



## **Member Protection Policy**

Aligned to QFCC Standards 6 & 8 – Complaints and Concerns Are Taken Seriously / Safe Physical and Online Environments

Policy Owner: General Manager

Approved by: Board of Directors

Next Review: December 2026

### **Purpose**

North Gold Coast Seahawks Basketball (NGCS) is committed to providing a safe, respectful, and inclusive environment for all members.

This policy outlines how we protect members from abuse, discrimination, harassment, bullying, and other forms of inappropriate behaviour, in line with the Queensland Child Safe Standards and Basketball Queensland's Member Protection Framework.

### **Scope**

This policy applies to:

- All NGCS staff, volunteers, coaches, officials, referees, players, parents, and spectators.
- All NGCS programs, competitions, training sessions, tours, digital platforms, and events.

### **Principles**

1. Every member has the right to participate in an environment that is safe, respectful, and free from abuse or harassment.
2. All complaints will be taken seriously and handled confidentially.
3. Everyone involved with NGCS is expected to uphold the highest standards of behaviour and integrity.
4. The welfare of children and young people is always the primary concern.

## **Unacceptable Behaviour**

The following behaviours are strictly prohibited within NGCS activities:

- Physical, emotional, or sexual abuse.
- Discrimination or harassment based on gender, race, disability, religion, or background.
- Bullying, cyberbullying, or intimidation.
- Inappropriate physical contact or communication with children.
- Retaliation against any person who reports a concern or complaint.

## **Responsibilities**

- Board and Management – Establish and monitor this policy and related procedures.
- Staff and Volunteers – Model positive behaviour, complete required training, and report concerns.
- Coaches and Team Officials – Ensure safe and respectful team environments.
- Parents and Guardians – Support respectful behaviour and communication at games and events.
- Members – Follow the NGCS Codes of Conduct and report breaches or concerns.

## **Complaint Management**

- Complaints or concerns about behaviour, safety, or conduct must be reported to the General Manager, Child Safety Officer, or a designated Complaints Officer.
- NGCS will ensure that all complaints are handled promptly, fairly, and without bias, consistent with the Complaints, Reporting and Responding Procedure.

Where required, matters may be referred to external authorities such as Basketball Queensland, the Queensland Police Service, or the Department of Child Safety.

## **Confidentiality**

All information related to complaints or incidents will be treated as confidential and shared only with those who need to know to address the matter appropriately.

## **Related Documents**

- Child Safe Policy
- Codes of Conduct
- Complaints, Reporting and Responding Procedure
- Privacy & Data Protection Policy

## **References**

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

## **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