



Induction & Training Procedure

Aligned to QFCC Standard 7 – Staff and Volunteers Are Equipped with Knowledge, Skills and Awareness

Policy Owner: General Manager

Approved by: Board of Directors

Next Review: December 2026

1. Purpose

This procedure outlines how North Gold Coast Seahawks Basketball (NGCS) inducts, trains, and supports staff, volunteers, coaches, and officials to ensure they understand and uphold their responsibilities in creating a safe and inclusive environment for children and young people.

2. Scope

This procedure applies to all NGCS staff, Board members, contractors, coaches, referees, team managers, and volunteers engaged in any capacity with programs, competitions, or activities involving children.

3. Principles

- All personnel working with or around children must complete appropriate induction and training before commencing duties.
- Training must reflect current legislation, policy requirements, and best practice.
- Ongoing education is essential for maintaining a child-safe culture.
- Records of all induction and training must be securely maintained.

4. Induction Process

All new personnel must complete the NGCS Induction Program prior to commencing active duties. This includes:

- Overview of NGCS's mission, values, and structure.
- Introduction to the Child Safe Policy and Member Protection Policy.
- Review of Codes of Conduct and expectations of behaviour.
- Information on reporting and responding to concerns or allegations.
- Completion of privacy, data protection, and communication awareness modules.
- Signing the Code of Conduct Acknowledgement Form.
- Verification of Blue Card or Exemption Card status.

5. Ongoing Training Requirements

All personnel must complete refresher training annually or as required following policy updates or incidents. Refresher training may include:

- Child protection awareness and mandatory reporting.
- Professional boundaries and ethical conduct.
- Online communication and social media safety.
- Safe supervision during games, travel, and change-room activities.
- Diversity and inclusion in sport

6. Training Matrix

<i>Role / Position</i>	<i>Mandatory Training</i>	<i>Frequency</i>	<i>Record Keeping</i>
Board Members	Child Safe Governance & Risk Awareness	Every 2 years or upon reappointment	GM maintains training record
General Manager / Managers	Child Safety Leadership, Mandatory Reporting, Privacy	Annually	Personnel file
Coaches	Child Protection, Boundaries, Codes of Conduct, First Aid	Annually	Coaching accreditation register
Referees / Officials	Child Protection, Codes of Conduct, Conflict Management	Annually	Referee training log
Team Managers	Child Protection, Travel & Communication Policy	Annually	Volunteer training register
Volunteers	Basic Child Safety Awareness	Every 2 years	Volunteer record

This matrix will be reviewed annually and updated to reflect legislative or organisational changes

7. Supervision and Support

Managers and coordinators are responsible for providing ongoing supervision and mentoring to ensure all staff and volunteers maintain safe and appropriate conduct in line with NGCS policies.

8. Record Keeping

All training records, attendance logs, and signed acknowledgements will be securely stored in accordance with NGCS's Privacy & Data Protection Policy.

8. Related Documents

- Child Safe Policy
- Codes of Conduct
- Member Protection Policy
- Safer Recruitment & Screening Procedure
- Privacy & Data Protection Policy

9. References

- Child Safe Organisations Act 2024 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Child Protection Act 1999 (Qld)
- Australian Childhood Foundation Safeguarding Children Accreditation Framework
- QFCC Child Safe Standards (2024)

10. Example NGCS Training Matrix

This matrix will be reviewed annually and updated to reflect legislative or organisational changes.

Month	Staff (Paid)	Coaches	Volunteers	Board
January	Mandatory Induction Refresher; Annual Code of Conduct	Annual Coaching Training – Block 1	Volunteer Compliance Briefing	Quarterly Child Safety Update
February	Micro-Training: Responding to Concerns	Safe Communication	—	—
March	Quarterly Child Safety Training	Boundaries & Behaviour Management	Volunteer Refresher	—
April	—	Safe Supervision	—	—
May	Blue Card Compliance	Transport & Travel Safety	—	—
June	Quarterly Child Safety Training	—	Mid-Year Volunteer Training	Quarterly Update
July	Incident Reporting	Positive Culture & Influence	—	—
August	—	Online Safety & Social Media	Volunteer Briefing	—
September	Quarterly Child Safety Training	Managing Disclosures	—	—

October	Risk Scanning	Locker Rooms & Facilities Safety	—	—
November	—	Season Review & Learnings	Annual Volunteer Training	Quarterly Update
December	Annual Full Staff Training; Policy Review	—	—	Year-End Review

TRAINING GROUP SUMMARY

Audience Group	Frequency Requirement	What This Includes
Staff (Paid Employees)	Quarterly + Monthly Micro-Training	Induction, risk scanning, reporting, blue card compliance, boundary awareness
Coaches (All Levels)	Monthly + Annual Training	Communication, supervision, disclosures, travel, online safety, behaviour management
Volunteers (Team Managers, Assistants)	Annual + Two Refreshers	Duty-of-care basics, compliance briefings, reporting, facility safety
Board Members	Quarterly	Governance responsibilities, legislative updates, trends, risks

Document Control and Version History

Version	Date Approved	Approved By	Policy Owner	Next Review Date	Summary of Changes
1.0	December 2025	Board of Directors	GM	December 2026	Initial issue