



# **DRYSDALE CLIFTON SPRINGS PICKLEBALL**

## **DRYSDALE CLIFTON SPRINGS PICKLEBALL CLUB JUNIOR PROGRAM CODE OF PRACTICE – SUMMARY**

<b>Date Created:</b>	Endorsed by Club Committee 13 January 2025
<b>Audience:</b>	Drysdale Clifton Springs Pickleball Club (DCSPC) Members, Visitors/Guests, Contractors, Volunteers, Children and Young People, Parents/Guardians, Participants and Reciprocal and Visiting Clubs
<b>Version:</b>	Final
<b>Purpose of Document:</b>	To provide guidance and standards on the involvement of children and young people in the activities of the Drysdale Clifton Springs Pickleball Club.
<b>Review:</b>	Not later than 13 January 2026
<b>DCSPC Responsibility:</b>	Junior Program Subcommittee
<b>Other Relevant Documents (see DCSPC website):</b>	To be inserted



## **DRYSDALE CLIFTON SPRINGS PICKLEBALL**

### **DRYSDALE CLIFTON SPRINGS PICKLEBALL CLUB JUNIOR PROGRAM CODE OF PRACTICE**

#### **1. INTRODUCTION**

- 1.1 Drysdale Clifton Springs Pickleball Club (DCSPC) is committed to ensuring that children and young people (CYP) who participate in the junior activities of DCSPC have a safe and happy experience. DCSPC supports and respects children, young people, members, volunteers and participants.
- 1.2 The aim of DCSPC's Child Safe Code of Practice (the Code) is to ensure the safety and wellbeing of CYP in our care and to prevent abuse from occurring, and in the event that allegations are raised in relation to child abuse, to ensure that the allegations are properly addressed. All complaints will be treated seriously and be fully investigated and handled with maximum confidentiality and discretion.
- 1.3 Should a person wish to make any enquiries in relation to this Code, please contact the DCSPC Responsible Person on [juniors@dcspickleball.org](mailto:juniors@dcspickleball.org)

#### **2. CODE STATEMENT**

- 2.1 DCSPC is committed to providing the highest level of safety for all involved with playing pickleball at a DCSPC facility or associating in any other manner at a DCSPC facility or a DCSPC sanctioned event. This includes protecting members' privacy, promoting positive behaviours and attitudes, protecting the health safety and wellbeing of members, particularly children and young people and delivering DCSPC activities while acting in the best interests of CYP in our sport.
- 2.2 Specifically, DCSPC considers that the health, safety and well-being of CYP take priority over all other competing considerations. DCSPC considers that this is necessary to ensure the health, safety and welfare of all members and protect the image and reputation of the sport, DCSPC and its members.
- 2.3 DCSPC has a zero-tolerance approach to child abuse and is committed to promoting and protecting CYP from abuse and neglect to the greatest extent possible. All CYP have equal rights to protection from child abuse, regardless of their gender, religion, disability, sexual orientation or sex characteristics.
- 2.4 Child protection is a shared responsibility between DCSPC, its members, workers, contractors, associates, parents/guardians, coaches, spectators, volunteers and other persons associated

with the DCSPC community. Everyone that participates in DCSPC's activities is responsible for the care and protection of CYP, and reporting information about child abuse.

- 2.5 DCSPC supports the active participation of all CYP. It listens to their views, respects their views and involves them when making decisions, where appropriate, especially about matters that will directly affect them (including their safety).
- 2.6 DCSPC is also committed to the cultural safety of Aboriginal and Torres Strait Islander children, and those from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children living with a disability.
- 2.7 DCSPC has adopted the 11 Victorian Governments 11 Child Safe Standards (the Standards) as a minimum to drive a strong child safe environment and culture. These Standards are available for viewing at [Child Safe Sport — Vicsport](#).

### 3. SCOPE

- 3.1 This Code applies to everyone involved in or connected with DCSPC, including (but not limited to) members, participants, parents, spectators, contractors, officials, coaches, referees and volunteers throughout all DCSPC events and activities.
- 3.2 This Policy will continue to apply retrospectively to a person or member following the cessation of their association with DCSPC.

### 4. RELATED DOCUMENTS & LEGISLATIVE REQUIREMENTS

This Code must be read in conjunction with:

- 4.1 The laws of the Commonwealth of Australia and the State of Victoria (as amended from time to time) including but not limited to:
  - a) Children, Youth and Families Act 2005 (Vic);
  - b) Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015 (Vic);
  - c) Crimes Act 1958 (Vic); and
  - d) Working with Children Act 2005 (Vic).
- 4.2 DCSPC policies, procedures or documentation, including but not limited to:
  - a) The DCSPC Articles of Incorporation;
  - b) The DCSPC Constitution;
  - c) DCSPC Privacy Policy.

### 5. DEFINITIONS

- 5.1 **Child** means a person involved in the activities of DCSPC who is under the age of 18 years unless otherwise stated under the law applicable to the child (viz., for the purposes of child sexual offences in Victoria a "child" refers to a person under the age of 16 years).
- 5.2 **Child Abuse** is the mistreatment of a Child or Young Person that has Harmed, is Harming or is likely to Harm or endanger that Child or Young Person's physical or emotional health, development or wellbeing and the Child has not, or is not likely to be protected by the parent(s) or guardian(s). For the avoidance of doubt, this includes but is not limited to Emotional or Psychological Abuse, Bullying, Grooming, Sexual Exploitation, Neglect and Harassment.
- 5.3 **Child Protection** means any responsibility, measure or activity undertaken to safeguard CYP from Harm.

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- 5.4 **DCSPC Responsible Person** means the person nominated by DCSPC to be responsible for the requirements designated in this Code.
- 5.5 **Grooming** is a term used to describe what happens when a perpetrator of Abuse builds a relationship with a Child with a view to abusing them at some stage. There is no set pattern in relation to the Grooming of Children. For some perpetrators, there will be a lengthy period of time before the Abuse begins. The Child may be given special attention and what starts as an apparently normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then into more serious sexual behaviour. Other perpetrators may draw a Child in and abuse them relatively quickly. Some abusers do not groom Children but Abuse them without forming a relationship at all. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports and religious activities, or in internet chatrooms, in social media or by other technological channels.
- 5.6 **Harm** means Harm to a person or a Child is any detrimental effect of a significant nature to the person or Child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:
- Physical, Psychological or Emotional Abuse or Neglect;
  - Sexual Abuse or Exploitation;
  - A single act, omission or circumstance; and
  - A series or combination of acts, omissions or circumstances.
- 5.7 **Mandatory Reporter** means a person who is legally required to make a report to the Department of Health and Human Services or the Police if they form a belief on reasonable grounds that a child is in need of protection. It includes DCSPC committee members, DCSPC general club members, volunteers and visitors/guests.
- 5.8 **Organisation** means the Drysdale Clifton Springs Pickleball Club and its committee members, general members and volunteers.
- 5.9 **Sexual Offence** (in Victoria) means a criminal offence involving sexual activity or actions of indecency or any act which exposes a child under the age of 16 years to or involves a child under the age of 16 years in, sexual activity or matters beyond their understanding or contrary to accepted community standards. Sexually offence behaviours can include the fondling of genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, fondling of breasts, voyeurism, exhibitionism, and exposing the child to or involving the child in pornography. It includes grooming, which includes actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child under the age of 16 years (or their carer, family or supervisor) to lower their inhibitions and prepare them for engagement in a sexual offence.

## 6. RECOGNISING AND REPORTING CHILD ABUSE

- 6.1 A person may, in the course of participating in pickleball or any other activities of DCSPC or in providing their services (whether voluntary or paid), form a belief on reasonable grounds that a child is in need of protection from child abuse.
- 6.2 If a person is concerned about an immediate risk to a child's safety, the person must phone Victoria Police on "000" as soon as practicable.
- 6.3 **Child Abuse** can include:
- 6.3.1 **Physical abuse:** occurs when a child has suffered, or is likely to suffer, significant Harm as a result of a physical injury, such as a non-accidental physical injury.

- 6.3.2 **Sexual abuse:** occurs when a child has suffered, or is likely to suffer, significant Harm as a result of sexual abuse, such as when a child is exploited, or used by another for their sexual gratification or sexual arousal, or for that of others.
- 6.3.3 **Emotional and psychological abuse:** occurs when a child has suffered, or is likely to suffer, emotional or psychological Harm of such a kind that the child's emotional or intellectual development is or is likely to be significantly damaged; and
- 6.3.4 **Neglect:** occurs when a child's physical development or health has been or is likely to be significantly damaged. It refers to an omission, such as depriving a child of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, or medical care.

#### 6.4 **Mandatory Reporters**

- 6.4.1 Select classes of people in the community (including teachers, nurses and doctors – amongst others) are required by law to report to the Child Protection Unit of the Department of Families, Fairness and Housing Victoria (DFFH) where they have formed a belief, on reasonable grounds, that a child is in need of protection because they have suffered (or are likely to suffer) significant harm due to physical or sexual abuse.
- 6.4.2 This report must be made as soon as practicable, and after each occasion where they become aware of a further reasonable ground for the belief.

#### 6.5 **Reasonable Grounds for Belief**

- 6.5.1 A reasonable belief is formed if a reasonable person believes that:
- a) The child is in need of protection;
  - b) The child has suffered or is likely to suffer significant harm as a result of physical or sexual injury; and
  - c) The child's parents are unable or unwilling to protect the child.
- 6.5.2 To form a reasonable belief, you should consider and objectively assess all the relevant facts, such as the source of the allegation and how it was communicated, the nature of and details of the allegation, and whether there are any other related matters known regarding the alleged perpetrator.
- 6.5.3 A 'reasonable belief' or a 'belief on reasonable grounds' is not the same as having proof, but is more than mere rumour or speculation.
- 6.5.4 You will have reasonable grounds to notify if:
- a) A child states that they have been physically or sexually abused;
  - b) A child states that they know someone who has been physically or sexually abused (sometimes the child may be talking about themselves);
  - c) Someone who knows a child states that the child has been physically or sexually abused;
  - d) Professional observations of the child's behaviour or development leads a professional to form a belief that the child has been physically or sexually abused or is likely to be abused; or
  - e) Signs of abuse lead to a belief that the child has been physically or sexually abused.

#### 6.6 **Voluntary Reporters**

In addition to the mandatory reporting obligations above, any person who believes on reasonable grounds that a child is in need of protection from any form of child abuse, *may*

disclose that information to the Police, DFFH or the Commission for Children & Young People (CCYP).

### **6.7 Reporting Child Sexual Abuse**

If a person receives information that leads them to form a reasonable belief that a sexual offence has been committed in Victoria against a child (under the age of 16 years) by another person (of or over the age of 18 years), the person has a legal obligation to disclose that information to the Police as soon as it is practicable. Individuals who fail to comply with this obligation under the Crimes Act 1958 (Vic) may be subject to a penalty of imprisonment.

### **6.8 DCSPC Approach to Reports of Abuse**

- 6.8.1 DCSPC supports and encourages a person to make a report to the Police, CCYP or DFFH if they form a belief on reasonable grounds that a child is in need of protection, or they are concerned about the safety, health or wellbeing of a child.
- 6.8.2 Any person that makes a report in good faith in accordance with their reporting obligations (whether mandatory or voluntary) will be supported by DCSPC, and will not be penalised by DCSPC for making the report.
- 6.8.3 If a person is uncertain as to whether they should make a report to an external authority in relation to the safety of a child, they may speak to the DCSPC Responsible Person for guidance, assistance or information.
- 6.8.4 If an allegation is made against a member or volunteer, DCSPC will follow the reporting procedure outlined in this Code and take all steps to ensure that the safety of CYP is paramount.
- 6.8.5 DCSPC will investigate allegations of inappropriate conduct against a CYP in accordance with procedural fairness and will handle the allegations in a confidential and sensitive manner to the greatest extent possible.
- 6.8.6 DCSPC will cooperate with the directions of the Police, CCYP and/or DFFH in relation to any investigation conducted by these authorities.
- 6.8.7 DCSPC will keep a register of any allegations regarding inappropriate conduct.

## **7. ROLES AND RESPONSIBILITIES OF PERSONNEL PROTECTING CHILDREN**

- 7.1 Personnel involved in protecting CYP include the committee, management and volunteers within DCSPC. Those people have responsibilities in relation to the protection of CYP and are expected to:
  - a) Understand the rights of CYP, as appropriate to their role;
  - b) Respect the cultural and religious practices of families who access DCSPC's services, programs or events;
  - c) Understand and appropriately respond to the needs of CYP with developmental delays or disabilities;
  - d) Appropriately act on any concerns raised by CYP;
  - e) Understand the definitions, indicators and impact of child abuse;
  - f) At all times, know and follow regulations in relation to the care of CYP and follow the requirements in this Code;
  - g) Co-operate with police and/or other formal investigations to the best of their ability; and
  - h) Not harm or exploit CYP who access DCSPC's services.
- 7.2 DCSPC will appoint a DCSPC Responsible Person or equivalent role that will be the primary point of contact for all concerns related to child safety.

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## 8. RECRUITMENT AND SCREENING

- 8.1 The minimum standard for CYP background checks of members, contractors and volunteers of DCSPC and its members is the law as it applies in Victoria.
  - 8.2 DCSPC undertakes a comprehensive recruitment and screening process for all coaches, members, contractors and volunteers which aims to:
    - 8.2.1 Promote and protect the safety of all CYP who participate in the activities of DCSPC;
    - 8.2.2 Identify and recruit the safest and most suitable candidates who share DCSPC's values and commitment to protect CYP; and
    - 8.2.3 Prevent a person from working at DCSPC if they pose an unacceptable risk to CYP.
  - 8.3 DCSPC requires members, contractors and volunteers to pass the recruitment and screening process prior to commencing their engagement with CYP at DCSPC.
  - 8.4 As part of the screening and recruitment process, an applicant must provide appropriate evidence (e.g. WWCC or other state equivalent and/or Police check) to show that they are suitable to work with CYP and young people in a recreational setting. DCSPC requires that:
    - 8.4.1 All DCSPC child active volunteers and committee members require a WWCC; and
    - 8.4.2 The following key event personnel must have a valid WWCC:
      - a) Those paid by DCSPC for their services;
      - b) Volunteers with regular roles in DCSPC;
      - c) Relevant contractors who may have unsupervised access to CYP; and
      - d) Anyone else who DCSPC committee members feel requires a WWCC due to the nature of the work or service that they are undertaking for DCSPC.
  - 8.5 The type of evidence that an applicant is required to provide to DCSPC will vary depending on the type of position that they are applying for. However, an applicant will not be offered a position until they provide the required evidence to DCSPC.
  - 8.6 DCSPC will exercise discretion and may require applicants to provide a Police check in accordance with the law and as appropriate before they commence their engagement and during their time with DCSPC in regular intervals.
  - 8.7 DCSPC will undertake at least two thorough reference checks prior to engaging any personnel.
  - 8.8 Once engaged, DCSPC will provide members and volunteers with access to this policy and members and volunteers must review and acknowledge their understanding of this policy.
  - 8.9 DCSPC requires that visiting or affiliated clubs ensure all members and volunteers (including coaches and any officials) likely to have contact with CYP have a current WWCC, which needs to be signed off annually as part of the affiliation process. Clubs which do not comply with their legal obligations will be found to have not complied with the DCSPC affiliation requirements and will be disaffiliated.]
  - 8.10 DCSPC requires all affiliated club personnel including committee members, volunteers, coaches and referees and anyone else who has contact with CYP to possess a valid working with children check (WWCC). Any costs associated with gaining a valid WWCC will be dealt with in a manner determined by DCSPC.
  - 8.11 All convenors, coaches and volunteers actively engaging with CYP must sign the Criminal Declaration Form contained within the DCSPC Child Safe Induction Procedure.
  - 8.12 DCSPC must keep an up-to-date register of the WWCC details of all those actively engaging with CYP.
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## 9. CHILD SAFE PRACTICES

### 9.1 Language and Tone of Voice

Language and tone of voice used with CYP:

- a) Should provide clear direction, encourage and affirm CYP and boost their confidence;
- b) Should NOT be harmful (ie., be derogatory (eg. “you’re a loser), threatening, frightening, profane, discriminatory, racist or sexual).

### 9.2 Adhering to Professional Role Boundaries

Your role should:

- a) Act only within the confines of your duties/role (e.g., if you’re a coach, just be a coach);
- b) Unless with express consent from a nominated DCSPC Responsible Person, do NOT:
  - i) Provide unauthorised transportation to CYP;
  - ii) Engage in activities or seek contact with CYP outside of DCSPC activities;
  - iii) Involve yourself in CYP private and/or family matters, unless you reasonably believe or suspect that they are at risk of harm;
  - iv) Provide support to CYP or their families that is unrelated to the activities of DCSPC;
  - v) Accept an invitation to attend any private social function at the request of CYP or their family/carer unless there is/was an existing social, personal or family relationship.
- c) If any of the above occur or you are made aware of a CYP requiring assistance outside the confines of your role, either contact their parent/guardian or seek advice from an appropriate DCSPC Responsible Person.

### 9.3 Sending Electronic Communications to CYP (emails, texts and other direct messages)

As part of your role you:

- a) Must copy parent(s)/guardian(s) into any text, email, Facebook or any other form of electronic communication message;
- b) Must only communicate with CYP regarding issues relevant to DCSPC activities;
- c) Ensure that any messages are polite/friendly and in no way sexual in nature;
- d) Must not communicate with CYP, request to be “friends” or “follow” CYP using Internet chat rooms, social networking sites, game sites, instant messaging or anything of a similar nature, particularly to encourage social contact of an unauthorised nature;
- e) Must not request that CYP keep communication a secret.

### 9.4 Supervision of CYP

When supervising CYP in the activities of DCSPC you must:

- a) Avoid unsupervised situations with CYP wherever possible - you should always be in view of others;
- b) Engage positively with our sport;
- c) Behave appropriately towards one another;
- d) Ensure that you are in a safe environment, protected from external threats.

## 9.5 Physical Contact With CYP

Physical contact with CYP must be appropriate to the delivery of our sport (eg. A coach showing a CYP the right paddle grip) and be based on the needs of the CYP (ie. to comfort if distressed). Unless for medical or allied health purposes by a health care professional, contact must not:

- a) Involve touching genitals, breasts or buttocks;
- b) Appear to have a sexual connotation;
- c) Be intended to cause pain or distress;
- d) Be overly physical (eg., wrestling, tickling etc);
- e) Be unnecessary (eg., assisting CYP with toileting when they don't need help);
- f) Be initiated against the wishes of CYP (unless to prevent injury, in which case physical restraint should be a last resort).

Physical contact initiated by CYP that is sexual and/or inappropriate behaviour between CYP's must be reported to an appropriate DCSPC Responsible Person as soon as possible.

## 9.6 Sexual Misconduct:

No form of "sexual behaviour" is to occur between, with or in the presence of CYP, even if the CYP are above the legal age of consent of 16 years. This includes contact and non-contact behaviour (eg. flirting, sexual innuendo, electronic messaging or photography).

## 9.7 Positive Guidance and Discipline:

We want to create a positive environment for everyone within DCSPC and establish an understanding that CYP acknowledge the acceptable limits of their behaviour, whilst ensuring that:

- a) We give CYP clear direction;
- b) CYP are given an opportunity to redirect their misbehaviour in a positive way;
- c) Behaviour management strategies are fair, respectful and appropriate to CYP's developmental stage;
- d) No physical punishment, cruel/degrading/humiliating, etc treatment is used;

Under no circumstances is physical punishment to be used, nor any other treatment that could be considered as degrading, cruel, frightening, humiliating or discriminatory.

## 9.8 Giving Gifts to CYP

The giving of gifts to a CYP in whatever form must always be authorised by parents/guardians.

## 9.9 Photographs/Video Footage of CYP

### 9.9.1 General

As an overarching rule '**No photography, video or recording of any CYP**' shall take place where that CYP may be engaged in any activities associated with or being facilitated by DCSPC. The following exceptions to this general rule can occur within DCSPC in accordance with the further statements in this section 9.9. These exceptions include:

- a) For club promotional or advertising material associated with the DCSPC Junior Program;
  - b) For event, tournament or competition participation organised by DCSPC;
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- c) Situations where a third party requests to take, use or disclose images of CYP as part of an event, tournament or competition organised by other than DCSPC;
- d) To support CYP behaviour management;
- e) For DCSPC newsletters where those newsletters are not available to the general public;
- f) For the DCSPC Annual Report; or
- g) To fulfil legal obligations.

This section 9.9 applies to the general collection, use and disclosure of photographs, video and recordings (images) of CYP, including where those CYP may be playing or participating with adults. It does not cover the use and disclosure of photographs, video and recordings of adults alone.

DCSPC will use CYP images reasonably, appropriately and sensitively, consistent with our obligations under the VicSport Child Safe Standards and other sections of this Code. If at any time a parent/carer or student has a concern about the use of any images they should contact the DCSPC Responsible Person at [juniors@dcspickleball.org](mailto:juniors@dcspickleball.org).

This Code outlines the practices that DCSPC has in place for the collection, use and disclosure of images of CYP to ensure compliance with the *Privacy and Data Protection Act 2014* (Vic). It also explains the circumstances in which we will seek parent/carer consent and how consent can be provided and withdrawn.

### **9.9.2 Consent**

Photographs or video footage of CYP involved in DCSPC activities that are subject to the exception requirements of section 9.9.1 may only be taken if:

- a) Prior approval has been granted by the CYP's parent(s)/guardian(s); and
- b) The context of the photo/footage is directly related to DCSPC activities; and
- c) CYP are appropriately dressed and posed; and
- d) The image/footage is taken in the presence of others involved at DCSPC.

Images must not be distributed to anyone outside DCSPC other than CYPs (or their parents/guardians) without the knowledge and approval of a parent/guardian and the nominated DCSPC Responsible Person.

Images must not be exhibited online or on social media sites without parent/guardian approval with CYP being de-identified at all times.

The Photographic Video Consent Form at Appendix 1 is to be provided by DCSPC at membership enrolment. This form applies to the standard use of images for the time a CYP is a member of DCSPC. The exception uses are defined on the Consent Form.

For non-standard uses, where consent is required, parents/carers will be sent a consent form for that specific situation.

If at any time parents/carers wish to withdraw their consent, they can by contacting the DCSPC Responsible Person at [juniors@dcspickleball.org](mailto:juniors@dcspickleball.org). If consent is withdrawn verbally, DCSPC will make a written record of this.

### **9.9.3 Image Use Beyond the DCSPC Community**

Photographs, video or recordings of CYP may also be used in publications that are accessible to the public if the CYP is participating in a competition or tournament that is not organised by or the responsibility of DCSPC but for which the CYP needs a DCSPC membership to participate in.

### **9.9.4 Media**

The media may seek to photograph, film or record CYP for a news story or DCSPC event. This may include broadcast media, online or social media or print media, including newspapers and magazine publications.

When DCSPC receives such requests, we will:

- a) Provide parents/carers with information about the organisation involved and when and for what purposes the photography, filming or recording will occur; and
- b) Seek prior, express parent/carer consent in writing.

CYP will only be photographed, filmed or recorded by the media during DCSPC participation if express consent is provided for that specific media event. DCSPC does not own or control any photographs, video or recordings of CYP taken by the media.

### **9.9.5 Other External Collection, Use or Disclosure**

If there is a situation, such as a tournament or related event, which will involve the collection, use or disclosure of images of CYP by a third party which is not otherwise covered by this Code, DCSPC will:

- a) Provide parents/carers with information about the event or activity, the organisation involved and when the photography, filming or recording will occur; and
- b) Seek prior, express parent/carer consent in writing.

### **9.9.6 Images to Manage CYP Behaviour or to Fulfil DCSPC's Legal Obligations, Including Child Safety**

On occasion, it may be necessary for DCSPC members to photograph, film or record CYP and/or use images to:

- a) Fulfil legal obligations, including to:
  - i) take reasonable steps to reduce the risk of reasonably foreseeable harm to CYP, club members and visitors (duty of care);
  - ii) provide a safe and suitable leisure facility (occupational health and safety law);
  - iii) supporting CYP social and emotional wellbeing, and health (duty of care);
- b) For identification purposes, when necessary to implement discipline and/or behaviour management policies.

DCSPC does not require or obtain consent from parents/carers or CYP to photograph, film or record CYP, or to use these images, for these reasons. However, when DCSPC photographs, films or records a CYP for any of these purposes, DCSPC will only collect and use such images in a way that is necessary, reasonable and appropriate in the circumstances.

### **9.9.7 Images Taken by the DCSPC Community**

DCSPC endeavours to respect the privacy of all members of the DCSPC community and requests that parents/carers, CYP and others in attendance at a club activity who are not members of DCSPC do not photograph, film or record CYP participation.

DCSPC does not own or control any images of CYP taken by parents/carers, CYP or others in attendance at a club activity.

### **9.10 Overnight Stays and Sleeping Arrangements for CYP**

Overnight stays are to only occur with the prior written authorisation of parents/guardians and the relevant DCSPC Responsible Person (or their nominated representative).

### **9.11 Change Room Arrangements**

People involved in DCSPC activities must:

- a) Supervise CYP in change rooms whilst balancing their right for privacy;
- b) Avoid one-to-one unsupervised situations with CYP in a change room area (other than with their own child), whilst ensuring adequate supervision to keep CYP safe (e.g., standing outside the entrance to the change room);
- c) Not dress/undress in the change room whilst CYP are present, unless they are playing in a Senior Team and there are other members of the team present;
- d) Ensure that photos, video or other recordings are not taken in change rooms (to manage this, consider a "NO MOBILE PHONES" policy and signage in change rooms);
- e) Ensure that participants use the change room of their affirmed gender.

### **9.12 Use, Possession or Supply of Alcohol or Drugs**

- (a) All persons involved in DCSPC activities who are delivering a program or on overnight stays/camps involving CYP must not use possess or be under the influence of illegal or illicit drugs, alcohol or be incapacitated by any other legal drug;
- (b) Legal (i.e., prescription) drugs are permitted to be used provided that it does not interfere with your ability to provide an appropriate level of care to CYP and that you do not supply legal drugs (including alcohol and tobacco) to CYP.

### **9.13 Transporting CYP**

- (a) You can only transport CYP in circumstances that are directly related to the delivery of our sport and only with prior written approval of the CYP's parent/guardian and the express acknowledgment of a nominated DCSPC Responsible Person.
- (b) If it is not possible to get prior written consent or approval, you must notify in writing the details of the travel to the nominated DCSPC Responsible Person as soon as possible after the journey.
- (c) Where it is not possible to get a parent/guardian's approval in advance, the parent/guardian should send an approval text/electronic message to an appropriate DCSPC Responsible Person. This should then be documented appropriately.

### **9.14 Pick Up and Collection of CYP**

We must:

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- (a) Ensure that CYP and their parents/guardians know the times/locations of play/training/matches and that they arrive before the scheduled times so that CYP aren't unattended;
- (b) Have an operational phone and register of parent/guardian emergency contact details;
- (c) Ensure they are aware of pick-up details for CYP and that all relevant approvals are given;
- (d) If a parent/guardian is late, make efforts to contact them, noting that it is not your responsibility to drive CYP home. You should also ask the second last child and their parent/guardian to wait until the final child is collected.
- (e) Not leave the training session or match until all CYP have been collected.
- (f) If necessary, ask the parent/guardian to collect their CYP from the DCSPC facilities if there are others present and arrangements are documented.

If a parent/guardian is repeatedly late to collect their CYP, notify the nominated DCSPC Responsible Person.

## **10. COMPLAINTS PROCEDURE**

### **10.1 Purpose**

This Section 10 provides an outline of the complaints process at DCSPC so that members, CYP, parents/carers and other members of the DCSPC community are informed on how they can raise complaints or concerns about issues arising within DCSPC. All complaints and concerns regarding DCSPC will be managed in a timely, effective, fair and respectful manner.

DCSPC welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our members, CYP and their families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships within the DCSPC community. We understand that it is in the best interests of members (particularly CYP) for there to be a trusting relationship between CYP and their families and DCSPC.

When addressing a complaint, it is expected that all parties will:

- a) Be considerate of each other's views and respect each other's role;
- b) Be focused on resolution of the complaint, with the interests of the CYP involved at the centre;
- c) Act in good faith and cooperation;
- d) Behave with respect and courtesy;
- e) Respect the privacy and confidentiality of those involved, as appropriate;
- f) Operate within and seek reasonable resolutions that comply with any applicable legislation;
- g) Recognise that DCSPC may be subject to legal constraints on their ability to act or disclose information in some circumstances.

## 10.2 Scope

This Code relates to complaints brought by members, CYP, parents, carers, or members of the DCSPC community and applies to all matters relating to DCSPC.

In some limited instances, we may need to refer a complainant to elsewhere if there are different processes in place to manage the issue including:

- a) Criminal matters will be referred to Victorian Police;
- b) Legal claims will be referred to the DCSPC Legal Counsel;
- c) Complaints and concerns relating to child abuse will be managed in accordance with this Code.

## 10.3 Complaints and Concerns Process for CYP

DCSPC acknowledges that issues or concerns can cause stress or worry for members and CYP and impact their health and wellbeing. DCSPC encourages our members and CYP to raise issues or concerns as they arise so that we can work together to resolve them.

Members or CYP with a concern or complaint can raise them with the DCSPC Responsible Person. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent, carer or another trusted adult outside of DCSPC, to talk to us about the issue instead.

Further information and resources to support members and CYP to raise issues or concerns are available at:

- a) [Report Racism Hotline](#) (call 1800 722 476) – this hotline enables CYP to report concerns relating to racism or religious discrimination
- b) [Reach Out](#)
- c) [Headspace](#)
- d) [Kids Helpline](#) (call 1800 55 1800)
- e) [Victorian Aboriginal Education Association](#) (VAEAI)

## 10.4 Complaints and Concerns Process for Parents, Carers and Community Members

### 10.4.1 Preparation for Raising a Concern or Complaint

DCSPC encourages parents, carers or members of the community who may wish to submit a complaint to:

- a) Carefully consider the issues you would like to discuss;
- b) Remember you may not have all the facts relating to the issues that you want to raise;
- c) Think about how the matter could be resolved;
- d) Be informed by checking other policies and procedures of DCSPC.

### 10.4.2 Support Person

You are welcome to have a support person to assist you in raising a complaint or concern with DCSPC. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

### 10.4.3 Raising a Concern

DCSPC is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed to the DCSPC Responsible Person. Where possible, the Responsible Person will work with you to ensure that your concerns are appropriately addressed.

### 10.4.4 Making a Complaint

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the DCSPC President.

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, DCSPC will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

- 1. Complaint received:** Please either email, telephone or arrange a meeting through the DCSPC Responsible Person to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
- 2. Information gathering:** Depending on the issues raised in the complaint, the Responsible Person may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
- 3. Response:** Where possible, a resolution meeting will be arranged with the Responsible Person to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Responsible Officer may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
- 4. Timelines:** DCSPC will acknowledge receipt of your complaint as soon as possible (usually within two days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, DCSPC may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 14 days of the complaint being raised. In situations where further time is required, the DCSPC Responsible Person will consult with you and discuss any interim solutions to the dispute that can be put in place.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this Code.

### 10.4.5 Escalation

If you are not satisfied that your complaint has been resolved, or if your complaint is about the DCSPC Responsible Person and you do not want to raise it directly with them, then the complaint should be referred to the DCSPC President.

#### **10.4.6 Resolution**

If a formal complaint cannot be resolved the matter may be referred to an accredited third party, or DCSPC and the complainant may participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

#### **10.5 Record Keeping and Other Requirements**

To meet legal requirements, DCSPC must keep written records of:

- a) Serious, substantial or unusual complaints;
- b) Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information.

DCSPC also ensures that record-keeping, reporting and privacy obligations are met when responding to complaints or concerns.

### **11. SUPPORTING PERSONNEL**

11.1 DCSPC is committed to ensuring that all committee members, coaches, volunteers and contractors receive training to ensure that they understand their responsibilities in relation to child safety. Mandatory training at DCSPC includes:

- a) Club Induction
- b) Play by the Rules
- c) Convenor Management
- d) Risk Management
- e) Cultural Awareness

11.2 DCSPC assists its committee members, members, contractors and volunteers to incorporate child safety considerations into decision-making and to promote a culturally safe environment where CYP are supported to speak up about issues that affect them.

### **12. RISK MANAGEMENT APPROACH**

12.1 Child safety is a part of DCSPC's overall risk management approach.

12.2 See [CCYP Guide for Creating a Child Safe Organisation](#).

### **13. POLICY BREACHES**

It is a breach of this Code for any person or organisation to which the Code applies, to have been found to have done anything contrary to the Code. Any person who may breach this policy is subject to Insert relevant organisation discipline process and/or grievance procedure outlined in the organisation constitution).

### **14. CODE PROMOTION**

14.1 This Code will be made available to all members electronically on the DCSPC website, electronically via email to all DCSPC members and as a feature on notice boards at DCSPC facilities.

- 14.2 This Code will be communicated to all committee members and members via the DCSPC website, via email to all DCSPC members, via notice board at DCSPC facilities and at committee meetings.
- 14.3 References to this Code will be included in documentation provided to all members that represent DCSPC.

## **15. RECORD KEEPING**

- 15.1 DCSPC will retain records of reports of child abuse and complaints about child safety.
- 15.2 In maintaining records of reports about child safety, DCSPC will maintain confidentiality and privacy for CYP and families in accordance with legislation.
- 15.3 DCSPC will appropriately note identified risks to child safety through the record keeping process and will incorporate those into its risk management plan.

## **16. REVIEW PROCESS**

- 16.1 This Code will be reviewed by the DCSPC Committee on an annual basis.
- 16.2 If you would like to provide DCSPC with any feedback or suggestions to improve this Code, please contact the DCSPC President.
- 16.3 In addition to the regular review of this Code recommendations for changes to the Code may be submitted to the DCSPC Committee for consideration at any time. In the event that changes are accepted, the Code will be updated, and circulated to all stakeholders via the DCSPC webpage, newsletters and other appropriate communication channels.



## APPENDIX 1

### DRYSDALE CLIFTON SPRINGS PICKLEBALL CLUB

#### PHOTOGRAPHIC/VIDEO CONSENT FORM

The Drysdale Clifton Springs Pickleball Club wishes to record photographic and/or video images of your child for:

- a) Club promotional or advertising material associated with the DCSPC Junior Program;
- a) Event, tournament or competition participation organised by DCSPC;
- b) Situations where a third party requests to take, use or disclose images of CYP as part of an event, tournament or competition organised by other than DCSPC;
- c) Supporting CYP behaviour management;
- d) DCSPC newsletters where those newsletters are not available to the general public;
- e) The DCSPC Annual Report; or
- f) To fulfil legal obligations.

The Club nor any of its servants, agents or volunteers will:

- a) Use the photographs/videos for any other purpose than that stated above;
- b) Use them in any manner that is in breach of the law or the Safe Sport Framework;
- c) Record any personal or identifying information about the persons in the photographs/videos together with such photographs or videos;
- d) Retain possession of the originals in a secure location and not publish or distribute any part or all of them without your consent; and
- e) Ensure that any such personal or identifying information collected will remain confidential at all times.

If you have any concerns about the taking or use of the photographs/videos please contact:

Name: DCSPC Responsible Person

Email Address: [juniors@dcspickleball.org](mailto:juniors@dcspickleball.org)

**CONSENT**

Name of the Individual to be Photographed or Videoed: .....

Date of Birth: .....

Contact Phone: .....

Address: .....

Name of Parent/Guardian: (Required if individual is under 18yrs) .....

Please tick one box:

I grant Drysdale Clifton Springs Pickleball Club permission to use images/videos [delete one if required] taken of my child solely for the purposes stated above and subject to the conditions set out in this form.

I do not grant Drysdale Clifton Springs Pickleball Club permission to use images/videos taken of my child.

Signature of Parent/Guardian: .....

Date: .....