve the matter on mutually agreeable terms.

Member means a financial member of HA, a Member (State) Association and/or their board, committee/s, sub-committee/s or advisory panel/s, Affiliated Association and/or Affiliated Club or Associated Organisation, or board, sub-committee or advisory panel. It also applies to associated person (s) who takes on some form of duty on behalf of HA, or individuals.

Member Protection Information Officer (MPIO) is the first point of contact for a person reporting a complaint under, or a breach of, this Policy. The MPIO provides impartial and confidential support to the person making the complaint.

Each Member (state) Association should have an MPIO.

Natural justice (or procedural fairness) requires that:

- Both the Complainant and the Respondent must know the full details of what is being said against them and have the opportunity to respond;
- All relevant submissions must be considered;
- Irrelevant matters should not be taken into account.
- No person may judge their own case;
- The decision maker/s must be unbiased, fair and just;
- The penalties imposed must be fair.

Official (s) means / includes Umpires, Judges, Technical Officers, Tournament Directors and other related tournament officials.

Player – see Athlete

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.

Preferred appointee means a prospective staff member or prospective volunteer or Official of HA.

Prohibited Person means a person who has been convicted of a Serious Sex Offence or other criminal offence.

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 sport (e.g. coaches).

Sexual harassment means unwanted, unwelcome or uninvited behaviour of a sexual nature which could reasonably be anticipated to make a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include unwanted physical contact, verbal comments, jokes, propositions, display of pornographic or offensive material or other behaviour that creates a sexually hostile environment.

Sexual harassment is not behaviour based on mutual attraction, friendship and respect. If the interaction is between consenting adults, it is not sexual harassment.

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

- Rape
- Indecent assault
- Sexual assault
- Assault with intent to have sexual intercourse
- Incest
- Sexual penetration of child under the age of 16
- Indecent act with child under the age of 16
- Sexual relationship with child under the age of 16
- 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
- Bestiality
- Soliciting acts of sexual penetration or indecent acts
- Promoting or engaging in acts of child prostitution
- Obtaining benefits from child prostitution

Sexual offences continued:

- Possession of child pornography
- Publishing child pornography and indecent articles.

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.

Sexual orientation is different to a person's sex or gender identity.

State/Territory Association (SA) is the peak hockey body in each state or territory affiliated with HA. Also known as 'Member'. Refer to the definition of 'Member'.

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 is different to a person's sex or gender identity. Some transgender people may encounter difficulties or experience discrimination because of myths and misconceptions about the correlation between their gender identity and their sexual orientation.

Transsexual is a term that is sometimes used to describe a person who is taking steps or has taken steps to align their physical sex to their gender identity.

Vexatious means an action or the bringer of an action that is brought without sufficient grounds, purely to cause annoyance to the defendant, i.e. "a frivolous or vexatious litigant".

Victimisation means subjecting a person or threatening to subject a person to any unfair treatment because that person has or intends to pursue their right to make any complaint including a complaint under government legislation (e.g. anti-discrimination) or under this Policy, or for supporting another person to make a complaint.

Vilification involves a person or an organisation doing public acts to incite hatred towards, serious contempt for, or severe ridicule of a person or group of people having any of the characteristics listed under the definition of "Discrimination".

Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public.

WADA is the World Sports Anti-Doping Authority.

Working with Children Check or WWCC means the relevant process for assessing or re-assessing whether a person is suitable to work in child-related work in a particular state or territory.

World Anti-Doping Agency's Prohibited List means the list published by the World Anti-Doping Agency. It identifies substances and methods prohibited in competition, out of competition and in particular sports.

Young People/person means people in the 13-18 year age group.