



Child and Youth Participation & Empowerment Policy

Aligned to QFCC Standard 2 – Children and Young People Are Informed, Participate and Are Taken Seriously

Policy Owner: General Manager
Approved by: Board of Directors
Next Review: December 2026

1. Purpose

This policy outlines how North Gold Coast Seahawks Basketball (NGCS) ensures that children and young people are empowered to express their views, participate in decisions that affect them, and feel confident that their voices are respected and valued within our organisation.

2. Scope

This policy applies to all NGCS programs, including junior competitions, development programs, representative teams, school programs, and any events where children and young people are participants.

3. Principles

- Children and young people have the right to be heard, taken seriously, and involved in decision-making.
- Their participation must always be voluntary, safe, inclusive, and respectful.
- NGCS is committed to creating genuine opportunities for children to influence programs, policies, and practices.
- Feedback from children will inform continuous improvement in service delivery, competition design, and safeguarding initiatives.

4. Encouraging Participation

NGCS will promote participation through:

- Providing age-appropriate information about their rights and safety.
- Creating inclusive environments where all children feel comfortable sharing their views.
- Using surveys, group discussions, and team meetings to gather feedback from players.
- Encouraging youth involvement in program design, events, and promotional activities.
- Ensuring coaches and staff actively listen to children and respond respectfully.

5. Communication and Education

- NGCS will educate children and young people about their rights to safety, respect, and participation through team talks, posters, and online materials.
- The organisation will communicate in clear, age-appropriate, and inclusive language.
- Staff and volunteers will receive training on how to listen to and engage with children effectively.

6. Feedback and Complaints

- Children and young people will be informed about how they can make a complaint or raise a concern, including who to contact and what will happen next.
- Information will be displayed in visible areas at venues and included in player welcome packs and digital platforms such as Heja.

7. Youth Voice in Decision-Making

NGCS will actively involve young people in shaping its programs and culture through:

- Player and parent surveys are conducted at the end of each season.
- Youth focus groups or advisory sessions to provide feedback to management.
- Opportunities to contribute to club activities, promotions, or community events.
- Representation of youth perspectives in the Child Safety Working Group.

8. Review and Action on Feedback

- The General Manager and Child Safety Working Group will review all feedback from children and parents.
- A summary of key themes and actions will be presented to the Board annually.
- Feedback outcomes will be communicated back to members through newsletters or online updates.
- This process ensures transparency and shows children that their voices influence change.

9. Confidentiality and Safety

- When children share views or make complaints, their privacy will be respected.
- Feedback that raises safety concerns will be referred immediately to the Child Safety Officer or General Manager and managed under the Complaints, Reporting and Responding Procedure.

10. Monitoring and Evaluation

- NGCS will evaluate the effectiveness of child participation initiatives through annual reviews, feedback surveys, and consultation with the Child Safety Working Group.
- Improvements will be incorporated into program planning and policy development.

11. Related Documents

- Child Safe Policy
- Codes of Conduct
- Complaints, Reporting and Responding Procedure
- Member Protection Policy
- Communication & Social Media Policy

12. References

- Child Safe Organisations Act 2024 (Qld)
- United Nations Convention on the Rights of the Child (Articles 12–15)
- Australian Childhood Foundation Safeguarding Children Accreditation Framework
- QFCC Child Safe Standards (2024)

NGCS

Version	Date Approved	Approved By	Policy Owner	Next Review Date	Summary of Changes
1	Dec 2025	Board	GM	December 2026	Initial issue.
2	April 2026	Board	GM	April 2027	Added 2 adult comments