

Participants Terms, Conditions and Policies

Intersport Management Pty Ltd is the sole organisation registered to conduct Futsal Leagues, Tournaments, Competitions, Training/Identification Camps and International Programs on behalf of Federation of Australian Futsal Limited.

1. Purpose of Our Policy

The main objective of Intersport Management and Federation of Australian Futsal Limited Participants Policy is to maintain responsible behaviour and the making of informed decisions by members and other participants in our organisation. It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from discrimination, harassment and abuse. Our policy informs everyone involved in our club of his or her legal and ethical rights and responsibilities and the standards of behaviour that are expected of them. It also covers the care and protection of children participating in our activities.

2. Who Our Policy Applies To

This policy applies to everyone involved in the activities of Intersport Management and Federation of Australian Futsal Limited and their partners whether they are in a paid or unpaid/voluntary capacity and including:

- ***committee members, administrators and other club officials;***
- ***coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions;***
- ***support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;***
- ***referees, umpires and other officials;***
- ***athletes;***
- ***members, including any life members;***
- ***parents;***
- ***spectators***

4. Extent of Our Policy

Our policy covers all matters directly and indirectly related to the Intersport Management and Federation of Australian Futsal Limited and its activities. In particular, the policy governs unfair selection decisions and actions, breaches of our code of behaviour and behaviour that occurs at training sessions, in the club rooms, at social events organised or sanctioned by the clubs (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings us, our partners or the sport into disrepute or there is suspicion of harm towards a any person.

5. Our Responsibilities

We will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;
- publish, distribute and promote this policy and the consequences of any breaches of this policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any complaints made under this policy in an appropriate manner;
- deal with any breaches of this policy in an appropriate manner;
- recognise and enforce any penalty imposed under this policy;
- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to our Federation of Australian Futsal Integrity unit.

Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, child abuse) and any other issues that our state or national bodies request to be referred to them.

6. Individual Responsibilities

Everyone associated with Federation of Australian Futsal Limited and Intersport Management Pty Ltd and its associated partners must:

- make themselves aware of the contents of this policy;
- comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy;
- consent to the screening requirements set out in this policy, and any state or 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, or where otherwise required by law;
- treat other people with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour; and
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment, bullying or other inappropriate behaviour; and
- comply with any decisions and/or disciplinary measures imposed under this policy.

7. Protection of Children

7.1 Child Protection

Intersport Management and Federation of Australian Futsal Limited is committed to the safety and wellbeing of all adults and children alike who participate in our members/clubs activities or use our services. We support the rights of all and will act at all times to ensure that a safe environment is maintained. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants.

Intersport Management and Federation of Australian Futsal Limited acknowledges the valuable contribution made by our staff, members and volunteers and we encourage their active participating in providing a safe, fair and inclusive environment for all participants.

7.1.1: Identifying and Analysing Risks of Harm

Intersport Management and Federation of Australian Futsal Limited will develop and implement a risk management strategy, which includes a review of our existing child protection practices, to determine how child-safe our organisation is and to identify any additional steps we can take to minimise and prevent the risk of harm to anyone because of the action of an employee, volunteer or another person.

7.1.2: Developing Codes of Conduct for Adults and Children

Intersport Management and Federation of Australian Futsal Limited will develop and promote a code of conduct that specifies standards of conduct and care we expect of adults when the deal and interact with children, particularly those in the our care. We will also implement a code of conduct to promote appropriate behaviour between children and adults alike.

The codes will clearly describe professional boundaries, ethical behaviour and unacceptable behaviour. (See Attachment 2)

7.1.3: Choosing Suitable Employees and Volunteers

Intersport Management and Federation of Australian Futsal Limited will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children .This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

Intersport Management and Federation of Australian Futsal Limited will ensure that Working with Children Checks and criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law. If a criminal history report is obtained as part of the screening process, Federation of Australian Futsal Limited will ensure that the criminal history information is dealt with confidentially and in accordance with relevant legal requirements. (See Attachment 1.3)

7.1.4: Support, Train, Supervise and Enhance Performance

Intersport Management and Federation of Australian Futsal Limited will ensure that all our employees and volunteers who work with children have ongoing supervision; support and training. Our goal is to develop their skills and capacity and to enhance their performance so we can maintain a child-safe environment in our club.

7.1.5: Empower and Promote the Participation of Children In Decision-Making And Service Development

Intersport Management and Federation of Australian Futsal Limited will promote the involvement and participation of children and young people in developing and maintaining a child-safe environment in our club.

7.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect

Intersport Management and Federation of Australian Futsal Limited will ensure that employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable ground that a child has been, or is being, abused or neglected (See Attachment 4).

In addition to any legal obligations, 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 they may make an internal complaint.

Please refer to our complaints procedure in section 10 of this policy.

Any person who believes a child is in immediate danger or in a life threatening situation, should contact the police immediately.

7.2 Supervision

Children under the age of [18] must be supervised at all times by a responsible adult. We endeavour to provide an appropriate level of supervision at all times. If a member finds a child under the age of [18] is unsupervised, they should assume responsibility for the child's safety until the child's parent/guardian or supervisor is located.

For reasons of courtesy and safety, parents must collect their children on time. If it appears a member will be left alone with just one child at the end of any club activity, they will ask another member to stay until the child is collected.]

- **Transportation**

Parents and or guardians are responsible for organising the transportation of their children to and from our activities (e.g. training and games). Where we make arrangements for the transportation of children (e.g. for away matches or overnight trips), we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate licence for the vehicle being used and the appropriate safety measures are in place (e.g. fitted working seatbelts)].

7.4 Taking Images of Children

Images of children can be used inappropriately or illegally. We require that members, wherever possible, obtain permission from a child's parent or guardian before taking an image of a child that is not their own. We will also make sure that the parent or guardian understands how the image will be used.

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

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

We will only use images of children that are relevant to our activities, and we will ensure that they are suitably clothed in a manner that promotes our clubs, competitions, leagues and events. If a parent or guardian does NOT grant permission from a child's photo or video to be taken or used for marketing or promotional material the parent or guardian must notify the centre or competition manager in writing when they register their child.

8. Discrimination, Harassment and Bullying

Intersport Management and Federation of Australian Futsal Limited is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination, harassment and bullying.

We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, harassed or bullied.

8.1 Discrimination

Unlawful discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by State or Federal anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

- **Direct discrimination** occurs if a person treats, or proposes to treat, a person with a protected personal characteristic unfavourably 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.

8.2 Harassment

Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends or humiliates another person and which happens because a person has a certain personal characteristic protected by State or Federal anti-discrimination legislation.

The offensive behaviour does not have to take place a number of times, a single incident can constitute harassment.

Sexual harassment is one type of harassment. Sexual harassment involves 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.

Every person is covered by the anti-discrimination laws that apply in their State as well as the Federal anti-discrimination laws.

The following is a list of all the personal characteristics that apply throughout Australia:

- gender;
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration;
- national extraction or social origin;
- marital status, relationship status, identity of spouse or domestic partner;
- pregnancy, potential pregnancy, breastfeeding;
- family or carer responsibilities, status as a parent or carer;
- age;
- religion, religious beliefs or activities;
- political beliefs or activities;
- lawful sexual activity;
- sexual orientation and gender identity;
- profession, trade, occupation or calling;
- irrelevant criminal record, spent convictions;
- irrelevant medical record;
- member of association or organisation of employees or employers, industrial activity, trade union activity;
- physical features;
- disability, mental or physical impairment;
- defence service; and
- personal association with someone who has, or is assumed to have, any of these personal characteristics.

Legislation also prohibits:

- racial, religious, homosexual, transgender and HIV/AIDS vilification; and
- victimisation resulting from a complaint.

8.3 Bullying

Intersport Management and Federation of Australian Futsal Limited is committed to providing an environment that is free from bullying. We understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable at our club.

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 group.

Whilst generally characterised by repeated behaviours, one off instances can amount to bullying.

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

- verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
- excluding or isolating a group or person;
- spreading malicious rumours; or
- psychological harassment such as intimidation.

Bullying includes cyber-bullying which occurs through the use of technology. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. We will not tolerate abusive, discriminatory, intimidating or offensive statements being made online.

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. (Refer to Item 10 of this policy.)

- **[Inclusive practices]** [select all or only those relevant and/or add others]

Our club is welcoming and we will seek to include members from all areas of our community.

The following are examples of some of our inclusive practices.

9.1 People with a disability

Intersport Management and Federation of Australian Futsal Limited will not discriminate against any person because they have a disability. Where it is necessary, we will make reasonable adjustments (e.g. modifications to equipment and rules) to enable participation.

9.2 People from diverse cultures

Intersport Management and Federation of Australian Futsal Limited will support, respect and encourage people from diverse cultures and religions to participate in our club and where possible we will accommodate requests for flexibility (e.g. modifications to uniforms).

9.3 Sexual & Gender Identity

All people, regardless of their sexuality or gender identity, are welcome at our club. We strive to provide a safe environment for participation and will not tolerate any form of discrimination or harassment because of a person's sexuality or gender identity.

- **Pregnancy**

Intersport Management and Federation of Australian Futsal Limited is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our activities. We will not tolerate any discrimination or harassment against pregnant women.

We will take reasonable care to ensure the continuing safety, health and wellbeing of pregnant women. We will advise pregnant women that there may be risks involved with their continuing participation in sport, and we will encourage them to obtain medical advice about those risks. Pregnant women should be aware that their own health and wellbeing, and that of their unborn child, is 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. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with Federation of Australian Futsal Limited. We will only require pregnant women to sign a disclaimer in relation to their participation in our sport whilst they are pregnant 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 believes she is being, or has been, harassed or discriminated against by another person bound by this policy, she may make a complaint (see section 10).

- **Girls playing in boys teams**

If there is not a separate sex competition Intersport Management and Federation of Australian Futsal Limited will support girls playing in boys teams up until the age of 16 years.

We note that Federal anti-discrimination laws provide that it is not unlawful to discriminate on grounds of sex by excluding persons from participation in any competitive sporting activity in which the strength, stamina or physique of competitors is relevant.

If a child is over the age of 12 years we will consider each request on an individual basis by considering the nature of our sport and other available opportunities to compete.

10. Responding to Complaints

[Note: Clubs must ensure that this procedure accurately reflects the rules and procedures in their constituent documents, rules, regulations or by-laws and that such documents enable them to take the disciplinary actions contemplated in this sections.]

10.1 Complaints

Intersport Management and Federation of Australian Futsal Limited takes all complaints about on and off-field behaviour seriously. We will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously;
- the person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- irrelevant matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

More serious complaints may be escalated to Federation of Australian Futsal Limited Judiciary Tribunal.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then we may need to report the behaviour to the police and/or relevant government authority.

10.2 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. President, Member Protection Information Officer) will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask what the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about;
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to Intersport Management; and/or referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to Intersport Management and Federation of Australian Futsal Limited and an investigation is conducted, We will:

- co-operate fully with the investigation;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on our lawyers recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

10.3 Disciplinary Sanctions

Intersport Management and Federation of Australian Futsal Limited may take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- be applied consistent with any contractual and employment rules and requirements;
- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach; and
- be determined by our constituent documents, by Laws and the rules of the game.

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology;
- counselling of the individual to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently;
- a fine; or
- any other form of discipline that our club considers reasonable and appropriate.

10.4 Appeals

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by any of our Leagues or Tournaments) to Intersport Management and Federation of Australian Futsal Limited. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.

[Note: It is considered good practice to have a process to appeal against a decision made in respect of a complaint. However, the grounds of an appeal should be specific, for example they may be limited to a denial of procedural fairness, on grounds of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club. The jurisdiction of the appeal body will need to be outlined in relevant constituent documents, rules, regulations or by-laws which are binding on the complainant and respondent.]

11.Picking Up & Dropping Off Children

Our commitment

Intersport Management and Federation of Australian Futsal Limited is committed to providing a safe environment for the participation of children and young people. Part of this is ensuring that children and young people are not left alone after practice or games.

What we will do

- Make sure parents/guardians and children know the time and location of practice and games and when they can expect to collect their children.
- Request coaches and other sporting personnel to arrive before scheduled practice or game times.
- Give coaches a register of parent/guardian emergency contact numbers and make sure they have access to a phone.
- Ensure that if parents/guardians are late, coaches will try to make contact with them and:
- Ask the second to last child and their parent/ guardian to wait with the coach/official and the child avoid transporting children to their homes unless permission has been given by parents/guardians.

What we ask you to do

- Pick your children up on time or make other arrangements.
 - Inform the coach about any changes in arrangements for picking up your child.

12. Codes of Behaviour

Players Code of Behaviour

1. Play by the rules.
2. Never argue with an official. If you disagree, have your captain, coach or manager approach the official during a break or after the match.
3. Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in any sport.
4. Be a good sport. Applaud all good plays whether they are made by your team or the opposition.
5. Treat all participants in your sport as you like to be treated. Do not bully or take unfair advantage of another competitor.
6. Cooperate with your coach, team mates and opponents. Without them there would be no competition.
7. Participate for your enjoyment and benefit, not just to please parents and coaches.
8. Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

Coaches Code of Behaviour

1. Remember that young people participate for pleasure and winning is only part of the fun.
2. Never ridicule or yell at a young player for making a mistake or not coming first.
3. Be reasonable in your demands on players' time, energy and enthusiasm.
4. Operate within the rules and spirit of the sport and teach your players to do the same.
5. Ensure that the time players spend with you is a positive experience. All young people are deserving of equal attention and opportunities.
6. Avoid overplaying the talented player; the just average need and deserve equal time.
7. Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, officials, administrations, parents and spectators. Encourage your players to do the same.
8. Show concern and caution towards sick and injured players. Follow the advice of a physician when determining whether an injured player is ready to recommence training or competition.
9. Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young people.
10. Any physical contact with a young person should be appropriate to the situation.
11. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
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Parent/Spectators Code of Behaviour

1. Remember that children participate in sport for their enjoyment not yours.
2. Encourage children to participate do not force them.
3. Focus on the child's efforts and performance rather than winning or loosing.
4. Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence.
5. Never ridicule or yell at a child for making a mistake or loosing a match.
6. Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
7. Support all efforts to remove verbal and physical abuse from sporting activities.
8. Respect official's decisions and teach children to do likewise.
9. Show appreciation for volunteer coaches, without them your child could not participate.
10. Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.

11. Condemn the use of violence in any form, whether it is by spectators, coaches, officials or players.
12. Show respect for your team's opponents without them there would be no game.
13. Do not use foul language, sledge or harass players, coaches or officials.
14. Applaud good performance and efforts from all individuals and teams. Congratulate participants on their performance regardless of the games outcome.

Our Commitment

Intersport Management and Federation of Australian Futsal Limited is committed to providing a safe environment for participation. Aggressive, threatening or other inappropriate behaviour by members, their families, their friends, and other sporting personnel while attending a game or event will not be tolerated.

These behaviours are outlined in our Code of Behaviour and specifically include:

- Using bad language.
- Harassing or ridiculing players, coaches, officials or other spectators.
- Making racist, religious, sexist or other inappropriate comments to players, coaches, officials or other spectators.
- Any threatening behaviour or physical altercation between spectators and players, coaches, officials or other spectators.
- Putting undue pressure on children, berating them or putting down their performance.
- Drinking at a game or training or being drunk at a club event.

What we will do

- Provide members, their parents and other sporting personnel with our Code of Behaviour and make clear what is expected and the consequences of non-compliance.
- Reinforce messages of fair and respectful behaviour by displaying signs and posters around our facilities and providing information on our website, in our newsletter and through other club communication.
- Encourage our coaches and officials to complete training to develop their skills and confidence.
- Ban bringing alcohol to training, a game or tournaments.
- Consult with our local police and seek their support and advice on how to handle issues involving inappropriate behaviour by spectators prior to, at or after a game.
- Encourage the reporting of incidents and investigate inappropriate behaviours as outlined in this policy and take disciplinary or whatever other actions as are deemed necessary (e.g. appoint a ground official to monitor behaviour).
- Encourage our players, coaches, officials and spectators to call the police if they are concerned about escalating behaviour and their safety or the safety of others.

What we ask you to do

- Help create a positive atmosphere for players, officials and other spectators by showing respect for players, officials and other spectators.
- Abide by our stadium's Code of Behaviour and refrain from using bad language, harassing or ridiculing others or behaving in a threatening or violent manner.
- If you are aware of inappropriate spectator behaviour and you feel confident to do so, speak with the person and ask them to stop. If not, ask the centre manager for assistance.

- Report any inappropriate spectator behaviour to the centre manager.
- Call the police or centre manager if you are concerned for your safety or the safety of others.

Non-Compliance

Anyone found to have behaved inappropriately and are not abiding our stadium's Code of Behaviour may be asked to leave or face disciplinary action.

Travelling to other states or territories

It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.

In certain jurisdictions, temporary, time limited exemptions from working with children checks may be available for interstate visitors with a Working with Children Check in their home state.

The laws providing interstate exemptions are not consistent across Australia.

If an employee or volunteer for your club is travelling interstate to do work that would normally require a working for children check, you will need to check the relevant requirements of that state or territory.

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