



Easts Volleyball Club

Member Protection Practices - Behaviour

Document History

Date	Who	Details
17/6/2023	Peter	Created this version of the Member Protection Practices - Behaviour

1. Definitions

These definitions apply within this Member Protection (MP) Practice document.

1.1. Conflict of Interest

The term 'conflict of interest' refers to a situation in which an individual has competing interests or loyalties. These can be thought of as a 'conflict of roles or responsibilities'. Operating in a way that does not address a conflict of interest may not be illegal, but it is almost certainly unethical, and can cause real harm to a Member and/or damage to the club and the reputations of Easts Team Members involved.

Examples may include:

- *A coach selects his daughter for a team even though she doesn't meet the official selection criteria.*
- *A coach does not give an award to her son, who is on a team that she coaches, despite meeting all of the criteria for that award to avoid people alleging favouritism.*
- *The Club President is tasked with finding a new office for the club and chooses space in a building he owns.*
- *An Easts Management Committee Member's son is given a job within the organisation despite the position not being advertised.*

A conflict of interest may exist even if the person involved has not acted improperly. This is called a perceived conflict of interest and can be just as harmful to a Young Person and damaging to the club as an actual conflict of interest.

The negative outcomes that may arise from a conflict of interest include:

- People feel defeated or demoralised, anxious, stressed or inadequate.
- A distrustful or suspicious environment is created.
- Communication can be disrupted, leading to a lack of cooperation and information not being conveyed.
- Poor work and team relationships develop.
- There is a decline in engagement.

All of these negative outcomes may result in harm to a Young Person.

Fairness is central to the integrity of all sport and also central to how Easts Team Members ought to act and interact when involved in our club activities and programs.

1.2. General Terms and Definitions

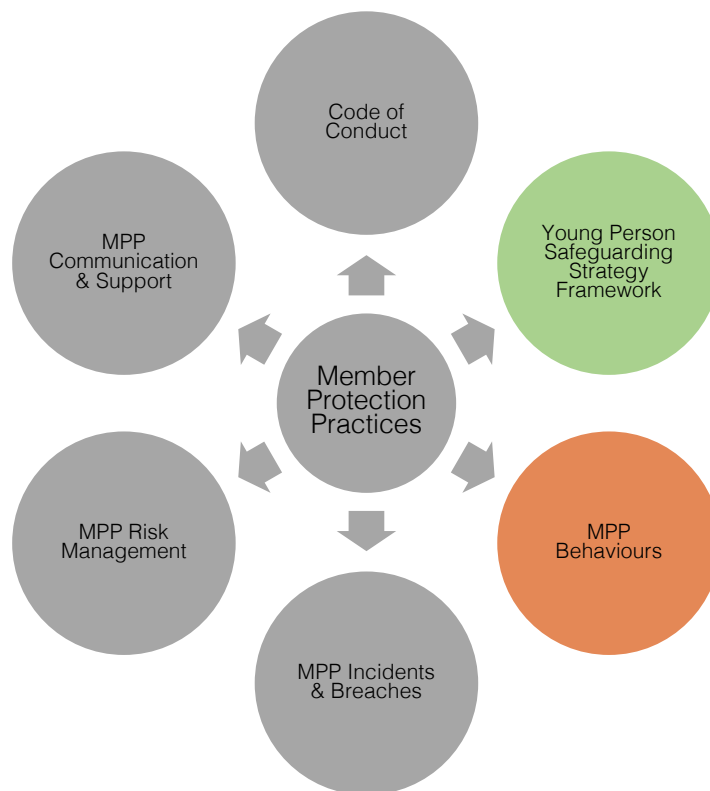
Easts Activities	<p>All activities conducted by Easts as part of the club's activities including, but not limited to:</p> <ul style="list-style-type: none">• Management Committee meetings.• Other Easts Team Member meetings.• Player selections and trails.• Volleyball training activities. <p>Participation of players in competitions.</p>
Easts Management Committee	<p>The Easts Management Committee is the committee that manages the operations of the club. They are appointed at the Club Annual General Meeting each year. The Easts Management Committee includes player representatives.</p>
Easts Team Members	<p>Easts Team Members includes:</p> <ul style="list-style-type: none">• Committee members and club officials• Players• Coaches where their team includes Young People• Referees and officials where the game they are officiating includes Young people• Volunteers with their role has some impact on Young People• Service providers and others involved in club activities where their activities have some impact on Young People.
Member	<p>A person who is a member of Easts together with their parent/s, guardians, family and supporters.</p>

Safety Coordinator	A Safety Coordinator is a person that has been appointed to this position by the Easts Management Committee.
Strategy	The strategy detailed in this document and all of the Statements, Codes and Practices referred to in this document.
Written Approval	Written approval includes electronic message formats such as email, SMS or indicating consent in an online form.

2. What is the aim of these Practices?

2.1. Background

Our commitment to Member Protection is embedded into our club's culture, how we work and the environments that we provide. Our Member Protection Strategy Framework, Code of Conduct and Member Protection Practices as well as any specific guidelines to support these detail how we turn our commitment into practice.



The **Member Protection Practices: Behaviour** have been developed to ensure that every individual feels safe, respected, and valued throughout their involvement with our club. A breach of these practices is a breach of our **MP Strategy Framework** and will be managed in accordance with the **MPP: Managing Incidents and Breaches Policy**. We require compliance with these behaviours by all Easts Team Members as they undertake their roles and responsibilities in club activities and programs.

2.2. Who these practices apply to

These Practices apply to all **Easts Team Members** at all times they are an Easts Team Member.

These practices must be considered when developing, designing, and managing other policies, activities, and programs.

2.3. When these practices apply

All people to which these Practices apply (see 3.2 above) must comply with these Practices, including:

- a) In relation to any dealings they have with Members related to the person's involvement in any capacity with the club activities and programs;
- b) In relation to any dealings in relation to a Member that the person might have with the club, including the person's staff, contractors or representatives;
- c) When dealing with a Member in their capacity as an Easts Team Member; and
- d) In relation to their Membership or standing as an Easts Team Member in general.

These practices do not apply to interactions involving an Easts Team Member and a Member where there is no direct or indirect link to the club's activities and programs.

2.4. Key external frameworks

The three external frameworks that are highly relevant to these Practices:

1. The Queensland **Anti-Discrimination Act 1991**.
2. The **Queensland Human Rights Commission** guidelines.
3. The **Australian Human Rights Commission** guidelines and recommendations.

3. What is Member Protection?

At Easts Volleyball Club, member protection refers to our commitment to ensuring the safety, well-being, and rights of all individuals involved in our club. It encompasses a comprehensive set of policies, procedures, and behaviours aimed at creating a secure, respectful, and inclusive environment. Member protection includes safeguarding against any form of abuse, harassment, discrimination, or misconduct, and promoting an atmosphere where every member can participate, develop, and thrive free from harm. We are dedicated to upholding the principles of fairness, respect, equality, ethical decision making, and conflict of interest management to safeguard the welfare and interests of our members.

3.1. Prohibited Behaviours

There are some behaviours that are expressly prohibited within Easts. These are addressed within specific behaviours outlined below. However, they are defined here:

- Bullying** Bullying means a person or group of people repeatedly and intentionally using words or actions, or the inappropriate use of power, against someone or a group of people to cause distress and risk to their wellbeing.
- Harassment** Harassment means any type of behaviour towards a Young Person that they do not want and that is offensive, abusive, belittling or threatening and is reasonably likely to cause harm to the Young Person who is the subject of the harassment.
- Unlawful Discrimination** Unlawful Discrimination includes:
- a) Direct Discrimination, when a person or group of people is treated less favourably than another person or group, because of a personal characteristic; and
- Indirect Discrimination, when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share, where such personal characteristic is protected by applicable anti-discrimination legislation.

Victimisation

Victimisation means subjecting a Young Person, or threatening to subject a Young Person, to any unfair treatment because the Young Person has made, or intends to pursue, their right to make, a complaint or lawful disclosure, including under applicable legislation or this Strategy, or for supporting another person to take such action.

4. Behaviours

4.1. Behaviour 1 – Respectful and Inclusive Conduct

We will treat all individuals with respect, fairness, and inclusivity, regardless of their background, race, ethnicity, gender, sexual orientation, or ability.

Discrimination, harassment, or bullying in any form will not be tolerated and is considered to be a breach of this policy.

We expect all individuals associated with our club, including coaches, officials, volunteers, and members, to exhibit the following behaviours:

- **Treat Others with Respect:** Show respect towards all individuals, regardless of their background, race, ethnicity, gender, sexual orientation, or ability. Treat others as you would like to be treated, valuing their opinions, ideas, and contributions.
- **Embrace Diversity:** Embrace and celebrate diversity within our club, recognizing and appreciating the unique qualities and perspectives that each individual brings. Create an atmosphere that welcomes and supports people from all walks of life.
- **Foster Inclusion:** Actively work towards creating an inclusive environment where everyone feels valued and included. Make an effort to include others, promote teamwork, and discourage exclusionary or discriminatory behaviour.
- **Listen and Communicate Effectively:** Practice active listening, giving full attention to others when they are speaking. Communicate openly, honestly, and respectfully, ensuring that everyone has the opportunity to express themselves and be heard.
- **Empower and Encourage:** Support and empower others to reach their full potential. Encourage participation, collaboration, and personal growth, creating an environment that nurtures and inspires individuals to excel.
- **Address Conflict Respectfully:** Resolve conflicts in a constructive and respectful manner. Engage in open dialogue, seeking understanding and finding mutually agreeable solutions. Avoid personal attacks and seek common ground to maintain positive relationships.

- **Challenge Discrimination and Harassment:** Take a stand against any form of discrimination, harassment, or bullying. Speak up if you witness or become aware of such behaviour, and report incidents according to the club's reporting procedures.
- **Role Model Behaviour:** Lead by example and demonstrate the behaviours of respectful and inclusive conduct. Encourage others to follow suit by exhibiting integrity, fairness, and kindness in all interactions.

4.2. Behaviour 2 – Clear Boundaries

We will establish and communicate clear boundaries regarding appropriate behaviour and interactions within the club. This includes guidelines for coaches, officials, volunteers, and members to ensure a safe and respectful environment for all.

We expect everyone associated with our club, including coaches, officials, volunteers, and members, to adhere to the following behaviors:

- **Code of Conduct:** Familiarize yourself with and adhere to the club's Code of Conduct, which outlines expected standards of behavior and the consequences of breaching those standards. Respect the rights, dignity, and well-being of others.
- **Respect Personal Space:** Respect the personal space and boundaries of others. Obtain consent before initiating any physical contact and be mindful of individual comfort levels.
- **Consent and Communication:** Seek and respect the consent of others in all interactions. Communicate clearly and honestly, ensuring that all parties involved understand and agree to the nature and boundaries of any activities or engagements.
- **Use of Language:** Use inclusive, appropriate, and respectful language at all times. Avoid derogatory, offensive, or discriminatory language that may be hurtful or create an uncomfortable environment.
- **Privacy and Confidentiality:** Respect the privacy and confidentiality of others. Do not share personal or sensitive information without consent, and maintain confidentiality when entrusted with information related to member protection concerns.
- **Social Media and Online Conduct:** Exercise caution and responsibility when using social media or any online platforms associated with the club. Be aware that your online behavior can impact the club's reputation and the well-being of others. Avoid engaging in cyberbullying, harassment, or any other inappropriate online behavior.

- **Professional Relationships:** Maintain professional boundaries and avoid conflicts of interest in relationships with other club members. Do not abuse positions of power or authority and ensure that all interactions are based on fairness and respect.
- **Reporting Breaches:** Report any observed or suspected breaches of boundaries or misconduct to the appropriate club authorities using the designated reporting procedures. Prompt reporting helps address issues effectively and ensure the safety and well-being of all members.

4.3. Behaviour 3 - Ethical Decision Making

We will prioritize ethical decision making in all aspects of our operations. Our actions and decisions will be guided by integrity, honesty, and a commitment to the welfare of our members. We will consider the potential impact on member protection and act in their best interests.

We expect all individuals associated with our club, including Easts Team Members, coaches, officials, volunteers, and members, to embrace the following aspects of ethical decision making:

- **Integrity:** Uphold the highest standards of integrity in all decisions and actions. Act honestly, truthfully, and transparently, even when faced with difficult choices or challenging situations.
- **Consideration of Consequences:** Consider the potential impact and consequences of decisions on the well-being and rights of all individuals involved. Strive to make decisions that prioritize the best interests of our members and the overall integrity of the club.
- **Fairness and Equity:** Treat all individuals fairly and equitably, without favouritism or discrimination. Ensure that decisions are based on objective criteria, merit, and the principles of fairness and equality.
- **Compliance with Policies and Laws:** Familiarize yourself with and adhere to all applicable club policies, rules, and regulations, as well as local, state, and national laws. Ensure that decisions align with legal requirements and ethical standards.
- **Conflict of Interest Management:** Recognize and appropriately manage conflicts of interest that may compromise objectivity, fairness, or the best interests of the club and its members. Disclose any conflicts of interest and take necessary steps to avoid or mitigate their impact.
- **Consultation and Collaboration:** Seek input from relevant stakeholders and consider different perspectives when making important decisions. Engage in respectful dialogue and collaboration to ensure well-informed and balanced decision making.

- **Ethical Dilemmas and Ethical Leadership:** Recognize and navigate ethical dilemmas by carefully analysing the situation, considering the values and principles at stake, and seeking guidance when needed. Demonstrate ethical leadership by making decisions that reflect integrity, accountability, and a commitment to member protection.
- **Continuous Learning and Improvement:** Strive for continuous learning and improvement in ethical decision making. Stay informed about ethical frameworks, professional standards, and best practices. Reflect on past decisions to enhance future decision-making processes.

4.4. Behaviour 4 – Avoid Conflicts of Interest

We will identify and manage conflicts of interest to ensure that the best interests of our members are upheld. We will maintain transparency and take necessary steps to avoid situations where personal or professional relationships could compromise member protection or create biases. Conflicts of interest can arise when personal or professional relationships interfere with unbiased decision making. We expect all individuals associated with our club, including coaches, officials, volunteers, and members, to adhere to the following practices for avoiding conflicts of interest:

- **Disclosure:** Promptly disclose any actual or potential conflicts of interest that may arise in your role within the club. This includes any personal, financial, or professional relationships that could influence your decision making or create a perception of bias.
- **Impartiality:** Strive to make decisions that are impartial, fair, and in the best interests of the club and its members. Avoid allowing personal or external interests to unduly influence your actions or decisions.
- **Transparency:** Maintain transparency and openness about any conflicts of interest. Communicate and document any conflicts of interest appropriately, ensuring that relevant parties are informed and involved in the decision-making process.
- **Withdrawing:** When a conflict of interest exists, consider withdrawing yourself from the decision-making process or any activities where your impartiality may be compromised. This may involve abstaining from voting or removing yourself from discussions related to the conflict.
- **Ethical Standards:** Exercise utmost good faith in all decisions and actions in your role.

- **Independent Decision Making:** Base your decisions on objective criteria, merit, and the best interests of the club and its members. Avoid favoritism, bias, or the perception of impropriety in decision making.
- **Consultation and Guidance:** Seek guidance from appropriate authorities or designated individuals within the club when faced with potential conflicts of interest. Consultation can help navigate complex situations and ensure that decisions are made in an ethical and transparent manner.
- **Regular Review:** Regularly review and reassess your affiliations, roles, and responsibilities within and outside of the club. Stay vigilant to identify any emerging conflicts of interest and take proactive steps to address and mitigate them.

4.5. Behaviour 5 -Active Listening

We will actively listen to our members, ensuring that their concerns and feedback are heard and taken seriously. We will respond promptly and appropriately to any reports or disclosures related to member protection.

Active listening is a crucial skill that promotes effective communication, understanding, and collaboration within Easts Volleyball Club. It involves fully engaging with the speaker, both verbally and non-verbally, to demonstrate genuine interest and create a supportive environment. We expect all individuals associated with our club, including coaches, officials, volunteers, and members, to practice active listening by adopting the following behaviours:

- **Full Attention:** Give your full attention to the person speaking. Maintain eye contact, face the speaker directly, and eliminate distractions to show that you value their input and are actively engaged in the conversation.
- **Non-Verbal Cues:** Use appropriate non-verbal cues to demonstrate that you are listening attentively. Nodding, smiling, and providing encouraging gestures can signal understanding and encourage the speaker to share more.
- **Patience and Avoiding Interruptions:** Allow the speaker to express their thoughts and ideas without interrupting or rushing them. Avoid finishing their sentences or jumping to conclusions. Patiently wait for pauses or natural breaks before contributing to the conversation.

- **Empathy and Understanding:** Strive to understand the speaker's perspective and empathize with their feelings or experiences. Put yourself in their shoes to gain deeper insight and build a stronger connection.
- **Active Verbal Responses:** Provide verbal responses that indicate your engagement in the conversation. Use phrases like "I see," "That makes sense," or "Tell me more" to encourage the speaker to share further. Ask open-ended questions to delve deeper into their thoughts and clarify any points of confusion.
- **Summarizing and Paraphrasing:** Summarize or paraphrase the speaker's key points to ensure accurate understanding. This demonstrates that you are actively processing the information and helps clarify any misinterpretations.
- **Suspending Judgment:** Suspend judgment or personal biases while listening. Approach the conversation with an open mind and refrain from forming premature opinions. Give the speaker the opportunity to express themselves fully before drawing conclusions.
- **Validation and Support:** Validate the speaker's feelings and experiences by acknowledging their emotions and concerns. Provide a supportive environment where they feel safe to share their thoughts without fear of judgment or criticism.
- **Active Feedback:** Provide constructive feedback or reflections on what the speaker has shared. Offer insights, suggestions, or alternative viewpoints, if appropriate, to foster a meaningful dialogue.
- **Follow-up and Action:** Demonstrate active listening by following up on the discussions or concerns raised. Take necessary action or provide appropriate support as required, showing that the conversation was meaningful and valued.

4.6. Behaviour 6 – Maintain Confidentiality

We will maintain strict confidentiality when handling sensitive information related to member protection concerns, following legal and ethical guidelines. Information will only be shared on a need-to-know basis to ensure the safety and well-being of those involved.

At Easts Volleyball Club, maintaining confidentiality is vital to creating a safe and trustworthy environment for all members. It involves respecting the privacy and safeguarding the personal information and sensitive matters shared within the club. We expect all individuals associated with

our club, including coaches, officials, volunteers, and members, to adhere to the following behaviours for maintaining confidentiality:

- **Privacy Awareness:** Understand the importance of privacy and the confidentiality of information shared within the club. Recognize that individuals may disclose personal or sensitive matters with the expectation that they will be kept confidential.
- **Confidentiality Commitment:** Make a personal commitment to maintain confidentiality and treat all information shared within the club with the utmost respect and discretion.
- **Limited Disclosure:** Limit the disclosure of information to only those who have a legitimate need to know. Share confidential information on a need-to-know basis, ensuring that it is disclosed only to individuals who are directly involved in handling the matter or are responsible for taking appropriate action.
- **Written Consent:** Obtain written consent from individuals before sharing their personal information or sensitive matters with others. Respect their right to control the dissemination of their information and ensure their explicit permission is obtained.
- **Secure Information Handling:** Handle and store confidential information securely, whether it is in physical or electronic form. Take necessary precautions to prevent unauthorized access, loss, or misuse of confidential information.
- **Professional Obligation:** Understand and adhere to any legal or professional obligations regarding confidentiality, such as data protection laws or codes of conduct. Comply with applicable regulations to protect the privacy and confidentiality of individuals' information.
- **Confidential Reporting Channels:** Utilize designated confidential reporting channels within the club for reporting sensitive matters or concerns. Encourage others to utilize these channels to ensure that confidential information is handled appropriately.
- **Respect for Boundaries:** Respect the boundaries set by individuals regarding the disclosure of their personal information. Avoid discussing or sharing personal details without explicit permission, even in casual or social settings.
- **Non-Judgmental Attitude:** Maintain a non-judgmental attitude and refrain from discussing or gossiping about confidential matters. Show respect and empathy towards individuals who have shared sensitive information, creating an environment of trust and support.

Application Example:

At Easts we do not post photographs of people onto social media without their explicit consent. Gaining consent requires a full disclosure of where the photograph will be posted and providing full information about the context of use for that photograph.

4.7. Behaviour 7 – Prompt Reporting and Action

We will encourage and empower our members to report any suspected or observed breaches of member protection policies. We will respond promptly to reports, conducting thorough investigations and taking appropriate action to address the situation.

At Easts Volleyball Club, prompt reporting and action are crucial components of our commitment to member protection and creating a safe environment for all. It involves recognizing and responding to incidents, concerns, or breaches of member protection policies in a timely and appropriate manner. We expect all individuals associated with our club, including Easts Team Members, coaches, officials, volunteers, and members, to exhibit the following behaviours when it comes to prompt reporting and action:

- **Vigilance and Awareness:** Stay vigilant and observant to identify any incidents, concerns, or breaches related to member protection. Be aware of signs or behaviours that may indicate a potential risk to the well-being or safety of individuals within the club.
- **Reporting Procedures:** Familiarize yourself with the club's designated reporting procedures for member protection concerns. Know how and to whom incidents or concerns should be reported, ensuring you understand the appropriate steps to take.
- **Timely Reporting:** Report incidents, concerns, or breaches promptly to the designated authorities within the club. Do not delay or withhold important information that could impact the safety or well-being of others. Act responsibly and promptly when it comes to reporting.
- **Detailed Information:** Provide accurate and detailed information when making a report. Include specific details about the incident or concern, such as dates, times, locations, individuals involved, and any supporting evidence or witnesses. The more information provided, the better equipped the club will be to take appropriate action.
- **Confidentiality and Privacy:** Respect the confidentiality and privacy of individuals involved in the reporting process. Only share information on a need-to-know basis and ensure that sensitive details are handled with the utmost discretion and confidentiality.

- **Support for Reporting Individuals:** Offer support and reassurance to individuals who come forward to report incidents or concerns. Encourage an environment where individuals feel safe and supported when raising member protection issues, emphasizing that their reports will be taken seriously.
- **Non-Retaliation:** Uphold a strict policy of non-retaliation against individuals who report incidents or concerns in good faith. Ensure that anyone who makes a report is protected from any form of reprisal or negative consequences as a result of their reporting.
- **Documenting and Tracking:** Maintain appropriate records and documentation of reported incidents or concerns, including dates, actions taken, and outcomes. This documentation helps track progress, follow-up, and evaluate the effectiveness of actions taken.
- **Collaborative Approach:** Collaborate with the relevant authorities within the club, such as safety co-ordinators or member protection officers, to ensure appropriate action is taken. Work together to investigate incidents, assess risks, and implement necessary measures to address and resolve member protection concerns.
- **Follow-up and Resolution:** Monitor the progress of reported incidents or concerns and ensure that appropriate actions are taken to address and resolve the issues identified. Communicate with relevant parties to provide updates and ensure that appropriate support is offered to affected individuals.

4.8. Behaviour 8 – Ongoing Education and Training

We will provide regular education and training to our coaches, officials, volunteers, and members on member protection policies, procedures, ethical decision making, and conflicts of interest. This will enhance awareness and understanding, empowering individuals to contribute to a safe and supportive environment.

At Easts Volleyball Club, we recognize the importance of ongoing education and training in promoting a culture of safety, member protection, and continuous improvement. We believe that staying informed, updated, and knowledgeable is essential for all individuals associated with our club, including coaches, officials, volunteers, and members. We encourage the following behaviours when it comes to ongoing education and training:

- **Regular Training Sessions:** Participate in regular training sessions provided by the club, which focus on member protection, safety protocols, and relevant policies and procedures. These

sessions may cover topics such as safeguarding, injury prevention, concussion management, and health and wellness.

- **Knowledge of Policies and Procedures:** Familiarize yourself with the club's policies and procedures related to member protection, safety, and overall well-being. Stay up-to-date with any changes or updates to these policies, ensuring that you have a clear understanding of the expectations and guidelines set forth by the club.
- **External Workshops and Seminars:** Take advantage of external workshops, seminars, or conferences related to member protection, child safeguarding, and relevant areas of interest. These opportunities provide valuable insights, best practices, and the latest research in the field, enhancing your knowledge and understanding.
- **Certification and Accreditation:** Pursue relevant certifications or accreditations related to member protection, coaching, officiating, or other roles within the club. These certifications demonstrate your commitment to ongoing education and validate your expertise and competence.
- **Online Resources and E-Learning:** Utilize online resources and e-learning platforms that offer educational materials, courses, and modules related to member protection and safety. Stay updated with the latest industry standards, guidelines, and practices through these accessible resources.
- **Sharing Knowledge and Experience:** Share your knowledge and experience with others within the club. Engage in conversations, discussions, or mentorship opportunities where you can contribute to the ongoing learning of fellow members. Foster a culture of knowledge-sharing and continuous improvement.
- **Guest Speakers and Experts:** Organize guest speaker sessions or invite subject matter experts to share their insights and expertise on topics related to member protection, safety, and well-being. These sessions provide unique perspectives and engage participants in interactive discussions.
- **Review and Reflection:** Regularly review and reflect on your own practices, seeking opportunities for improvement and growth. Take time to assess your knowledge, skills, and understanding of member protection principles, identifying areas where further education or training may be beneficial.

- **Evaluation and Feedback:** Provide feedback on training programs or sessions to the club's management or designated training coordinators. Share your experiences, suggestions, and recommendations for future training initiatives, contributing to the continuous enhancement of the educational offerings within the club.
- **Compliance and Commitment:** Demonstrate your commitment to ongoing education and training by actively participating in required sessions, completing assigned tasks or assessments, and maintaining compliance with the club's educational requirements. Embrace a mindset of lifelong learning and development.

4.9. Behaviour 9 – Transparent Communication

We will maintain open and transparent communication with our members, providing them with updates on member protection policies, procedures, ethical considerations, and any relevant changes. We will ensure that information is easily accessible and readily available.

Transparent communication is a vital aspect of fostering trust, understanding, and accountability within Easts Volleyball Club. It involves open and honest communication that is clear, timely, and inclusive. We expect all individuals associated with our club, including Easts Team Members, coaches, officials, volunteers, and members, to exhibit the following behaviours when it comes to transparent communication:

- **Clear and Concise Communication:** Strive for clarity and conciseness in all forms of communication. Express ideas, instructions, and information in a straightforward manner, avoiding ambiguity or unnecessary complexity. Use language that is easily understood by all recipients.
- **Timely and Relevant Updates:** Communicate information in a timely manner, ensuring that relevant updates or changes are shared promptly. Provide necessary details, such as dates, deadlines, and any implications or actions required, to facilitate understanding and appropriate responses.
- **Open Dialogue:** Encourage open dialogue and create an environment where individuals feel comfortable expressing their thoughts, concerns, and feedback. Foster a culture that values diverse perspectives and encourages constructive conversations.
- **Active Listening and Feedback:** Practice active listening when engaging in communication. Listen attentively to others' viewpoints, acknowledge their input, and respond thoughtfully.

Provide constructive feedback when necessary, ensuring that it is delivered in a respectful and supportive manner.

- **Respectful Tone and Language:** Use a respectful and inclusive tone and language in all communications. Treat others with courtesy, avoiding derogatory or disrespectful language. Be mindful of cultural sensitivities and use language that promotes inclusivity and equality.
- **Transparent Decision-Making:** Communicate decisions and the rationale behind them in a transparent manner. When appropriate, involve relevant stakeholders in the decision-making process, seeking their input and ensuring that decisions are informed and fair.
- **Sharing Policies and Procedures:** Ensure that club policies, procedures, and guidelines are readily accessible and transparently communicated to all members. Make them available through the club's website, emails, or other relevant channels. Encourage members to familiarize themselves with these resources.
- **Addressing Concerns and Issues:** Promptly address concerns or issues raised by individuals within the club. Respond in a transparent manner, providing updates on the progress and actions taken to resolve the matter. Maintain open lines of communication to ensure that individuals feel heard and supported.
- **Two-Way Communication:** Encourage two-way communication channels that facilitate dialogue and information exchange. Utilize platforms such as club meetings, forums, surveys, or suggestion boxes to promote active participation and engagement from all members.
- **Confidentiality Considerations:** Balance the need for transparency with respect for confidentiality. Communicate sensitive information or matters involving individuals' privacy in a manner that respects their confidentiality rights and adheres to applicable privacy laws and regulations.

4.10. Behaviour 10 – Continuous Improvement

We will regularly review and evaluate our member protection strategy and practices. We will seek opportunities for improvement, align with best practices, and adapt our policies and procedures accordingly.

At Easts Volleyball Club, we are committed to continuous improvement as an integral part of our member protection strategy. We believe that ongoing reflection, evaluation, and adaptation are

essential for maintaining high standards and ensuring the safety and well-being of our members. We encourage the following behaviours when it comes to continuous improvement:

- **Reflection and Self-Assessment:** Regularly reflect on your own practices, performance, and contributions within the club. Identify areas where improvements can be made and seek opportunities for personal growth and development.
- **Seeking Feedback:** Actively seek feedback from others, including Easts Team Members, coaches, officials, volunteers, and members, regarding your performance and the overall functioning of the club. Embrace constructive criticism and use it as a means to enhance your skills and knowledge.
- **Evaluating Policies and Procedures:** Continuously evaluate the effectiveness of club policies, procedures, and guidelines related to member protection. Identify areas where improvements or updates may be necessary to better address emerging challenges or changing needs.
- **Learning from Incidents or Concerns:** Treat incidents, concerns, or breaches as learning opportunities. Conduct thorough reviews and analysis to understand the root causes and identify areas for improvement. Implement corrective actions and preventive measures to minimize the risk of recurrence.
- **Professional Development:** Engage in ongoing professional development opportunities related to member protection, safety, coaching techniques, and relevant areas of interest. Stay up-to-date with industry best practices, research, and advancements to enhance your knowledge and skills.
- **Collaborative Problem-Solving:** Foster a culture of collaborative problem-solving within the club. Encourage open discussions and brainstorming sessions where members can share their insights, ideas, and potential solutions to address challenges and improve member protection practices.
- **Benchmarking and Best Practices:** Stay informed about best practices in member protection by researching and benchmarking against other reputable organizations or clubs. Identify successful strategies and adapt them to suit the unique needs of Easts Volleyball Club.
- **Regular Reviews and Audits:** Conduct regular reviews or audits of member protection processes and procedures to ensure compliance and effectiveness. Utilize internal or external

resources, such as independent auditors or expert consultants, to provide objective evaluations and recommendations.

- **Communication of Changes:** Effectively communicate any changes, improvements, or updates to member protection policies and procedures within the club. Ensure that all individuals are informed and understand their roles and responsibilities in implementing these changes.
- **Encouraging Innovation:** Encourage innovation and creative thinking when it comes to member protection. Foster an environment where individuals feel empowered to propose new ideas, technologies, or approaches that can enhance safety, inclusivity, and overall member well-being.

5. Prohibited Behaviours

An Easts Team Member commits a breach of these Practices when:

- a) They, either alone or in conjunction with another or others, engage in any of the following behaviours, or in relation to, a Member in the circumstances that these practices apply (see 3.3 above):
 - i. Causing physical or emotional harm to a Member;
 - ii. Any form of abuse, harassment, discrimination, or misconduct;
 - iii. Any action or inaction that has a negative impact on a Member's wellbeing;
 - iv. Attending any official club event whilst intoxicated or under the influence of any illegal drug or substance; or
 - v. Commit any act that would constitute Prohibited Conduct under any other club Practice statement, government regulation or law;
- b) There is a breach of a requirement imposed under any other element of the club's Member Protection Framework Strategy (detailed in 2.1 above).
- c) They are involved in or have knowledge of and do not report a breach of the other provisions in this practice.
- d) They have engaged in an attempt to breach any of the provisions in this practice.

6. Practices Review Every 2 years

These Practices (with any associated guidelines) will be reviewed to ensure that they are current and effectively support the:

1. The Queensland **Anti-Discrimination Act 1991**.
2. The **Queensland Human Rights Commission** guidelines.
3. The **Australian Human Rights Commission** guidelines and recommendations.

The club Safety Coordinators have responsibility to ensure that all policies, processes and codes are kept up-to-date and to monitor compliance with and effectiveness of these policies, processes, guidelines, and codes. To do this the club Safety Coordinators will review the Governing Principles every 2 years and update this strategy to include any relevant legislative changes as required.