



iceHQ CHILD SAFETY POLICY

Document Control

Version	Date	Sections	Notes	Author	Approval
-	18 May 2023	1-14	Initial Draft	Zamara Giles Hockey Coordinator / Child Safety Officer	Alannah Bourke Business Manager
1.0	20 June 2023	1-14	Initial Release	Zamara Giles Hockey Coordinator / Child Safety Officer	Alannah Bourke Business Manager



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1. PURPOSE

IceHQ is committed to providing an environment that is safe for all children and young people. The purpose of this policy is to ensure this is reflected in all aspects of our business operations.

The **iceHQ Child Safety Policy** sets out the general principles that guide the management of children and young people at iceHQ.

2. POLICY STATEMENT

- 2.1 IceHQ is committed to creating a safe, inclusive and welcoming environment for all children and young people who participate in recreational skating and ice sports at iceHQ. This includes the promotion of positive behaviours and attitudes while protecting health, safety and wellbeing and acting in the best interests of children and young people.
- 2.2 IceHQ is committed to implementing child safe practices in accordance with the Victorian Child Safe Standards (Appendix 1) and as outlined in the **iceHQ Child Safety Declaration**.
- 2.3 IceHQ has zero tolerance for any form of child abuse or harm and will act quickly to protect children and young people should an incident occur. All complaints will be treated seriously, fully investigated and handled confidentially.
- 2.4 IceHQ is committed to the active participation of children and young people at our venue, ensuring children and young people know their rights, have their views taken seriously and are involved in decision making, where appropriate, that may directly affect them and their peers;
- 2.5 IceHQ recognises the important role families play in supporting children and young people to participate in recreational skating and ice sports and values the input of families in decision making at our venue.
- 2.6 IceHQ recognises the particular needs of Aboriginal and Torres Strait Islander children and young people and will promote their cultural safety within the venue.
- 2.7 All children and young people have equal rights to protection from harm and abuse regardless of their race, religion, age, disability, cultural background, gender, sexual orientation or family/social background. Our venue considers that the health, safety and the wellbeing of children and young people take priority over all other competing considerations.

- 2.8 The safety and wellbeing of all children and young people at our venue is a shared responsibility between the venue, its staff, contractors, associates, parents/carers, coaches, spectators, volunteers and members of our community.

3. SCOPE

- 3.1 This policy applies to everyone involved in or connected to recreational skating activities and ice sports, including (*but not limited to*) participants, parents, staff, volunteers, patrons, spectators, contractors, officials and coaches.
- 3.2 This policy should be read in conjunction with the Victorian Child Safe Standards (Appendix 1) and relevant Commonwealth and Victorian legislation (Appendix 2).
- 3.3 IceHQ is committed to continually reviewing its policies and practises to protect the safety and wellbeing of all children and young people.

4. DEFINITIONS

- 4.1 **Child and Young Person** means a person under the age of 18 years, unless otherwise stated under the law applicable to the child (eg, for the purposes of child sexual offences in Victoria, a 'child' refers to a person under the age of 16 years).
- 4.2 **Child Abuse** includes all forms of physical, emotional, psychological, verbal and/or sexual abuse. Child abuse also includes sexual exploitation, neglect or negligent treatment, grooming, harassing behaviour, bullying or other exploitation of a child or young person and includes any actions that results in actual or potential harm to a child or young person. Child abuse can be a single incident or take place over time.
- 4.3 **Child protection** means any responsibility, measure or activity undertaken to safeguard children from harm.
- 4.4 **Venue** refers to iceHQ outlined in the header of this policy document.
- 4.5 **Family violence** occurs when children and young people are forced to live with violence between adults in their home. Family violence includes violence between members of a family, or extended family, or those fulfilling the role of family in a child or young person's life. It can include witnessing violence or the consequences of violence. Exposure to family violence places children and young people at increased risk of injury and harm and has a significant impact on their wellbeing and development.

- 4.6. **Grooming** is a term used to describe what happens when a perpetrator builds a relationship with a child or young person with the intent to abuse or harm them at some stage. Perpetrators may also groom parents/carers by forming relationships of trust with parents/carers before harming a child or young person. Grooming can take place over a long period of time before abuse occurs or the abuse can happen relatively quickly. Grooming can take place in any setting where a relationship is formed and may be done in physical (face-to-face) environments or online.
- 4.7. **Harm** can be any action that may have a significant impact on a child or young person's physical, psychological or emotional wellbeing. Harm can be caused by:
- Physical, psychological or emotional abuse or neglect;
 - Sexual abuse or exploitation;
 - Family violence;
 - a single act, omission or circumstance; and
 - a series or combination of acts, omissions or circumstances.
- 4.8. **Sexual abuse or exploitation** is any act which exposes a child or young person to or involves them in sexual acts beyond their understanding or contrary to accepted community standards. Sexual 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, grooming, voyeurism, exhibitionism, and exposing the child to or involving the child in pornography. It also includes engaging a child or young person to participate in sexual conversations online.
- 4.9. **Concerns and complaints** include any issue or incident that an adult, child or peer considers may negatively impact on the safety or wellbeing of a child or young person.

5. EXPECTED BEHAVIOUR AT iceHQ

- 5.1 All participants, staff, parents, spectators, contractors, officials, volunteers, coaches, and club board / committee members have responsibilities in relation to the safety and wellbeing of children and young people at iceHQ and are expected to:
- 5.1.1 understand the definitions of child abuse and harm and act on anything that they hear or see;
- 5.1.2 understand the rights of children, as appropriate to their role and cause no harm to a child or young person;

- 5.1.3 value equity and diversity at the venue and treat all children and young people with respect regardless of their race, religion, age, disability cultural background, gender, sexual orientation or family/social background;
- 5.1.4 at all times, know and follow regulations in relation to child safety (including but not limited to **iceHQ's Code of Conduct** and the **iceHQ Complaint Process**);
- 5.1.5 cooperate with police and/or other external agencies conducting formal investigations to the best of their ability.
- 5.1.6 iceHQ will appoint a Child Safety Officer or equivalent role that will be the primary point of contact for all concerns relating to child safety. Child Safety Officers will be listed in the **iceHQ Complaint Process** document.

6. RECRUITMENT AND SCREENING

- 6.1 iceHQ seeks to implement screening practices that reduce the risk of harm or abuse to children and young people by:
 - 6.1.1. Recruiting people suitable to work and interact with children and young people (e.g. by requiring Working With Children Checks). No adult will be allowed to work in a child related role at iceHQ until a valid Working with Children Check has been obtained. This includes all volunteers and coaching staff.
 - 6.1.2. Undertaking background checks of staff and volunteers who interact with children and young people such as two referee checks with specific child related questions.
 - 6.1.3 iceHQ also requires that all contractors (*who may have unsupervised access to children*), club board/committee members and coaching staff hold a valid Working with Children Check (WWCC).
 - 6.1.4. Once engaged, staff, volunteers and club board/committee members must read this policy and related documents and familiarise themselves with child safe practices at iceHQ.

7. SUPPORTING STAFF, COMMITTEE MEMBERS AND VOLUNTEERS

7.1. iceHQ is committed to supporting all staff, coaches, club board/committee members and volunteers to understand how to create a child safe and child friendly environment at our venue.

7.2. iceHQ recommends that staff, coaches, board/committee members and volunteers complete the following online training in child safe practices -

- Play by the Rules - Child Protection and Safeguarding

www.playbytherules.net.au

IceHQ also recommends that all Child Safe Officers and coaches also complete the following online training courses:

- Play by the Rules - Harassment and Discrimination
- Play by the Rules - Complaint Handling
- Play by the Rules - Inclusive Coaching

www.playbytherules.net.au

8. RISK MANAGEMENT

8.1. iceHQ recognises the importance of identifying and managing risks to children and young people in both physical and online environments and will conduct an organisation risk assessment to address potential risks to child safety.

8.2. An organisational risk assessment will be conducted on a regular basis in consultation with staff, volunteers, parent representatives and children and young people to ensure it is fit for purpose.

9. POLICY PROMOTION

9.1. This policy will be publicly available to all stakeholders via the iceHQ website and distributed via email where appropriate.

9.2. This policy will be communicated to all iceHQ staff, coaches and club committee / board members via email.

10. COMPLAINTS AND REPORTING

- 10.1. iceHQ will take all concerns and complaints seriously, whether they are raised by an adult, child or young person. All child related concerns and complaints will be responded to promptly and confidentially.
- 10.2. iceHQ has a complaints process in place and a child friendly complaints poster to help children and young people to understand how they can raise a concern or a complaint with iceHQ.
- 10.3. If there is any concern for the immediate safety of a child or young person, call the Police on '000' as soon as practicable.
- 10.4. If a child or young person is not in immediate danger but any person who believes (on reasonable grounds) that a child or young person is in need of protection from any form of child abuse or harm, that person may disclose that information to the Police, Child Protection or the Commissioner for Children & Young People.
- 10.5. If a concern or complaint includes an allegation or incident of child abuse or harm, iceHQ staff and volunteers must report it in accordance with the **iceHQ Complaint Process** document.
- 10.6. Any staff member, board/committee member or volunteer who is the subject of a child or young person related concern or complaint may be requested to stand down from their position during an investigation, have their duties altered so they do not engage with children and young people and/or have their access to iceHQ's IT system/database removed.
- 10.7. IceHQ will investigate allegations of inappropriate conduct against a child or young person in accordance with procedural fairness and will handle the allegations in a confidential and sensitive manner.
- 10.8. IceHQ will keep a register of any allegations regarding inappropriate conduct.

10.9 Reporting Sexual Abuse

- 10.9.1 If a person receives information that leads them to form a reasonable belief that a sexual offence has been committed, that person has a legal obligation to report and 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.
- 10.9.2 This report must be made as soon as practicable, and on any occasion where a person becomes aware of other allegations and has reasonable grounds for belief.

- 10.9.3 iceHQ will support and encourage a person to make a report to the police if a belief (on reasonable grounds) has been formed that a child is in need of protection or there is concern about the health, safety or well being of a child.
- 10.9.4 Any person making a report in good faith in accordance with reporting obligations (whether mandatory or voluntary) will be supported by iceHQ and will not be penalised by iceHQ in any way for making the report.
- 10.9.5 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 should contact an iceHQ Child Safety Officer for guidance and information. If in doubt, ask for assistance.
- 10.9.6 iceHQ will investigate any and all allegations of inappropriate conduct against a child in accordance with procedural fairness and will handle the allegations in a confidential and sensitive manner to the greatest extent possible.
- 10.9.7 iceHQ will cooperate with the directions of Police and/or the Department of Health and Human Services (DHHS) in relation to any investigation conducted by authorities.
- 10.9.8 iceHQ will keep a register of any allegations regarding inappropriate conduct.

11. RECORD KEEPING AND INFORMATION SHARING

- 11.1. iceHQ is committed to making and retaining accurate records of any reports of child safety related concerns and complaints.
- 11.2. In maintaining records of reports, investigations and outcomes about child safety, iceHQ will maintain confidentiality and privacy for all children and families in accordance with legislation.
- 11.3 iceHQ will record identified risks to child safety through the record keeping process and will incorporate those risks into the risk management plan.
- 11.4 From time to time, iceHQ may share relevant information to promote the safety and wellbeing of children and young people where appropriate and in their best interest. This may include sharing information with external authorities to comply with the law or to prioritise the safety of a child or young person.

12. REVIEW PROCESS

- 12.1 IceHQ is committed to regular review of our policies and practises to protect the safety and wellbeing of all children and young people
- 12.2 The iceHQ Child Safety Policy will be reviewed by Child Safety Officers and the iceHQ Business Manager on an annual basis.
- 12.3 Any recommendations for changes or amendments to this policy should be made in writing to info@icehq.com.au. All amendments shall be recorded in the document control section of this policy.

13. APPENDIX 1

Victorian Child Safe Standards	
Standard 1	Culturally Safe Environments Establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.
Standard 2	Leadership, Governance & Culture Ensure that child safety and wellbeing are embedded in organisational leadership, governance and culture
Standard 3	Child Empowerment Empower children and young people so they know their rights, participate in decisions affecting them and are taken seriously
Standard 4	Family & Engagement Inform and engage families in respect to child safety and wellbeing
Standard 5	Diversity & Equity Ensure equity is upheld and diverse needs are respected in policy and practice
Standard 6	Suitable Staff & Volunteers People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
Standard 7	Child Focused Complaints Process Ensure processes for complaints and concerns are child focused
Standard 8	Child Safety Knowledge, Skills & Awareness Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
Standard 9	Physical and Online Environments Physical and online environments promote safety and well being while minimising the opportunity for children and young people to be harmed
Standard 10	Review of Child Safety Practices Implementation of the Child Safe Standards are regularly reviewed and improved
Standard 11	Implementation of Child Safety Practices Policies and procedures that document how our venue is safe for children and young people

14. APPENDIX 2

This policy should be read in conjunction with:

The laws of the Commonwealth and Victoria; including but not limited to:

- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015 (Vic)
- Crimes Act 1958 (Vic) Failure to Disclose Sexual Offence Committed Against a Child Under 16 (section 327); Failure by a Person in Authority to Protect a Child from a Sexual Offence (section 49 O)
- Working with Children Act 2005 (Vic)
- Wrongs Act 1958 (Vic) Organisation liability for child abuse

iceHQ's policies and procedures; including but not limited to:

- iceHQ Child Safety Declaration
- iceHQ Social Media Policy
- Code of Conduct at iceHQ
- Junior Hockey Code of Conduct
- iceHQ Complaint Process