



**maccabi**

*connecting our Jewish  
community through sport*

# MEMBER PROTECTION POLICIES HANDBOOK

*This Handbook sets out details of Maccabi's Member Protection Policies ("MPP"), including related Codes of Conduct and Behaviour.*

The purpose of the Handbook is to outline Maccabi's vision of a culture that protects all its members, including its children and young people. The Handbook outlines our members' respective rights and responsibilities when participating in any activities run by or associated with Maccabi. It sets out expected standards of behaviour and explains grievance processes that members can follow if they believe that one of those standards has not been met.

For further information on any of the matters set out in this Handbook please contact your local Maccabi Office:

## **CONTACT DETAILS:**

Maccabi Australia.....03 9563 5865 enquiries@maccabi.com.au

Maccabi Victoria .....03 9563 5885 jlerner@macvic.com.au

Maccabi NSW .....02 9331 0573 info@maccabi.com.au

Maccabi WA.....08 9375 8785 secretarywa@maccabi.com.au

Maccabi QLD .....queensland@maccabi.com.au



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## PREFACE

This Handbook sets out a number of Member Protection Policies (“MPP”).

For the purpose of this Handbook, we use the term ‘Maccabi’ to refer variously to Maccabi Australia Inc (“MAI”), Maccabi’s State Representative Members (“State Bodies”) and Maccabi Sports Clubs (“Clubs”) affiliated with those State Bodies. Sometimes the reference is to one of the constituent organisations, in which case this is specifically identified in context; otherwise, the reference is usually to Maccabi more generally/collectively.

This Handbook aims to assist Maccabi to uphold its core values of respect, teamwork, community and volunteerism. We want to create a safe, fair and inclusive environment for all members and persons involved with Maccabi, including all of our officials, coaches, volunteers, carers/support workers and other Participants. In this context, Maccabi aims to ensure that every person who participates in our organisation is treated with respect and dignity and protected from unlawful discrimination, harassment, bullying and other inappropriate behaviour.

This Handbook is designed to give everyone involved with Maccabi knowledge about their rights and responsibilities when participating in Maccabi activities. It sets out expected standards of behaviour and explains grievance processes that Participants can follow if they believe that one of those standards has been breached.

Because so much of Maccabi activity involves and revolves around children, a central focus of our Handbook is our approach to child protection. It is so important that we allow our children to enjoy their sporting experiences in a safe environment – this includes not only their physical, but also their emotional environment, and everything that goes along with that. While the Handbook includes a specific Child Protection Policy, our Participants need to understand that everything we do must be infused with an awareness of and commitment to child protection.

A Dictionary of Terms utilised throughout the Handbook can be found in Chapter 8.

Maccabi requires everyone involved with Maccabi to familiarise themselves with and act in accordance with the principles and standards set out in this Handbook. The Handbook applies to all Participants, irrespective of their age or status.

A copy of this Handbook is posted on our website at [www.maccabi.com.au](http://www.maccabi.com.au).

You can also obtain a copy of it by contacting the MAI office at:

Level 1, 176 Bambra Rd  
South Caulfield  
Victoria 3162  
or telephoning (03) 9563 5865.

Barry Smorgon OAM

*MAI President*

27 November 2014



# CHAPTER 1 – MPP VISION

Set out below is a statement of Maccabi's vision and overall key aims and objectives of its Member Protection Policies ("MPP").

## MACCABI'S MPP VISION

- To establish and maintain a transparent member protection system that is to apply at all levels of the Maccabi organisation (including MAI on a national level, State Bodies on a State level and Clubs and members on a local level) (collectively called "Maccabi").
- To establish policies and procedures that:
  - work to protect the rights and interests of all those persons who participate or are otherwise involved in Maccabi activities;
  - explain the rights and obligations that each of them have under relevant legislation; and
  - enable Maccabi to take disciplinary action against Participants who do not act in accordance with its standards.
- To provide capable and innovative leadership and arrangements that ensure that the above vision is successfully implemented and maintained in a transparent fashion and on an on-going basis in a manner that will, as far as possible, help to unite and protect Maccabi and its members.

This Handbook is designed to enable Maccabi to realise its vision, by explaining our standards and enabling our Participants to take action when they need to.

## WHO DOES THIS HANDBOOK APPLY TO?

All Participants involved with Maccabi are expected and required to comply with the standards of behaviour set out in the MPP.

"Participants" means all paid or unpaid/voluntary:

- office bearers;
- individuals appointed or elected to boards, commissions, tribunals, committees and sub-committees, employees and volunteers;
- players and/or athletes;
- members including Life Members;
- coaches and assistant coaches;
- support personnel (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers, etc);
- disability support workers and carers;
- officials and any other personnel participating in any teams, events and activities, including camps and training sessions, conducted or sanctioned by MAI, any State Body or any Club;
- referees, judges and other officials; and
- parents and guardians of Members to the full extent that is possible.

The principles contained in this Handbook will continue to apply to a Participant even after they have ceased their membership, association or employment with Maccabi. If Maccabi has commenced or taken disciplinary action against a Participant, that action

may subsequently be considered if the Participant later seeks membership, association or employment with Maccabi.

## RESPONSIBILITIES OF THOSE AFFECTED BY THE MPP

### ORGANISATIONAL RESPONSIBILITIES

MAI, the State Bodies and Clubs have worked together to produce these policies. Each Maccabi body is expected to implement the policies and to be responsive to Participants in relation to issues arising under the policies.

### INDIVIDUAL RESPONSIBILITIES

Participants are responsible for:

- being aware of the MPP and acting in accordance with the Codes of Conduct and Behaviour provided in the Handbook (Chapter 2);
- consenting to a national police check and/or State/Territory Working with Children Check (or other screening requirements as per Chapter 7), if deemed necessary by the relevant Maccabi entity;
- acting in accordance with the standards detailed in this Handbook and other requirements of the MPP;
- co-operating in providing a sporting environment free of child abuse, unlawful discrimination, harassment and bullying;
- being accountable for their behaviour and understanding the possible consequences of failing to act in accordance with the MPP;
- following the procedures outlined in the Handbook if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour (Chapter 6); and
- complying with any decisions and/or disciplinary measures imposed by any Tribunal that is set up by Maccabi.

## AN OVERVIEW OF MACCABI'S ORGANISATIONAL STRUCTURE

### NATIONAL - MACCABI AUSTRALIA INC (MAI)

The peak body for all Maccabi organisations throughout Australia. It provides oversight and overriding policy direction for the entire organisation including those for Junior Carnivals and Interstate challenges, as well as facilitating Maccabi International Tours eg the Maccabiah.



### MACCABI STATES - MACCABI NSW, MACCABI QLD, MACCABI VIC, MACCABI WA

Each State has its own governing body that is affiliated to MAI that works to provide oversight and assistance to individual Maccabi Clubs, as well as hosting Junior Carnivals on rotation.



### MACCABI CLUBS

Maccabi Clubs are affiliated members of their respective Maccabi state organisations. They work to ensure that individual members are being provided with great sporting experiences and environments within which to compete on a week-to-week basis.

*The process for making complaints with regard to MPP matters is outlined in Maccabi's Grievance Resolution Guidelines, in Chapter 6.*



## CHAPTER 2 – CODE OF CONDUCT

This Code of Conduct outlines the minimum standards of behaviour for anyone involved in Maccabi. The Code of Conduct applies both on and off the sporting field and at all Maccabi-sanctioned events. It summarises the overarching principles that apply to all Maccabi Participants.

### GENERAL

- act within the rules and spirit of your sport, promoting fair play over winning at any cost;
- encourage and support opportunities for people to learn appropriate behaviours and skills and participate in all aspects of the sport or event;
- treat each person as an individual;
- be ethical and honest in all dealings with individuals, clubs and associations, showing respect and courtesy to all involved with the sport or event. This includes but is not limited to showing respect for the decisions of officials, coaches and administrators;
- act in such a manner as to protect children and young people (refer to the Child Protection Policy);
- do not engage in, or threaten to engage in, violent or physical confrontations with any other person;
- respect the rights and worth of every person, regardless of protected attributes such as their age, ability, gender, family responsibilities, race, cultural background, religion or sexuality, and ensure your decisions and actions contribute to a harassment-free environment (refer to the Anti-Discrimination Policy);
- act with integrity and objectivity, and accept responsibility for your decisions and actions; and
- act in accordance with the Constitution, rules and by-laws of Maccabi and the standards set out in the MPP Handbook.

### ATHLETES

- understand and play by the rules;
- respect referees and other officials;
- control your temper;
- work equally hard for yourself and for your team;
- be a good sport;
- give your best at all times; and
- participate for your own enjoyment and benefit.

### COACHES

- place the safety and welfare of the athletes above all else;
- help each person (athlete, official, etc.) to reach their potential. Respect the talent, developmental stage and goals of each person and encourage them with positive and constructive feedback;
- obtain appropriate qualifications and keep up-to-date with the latest coaching practices and the principles of growth and development of young players;
- ensure that any physical contact with another person is appropriate to the situation and

- necessary for the person's skill development;
- remember that sport is for enjoyment;
- be reasonable in your demands;
- each understanding and respect for the rules;
- be prepared to lose sometimes;
- in addition to imparting knowledge and skills, promote desirable personal and social behaviours; and
- instil in your athletes respect for officials and an acceptance of their judgement.

## OFFICIALS

- place the safety and welfare of the athletes above all else;
- ensure all athletes are included and can participate, regardless of eg their age, ability, gender, family responsibilities, race, cultural background, religion or sexuality;
- be consistent, impartial and objective when making decisions;
- address unsporting behaviour and promote respect for other athletes and officials; and
- ensure that any physical contact with another person is appropriate to the situation and necessary for the person's skill development.

## PARENTS

- encourage your child to participate, do their best and have fun;
- focus on your child's effort and performance, rather than winning or losing;
- never ridicule or yell at a child or other athlete for making a mistake or losing a competition;
- help out the coach or officials at training and games, where possible; and
- model appropriate behaviour, including respect for other athletes and officials.

## SPECTATORS

- respect the effort and performances of athletes;
- respect the decisions of officials and teach children to do the same; and
- identify and reject discrimination, harassment, bullying and violence in any form, whether by other spectators, coaches, officials or athletes.

## BOARD/COMMITTEE MEMBERS AND ADMINISTRATORS

- ensure that managers and coaches are appointed appropriately;
- ensure that any information acquired, or advantage gained, from the position is not used improperly; and
- conduct your organisation / Club responsibilities with due care, competence and diligence.

All Participants (and, for those under 18, their parents as well) are required to enter into an agreement with Maccabi, agreeing not only to act in accordance with this Code of Conduct, but also to abide by the individual policies in the MPP, and agree to be bound by the outcomes should they be found to have not acted in accordance with the MPP. This agreement is part of Club and event member registration forms.

# CODE OF CONDUCT FOR JUNIOR CARNIVALS

The standards of behaviour outlined in this Code of Conduct are intended to operate in addition to, and not to the exclusion of, the other policies contained in this Handbook. Parents and guardians of Participants who take part in Junior Carnivals should have specific regard to this Code of Conduct to ensure that they (and, where relevant, their children) understand and act in accordance with it.

**Participants in Junior Carnivals agree to:**

## IN GENERAL

- compete and behave according to the Australian Sports Code of Behaviour as well as Maccabi Codes of Conduct and Behaviour;
- at all times co-operate with Carnival and team management and peers – without them we cannot perform at our best;
- work equally hard for yourself and your team – your team’s performance will benefit and so will your own. Remember – being in a team is about working together;
- not leave any team venue or the immediate vicinity of the venue without the permission of team management and unless under the direct supervision of team management and/or an adult approved by team management;
- not behave in a manner (including inappropriate language) that disrupts others, or causes offence, disturbance or distress to others;
- support, and as far as practically and reasonably possible participate in, the official program, as formulated by the Carnival Organising Committee for both sport and social functions;
- compete in all the events for which you have nominated;
- abide by a curfew of no later than 12.00 midnight or one hour after the finishing time of an authorised event;
- not travel by public transport, including taxis, for the duration of the Carnival; and
- not host or attend any private parties during the Carnival. If an official function is organised as part of the program, billeting families will be advised in writing by Team Management. These details will include the address and venue and the starting/finishing time.

## WITH RESPECT TO BILLETING:

- team members may not alter any aspect of their billeting arrangements without the permission of their team management and the Carnival Organising Committee; and
- visiting team members not billeted by the Carnival Organising Committee must not stay in a flat, house, hotel or other accommodation unless an adult approved by the parent or legal guardian of the child is to stay with that child in that accommodation.

## WITH RESPECT TO BULLYING:

- All forms of bullying - whether physical, verbal or cyber – are unacceptable. Should you be a victim of, or witness, any form of bullying, please report this to your team manager or Youth Leader immediately.

## WITH RESPECT TO CAFFEINATED ENERGY DRINKS & NO DOZ AND LIKE SUBSTANCES:

- no team member is permitted to consume caffeinated energy drinks such as V or Red Bull or caffeinated tablets such as No Doz while in attendance at a Carnival.

## WITH RESPECT TO SMOKING:

- no team member or member of team management or the Organising Committee is permitted to smoke while in attendance at a Carnival event or venue; and
- there is no smoking in any building or any venue under any circumstance.

## WITH RESPECT TO ALCOHOL:

- no team member is permitted to possess or consume alcohol at any time; and
- the supply of alcohol to team members under 18 years of age is a criminal offence and is completely prohibited.

## WITH RESPECT TO ILLEGAL DRUGS:

- the supply, possession or taking of illegal drugs while at Carnival is completely prohibited.

## WITH RESPECT TO PERSONAL VIOLENCE:

- any form of abuse or assault (including emotional, verbal, physical or sexual abuse/assault) will not be tolerated.

## WITH RESPECT TO WEAPONS:

- firearms, knives and other dangerous or illegal weapons or materials are prohibited.

## NON-COMPLIANCE WITH THIS CODE:

- any Participant who does not act in accordance with this Code of Conduct may be subject to disciplinary action. Likely discipline for failure to abide by this Code of Conduct (or other policies) includes suspension or immediate exclusion from further participation in Carnival;
- team members who are excluded will be sent home on the first available service at the parent's expense; and
- separately, if a Participant is suspected of engaging in illegal activity, the matter will generally be referred to the Police.

## CODES OF CONDUCT FOR OTHER MACCABI EVENTS

Codes of Conduct are sometimes developed for specific events that are hosted or attended by Maccabi. Where relevant, those codes of conduct will be incorporated into the rules and regulations of those events.

## CHAPTER 3 – CHILD PROTECTION POLICIES

### OUR COMMITMENT TO CHILD PROTECTION

Maccabi is committed to ensuring child safety throughout our organisation, by protecting the safety and wellbeing of all children and young people accessing Maccabi services, events and activities. This commitment is endorsed at the highest level.

Recent changes to the law and changes to convention in the community around us mean that we all have changed responsibilities. Our task is now to inform, train and educate our Participants about those responsibilities.

In accordance with its commitment to child protection, Maccabi:

- has developed this Child Protection Policy. This policy provides clear guidelines prohibiting any form of abuse against children and young people; and
- has adopted a procedure for the screening, recruitment and induction of individuals who are engaged in child-related work to undergo checks in accordance with relevant child-protection legislation; and
- aims to train Maccabi Representatives to recognise signs of child abuse and to respond to allegations and complaints of child abuse appropriately and in accordance with legislative requirements.

### WHAT IS CHILD ABUSE?

Child abuse involves conduct that puts children and young people at risk of harm (usually by adults, sometimes by other children) and often by those they know and trust.

Child abuse may include:

- **Physical abuse:** non-accidental injury (or a pattern of injuries) to a child or young person by their parent, care-giver or another person. Behaviours include but are not limited to hitting, shaking or other physical harm.
- **Sexual abuse:** any act in which a person with power or authority over a child (female or male, adult or older child) uses a child for sexual gratification. Sexual abuse includes a range of contact and non-contact behaviour:
  - **Non-contact acts of sexual abuse include:**
    - making sexual comments (verbal, letter, telephone or via electronic communication); voyeurism;
    - exposure to pornography;
    - nudity - adult exposing parts of their body or a child's body; and
    - photography of child in a sexual pose.
  - **Contact acts of sexual abuse include:**
    - fondling a child's genitals or breasts, or forcing the child to fondle another person's genitals;
    - masturbation;
    - intimate kissing;
    - sexual penetration;
    - oral sex; and
    - exploiting a child through prostitution.

- **Emotional abuse and psychological harm:** occurs when a parent, caregiver or other person in authority or with power damages the confidence or self-esteem of a child or young person, resulting in serious emotional disturbance or psychological trauma. Often this is a pattern of emotional or psychological abuse, rather than a single incident. Such abuse might include: threats, humiliation, taunting, sarcasm, yelling, negative criticism, name calling, ignoring or placing unrealistic expectations on a child to the extent that it results in significant damage to the child's physical, intellectual or emotional wellbeing and development. Emotional abuse also includes witnessing family violence. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.
- **Neglect:** occurs when a parent or caregiver fails to provide a child with basic necessities of life. Such neglect includes the failure to provide food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury. Also the failure to provide supervision or medical attention to the extent that the child's health and development is, or is likely to be significantly harmed.

## APPROPRIATE CONDUCT AND BEHAVIOUR

The purpose of this section is to provide clear guidance to all Participants in regard to the treatment of children and young people within Maccabi. It is designed to ensure the highest possible level of safety to children and young people, protecting them from abuse and neglect. Children and young people expect and deserve to be safe when participating in Maccabi-related activities. Acting in accordance with this Child Protection Policy not only protects children and young people but also supports personnel by providing standards of care that are transparent and practical.

Failure to act in accordance with this Child Protection Policy and other policies and procedures outlined in this Handbook will be dealt with in a manner dependent upon the seriousness of the conduct in question.

## SEXUAL MISCONDUCT

The law is always the minimum standard for behavior within Maccabi. Any sexual act (contact or non-contact) with a child or young person under the age of 18 by an adult is a criminal offence, and will be dealt with and reported in the same manner as any other criminal offence.

Any sexual behaviour or contact between a Maccabi Representative and athlete is prohibited, even if the athlete is over the relevant age of consent in their jurisdiction (unless the people in question were already a couple). This is because the relationship is formed under circumstances of authority or power. Sexual conduct, involving a person placed in a position of authority, whether consensual or not may be exploitative because there is usually a disparity between coaches and athletes in terms of authority, maturity, status, influence and dependence.

If an athlete attempts to initiate an intimate relationship, the Maccabi Representative must take personal responsibility for discouraging the approach, explaining the ethical basis for such actions.

## PHOTOGRAPHY OF CHILDREN AND YOUNG PEOPLE

Maccabi acknowledges that images of children can be used inappropriately or illegally. Children and young people are sometimes exploited photographically by child sexual abusers

who display children in sexual poses or engaging in sexual acts with each other or with an adult. In other cases perpetrators of sexual abuse track down children and young people via a digital image trail.

The following rules apply to the photography/videoing of children and young people:

- ascertain whether it is necessary to obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. This will depend on the context of the particular sport and venue;
- only use appropriate images of a child and ensure that the child is suitably clothed in a manner that promotes the sport or event, and displays its successes;
- do not allow the use of camera phones, video cameras or cameras inside changing areas, showers and toilets;
- where an image of a child is used, do not display identifying personal information such as residential address, email address or telephone numbers;
- where images of children are used for commercial or other purposes such as the website or newsletters, or social media or by a third party, obtain permission for the use of such images;
- ensure that all photographers/videographers seeking permission or accreditation to act as photographers at any of Maccabi's events or activities which involve the participation of children have undertaken the relevant Working with Children Check (or alternatively where such check is not available in their normal place of residence, a National Police check). If the person within Maccabi who is requesting the Working with Children Check is not satisfied of the applicant's suitability at any time, permission or accreditation may be denied or withdrawn;
- ensure that the photographer/videographer has a copy of the MAI guidelines for photography/videography and abides by them. Please note: these guidelines form part of the rules of individual events for which the person is engaged;
- ensure that any image or video is taken in the presence of other personnel; and
- images (digital or hard copy) which reveal private body parts are to be destroyed or deleted by MAI Executive Director or a delegate of the MAI Executive Director.

## USE, POSSESSION AND SUPPLY OF ALCOHOL OR DRUGS

MAI has a comprehensive Drug and Alcohol Policy as well as a Drug and Anti-Doping Policy (Chapter 5). MAI recommends that bodies bound by the MPP adhere to sound and reasonable guidelines regarding the responsible consumption of alcohol. It also condemns doping as a fundamentally contrary to the spirit of sport.

In the case of use, possession and supply of alcohol or drugs, both legal and illegal, the law is always the minimum and any illegal acts will be referred to the police, without exception.

## TRANSPORTING CHILDREN AND YOUNG PEOPLE

Transporting children and young people to or from training or match venues by Maccabi Representatives (particularly coaches) is discouraged. However, it is recognised that it is not practical to prohibit it because from time to time Maccabi Representatives will be required to transport children in their own or rented vehicles to facilitate club activity. In such a case, if the driver is not a parent or sibling, then permission must to be sought from the child/young

person's parent or guardian and the appropriate form needs to be completed.  
(see end of this Chapter)

Maccabi strongly discourages Maccabi Representatives from being alone in a vehicle with children or young people. At all times another Maccabi Representative should accompany the driver. This action is designed to protect both the child and the Maccabi Representative. Only in the case of an emergency (when all possible other options have been explored and a third person is not available) are Maccabi Representatives permitted to transport a child alone in a vehicle. When this occurs it needs to be communicated to the parent and to a member of their club committee before the journey takes place.

**IMPORTANT:** There is a zero tolerance policy in relation to the consumption of drugs and alcohol when transporting children or young people.

## ELECTRONIC COMMUNICATION WITH CHILDREN AND YOUNG PEOPLE

Maccabi acknowledges the emergence of new technology and communication media and wishes to enable such new media to be used to benefit Maccabi and its Participants, for example (and without limitation) being able to use online and other programs to manage teams and competitions. However, Maccabi Representatives also need to be very mindful of possible inappropriate uses of these media. In particular:

- no Maccabi Representative is permitted to actively "befriend" (or accept a friendship request) from a young athlete over whom they have authority via Facebook or other social networking applications including but not limited to instant messaging, Snapchat, Instagram Skype or via gaming activities. This does not apply to existing actual (as opposed to virtual) friendships with people of your own age;
- no Maccabi Representative (especially a coach or volunteer) is permitted to use their role to befriend friends of children or young people that they coach or supervise;
- Maccabi Representatives need to ensure that a parent is copied into any SMS or email sent to a young person or child;
- all emails and instant messages from Maccabi Representatives to children or young people must be for legitimate purposes related to Maccabi arrangements or business, for example, coaching feedback, location of Maccabi activities or skill development. Messages at all times should be professional, not secretive and must not convey any sexually suggestive language; and
- secret one-to-one communication (via any form of media) between a Maccabi Representative and a child or young person is prohibited.

## CHANGE ROOMS

The right to children's privacy must be balanced with their need for safety and protection. Therefore Maccabi Representatives (especially coaches and managers) need to use their discretion based on the age, developmental stage and needs of the child or young person. There may be some circumstances where a child due to age or ability needs assistance with changing, and in those circumstances the following general principles must be adhered to:

- Maccabi Representatives and parents should not be in one - on - one situations with a child or young person (who is not their own child) when they are in a change room;

- Maccabi Representatives and parents should not dress or undress in a change room when children (other than their own child) are present;
- young people who are transgender should be consulted on their preference of change rooms and their wishes respected;
- in a public change room, a Maccabi Representative should supervise to ensure that children are safe from abuse from other members of the public;
- male Maccabi Representatives must not enter female change rooms and female Maccabi Representatives must not enter male change rooms; and
- coaches and managers should ensure that no photography of the children or young people in states of undress occurs in the change room. Any images taken must be deleted.

## SLEEPING ARRANGEMENTS WHEN TRAVELLING

From time to time personnel are required to accompany children and young people interstate or overseas. Practices while travelling must be consistent with the Code of Conduct and Child Protection Policy at all times. When putting in place sleeping arrangements, it is the responsibility of coaches and managers to ensure that:

- children have sleeping arrangements that do not compromise their safety. An example of this would be to ensure that each child has their own bed and is not required to share a bed with another child or young person or adult;
- children are not left in the care of unauthorised persons. For example children shall not be left unattended in accommodation venues;
- children and young people are provided with privacy when bathing and dressing;
- children and young people share hotel rooms or bedrooms with children of the same gender;
- young people who are transgender are consulted on their choice of sleeping arrangements;
- children and young people are provided with the contact details of the responsible Maccabi Representative at all times, and in the case of Junior Carnival, their host parent/s;
- children and young people have the right and a pre-arranged method to contact their parent or guardian during their stay; and
- if children or young people express or report any fear for their safety or allegation of abuse or discomfort in relation to their future safety in any host family or other accommodation, immediate steps are taken to remove them from the location and procedures according to this Handbook are followed.

## PHYSICAL CONTACT WITH CHILDREN AND YOUNG PEOPLE

Maccabi **does not seek to ban** all physical contact between children and young people and Maccabi Representatives. Some physical contact may be required in the interests of training or coaching or assisting the child or young person. However at all times the physical contact must be appropriate, for example to aid skill refinement and technique, based on the needs of the young person or child not the adult.

Under no circumstances should any Maccabi Representative have contact with a child or young person participating in Maccabi activities that:

- includes touching genitals, breasts, or buttocks (this excludes the delivery of medical or health services by appropriately medically trained personnel when required for the delivery of first aid);
- would appear to a reasonable person to have a sexual connotation or purpose;
- is intended to cause pain or distress to the child or young person (for example physical punishment);
- is overly physical, for example, roughhousing, tickling or wrestling;
- is unnecessary for the age, stage or physical needs of child, for example assisting with toileting or showering when not required; and/or
- is initiated against the wishes of the child or young person, with the exception of such contact being necessary to prevent injury to the child, young person or another person. In this case physical restraint must be the last resort, and the level of force must be appropriate to the specific circumstances and aimed solely at restraining the child or young person to prevent them from causing harm to themselves or others.

## ACCEPTABLE BOUNDARIES

All Maccabi Representatives must limit all contact with children and young people to what is reasonably expected to be Maccabi business. Appropriate boundaries include the following:

- meeting or contacting children or young people outside of official Maccabi business is not permitted;
- meeting alone with a child or young person whom they coach or supervise is not permitted. If meeting with a child or young person for coaching purposes, another Maccabi Representative or the young person's parent or another authorised adult must be present;
- external coaches or support personnel may not be invited to participate in Maccabi activities at any level without prior endorsement from the Club's Committee;
- any specialised training or coaching must be offered to everyone in a team, and no favouritism or special treatment shown to one young person or child;
- Maccabi prefers that its Representatives do not provide separate personalised services (paid or voluntary) to the child's family e.g. babysitting or tutoring. Parents/guardians should make their own separate inquiries about Representatives, and take responsibility for engaging them to provide private services;
- the giving of gifts to a by a Maccabi Representative to young people or children who they coach or supervise is prohibited. The only exception to this rule relates to the next clause; that is, that gifts may be given upon attendance at a social function. In this forum the gift is part of social etiquette and does not signify special treatment and cannot be

misinterpreted or used for the purposes of grooming a child for sexual abuse; and

- Maccabi Representatives must not attend a private social function of the child or young person except in exceptional circumstances such as significant milestone, for example an 18th birthday party or Bar or Bat Mitzvah party, or if an adult member of the child's family is a close friend of the Representative. However in these circumstances the following conditions must be followed:
  - the invitation must be sanctioned by the parent/guardian; and
  - other adults must be present at the function and the Maccabi Representative must not be alone with the child/young person or other young people or children; or
  - if the Maccabi Representative is a coach, the coach must inform their Club Committee that they want to attend the function and when and where the function is occurring and the supervisor deems it appropriate for them to attend.

## USE OF LANGUAGE

Language and tone of voice used when speaking with children and young people or in the presence of young people should provide clear direction, boost their confidence, encourage and affirm them.

Language and tone of voice should not be harmful to children. Avoid language that is:

- discriminatory, sexist or racist or homophobic;
- derogatory, belittling, negative;
- intended to threaten, frighten or intimidate; and/or
- profane (swearing).

Also avoid jokes or references which are sexual in nature.

## GUIDELINE FOR PARENTS

We call on all parents and other spectators associated with Maccabi to:

- observe Maccabi's guidelines for parents set out below;
- when necessary, politely and respectfully remind others of their obligations under these guidelines; and
- if witnessing another person behaving in a manner inconsistent with the MPP Handbook (particularly with respect to child protection), report the matter to a Maccabi official so that appropriate action can be taken. For further details on how to make a report of this nature, see the Grievance Resolution Guidelines in Chapter 6.

To create a safe environment, we have developed the following as an overarching guideline for parents:

- always comply with the Code of Conduct;
- advise Maccabi of any special needs your child may have or develop e.g. asthma, allergies, ADHD, self-harming behaviour; and
- follow the rules and guidelines as determined by the association conducting the game or event.

## MACCABI TRANSPORTATION APPROVAL FORM



**maccabi**  
connecting our Jewish  
community through sport

I, \_\_\_\_\_ (parent/guardian)

of \_\_\_\_\_ (child's full name)

hereby give permission for \_\_\_\_\_ (coach or other adult's name)

to be responsible for the transport of my child, subject to the following conditions:

**When:** (select one)

If a one off, please specify date: \_\_\_\_\_

If for an extended period (eg every Wednesday for term 1), please specify. Please note that a school term is the longest period of time that can be approved: \_\_\_\_\_

**Mode of Transport:** (select one or more)

Car of the coach or authorised adult – please be informed that it is preferred that there be at least one other person in the vehicle at all times

Public transport. Please specify your understanding of what this is: \_\_\_\_\_

Other, please specify: \_\_\_\_\_

Locations of start and end of journey: \_\_\_\_\_

Reason for journey: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Parent/Guardian Contact Number: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### Approval:

Club Committee Member Name: \_\_\_\_\_

Club Committee Member Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# CHAPTER 4 – MACCABI DISABILITIES AND INCLUSION POLICIES

## OUR VISION

Our policy on sport for persons with a disability envisages equal opportunity and active participation for all persons with a disability in Maccabi across Australia to the full extent of their abilities and interests. Maccabi welcomes participation from all members of the community, regardless of their abilities. We seek to provide opportunities to include people with disability in our clubs in both playing and non-playing roles to the greatest extent that we can. We aim to eliminate inappropriate and unlawful discrimination or harassment in all Maccabi Clubs that is based on any Participant's physical or intellectual disability.

## OUR OBJECTIVES AND STRATEGIES

The objectives of this policy and the action plan for its implementation are based on the three key goals:

- enhanced participation;
- enhanced capacity; and
- enhanced interaction.

In keeping with these three goals, our policy supports the following objectives and their strategies:

## ENHANCED PARTICIPATION

### OBJECTIVE 1

*To increase the number of persons with a disability involved in sport activities at all levels of Maccabi and in all forms.*

## STRATEGIES TO ACHIEVE THIS OBJECTIVE

### 1.1 RAISING AWARENESS

Provide leadership and resources for engaging stakeholders to promote awareness and understanding of sport for persons with a disability. Specific areas of focus will include:

1. the benefits of sport and physical activity;
2. disability-specific sport participation and development models;
3. the contribution of athletes with a disability to Maccabi; and
4. access to sport services and programs.

This strategy helps introduce systemic, attitudinal and organisational changes to support the sport participation of persons with a disability and encourages Maccabi members to get involved and help facilitate inclusion in sport for persons with a disability as athletes, coaches, officials, administrators, support staff and volunteers.

## 1.2 ACCESS

Provide leadership and resources to increase access by persons with a disability to the services and programs of the Maccabi community, and improve access to sport activities based including access to specially trained coaches.

## 1.3 COMPETITIVE OPPORTUNITIES

Engage the Maccabi and Australian sport community and other partners in developing appropriate domestic, interstate and international competitive opportunities at the various stages of development.

## ENHANCED CAPACITY

### OBJECTIVE 2:

To strengthen the capacity of the Maccabi sport system to address the needs of sport for persons with a disability.

### STRATEGY TO ACHIEVE THIS OBJECTIVE

#### 2.1 RESEARCH

Acquire and generate research to inform policy development and practices related to sport for persons with a disability, as well as to share the knowledge and experience gained with stakeholders and the public at large. Areas of research could include sport medicine, sport science and emerging social trends.

## ENHANCED INTERACTION

### OBJECTIVE 3:

To enhance efforts within the Maccabi sport community to improve communication, coordination and collaboration to support the sport participation of persons with a disability.

### STRATEGIES TO ACHIEVE THIS OBJECTIVE

#### 3.1 PARTNERSHIPS

Capitalise on existing partnership agreements to support collaborative actions designed to enhance opportunities for persons with a disability to participate in sport.

#### 3.2 NETWORKING

Support the creation and maintenance of networks of communication and collaboration among stakeholders in sport for persons with a disability.

#### 3.3 INTERSTATE AND INTERNATIONAL REPRESENTATION

Support partners in their efforts to advocate sport for persons with a disability on the interstate and international stage and position Maccabi as an organisation that advocates participation of persons with disabilities at all levels and in all events in which it is involved.

## PROTECTION OF PARTICIPANTS WITH AN INTELLECTUAL DISABILITY

All aspects of the Maccabi Child Protection Policy as outlined in this Handbook apply to those with an intellectual disability.

### DETAILS OF OUR POLICY

#### WE AIM TO:

- put people first, focus on what they can do and find out how they can and want to participate;
- ask each Participant or their parent, guardian and/or carer (if the Participant is a child or does not have the capacity to make an informed decision) for their advice about what modifications would help them to participate;
- where reasonably possible, make adjustments to coaching, equipment, rules or playing environment and modifications to club premises (e.g. putting in a ramp);
- be honest and explain if certain modifications or adjustments are not currently reasonably possible and discuss the hurdles that prevent participation;
- communicate with people and share information in appropriate ways and formats;
- make sure people of all abilities are accepted, welcomed and included in Maccabi social activities and are recognised for their contribution and achievement;
- provide information about other options for participation outside Maccabi; for example, letting people know about sports that are primarily or only for people with disabilities, or clubs where major modifications have been made to increase opportunities for participation;
- recognise the role every person plays to make Maccabi a success. Success is measured not by the on-field result, but by the feel and atmosphere of the Club e.g. that its members and supporters recognise that it is an inclusive Club.

#### IN THIS CONTEXT:

- all Participants are expected to treat all people with respect and not to discriminate unlawfully, whether directly or indirectly, against people based on their physical or intellectual disability; and
- if you or your child has a disability, Maccabi wants you to:
  - tell Maccabi what we can do to help include you in the Club that you wish to be involved with;
  - understand that Maccabi will try to make any necessary adjustments or modifications where reasonably possible; and
  - talk to Maccabi if you have any concerns or ideas to help us make our Cubs more inclusive.



# CHAPTER 5 – OTHER MACCABI MEMBER PROTECTION POLICIES

## SEXUAL RELATIONSHIPS POLICY

Quite apart from the behaviours dealt with in Maccabi's Child Protection Policy, Maccabi is concerned about intimate relationships (other than those within an adult married, de facto or other legally recognised relationship), whether or not of a sexual nature, between Maccabi Representatives (especially coaches) and athletes. While these relationships don't necessarily constitute harassment or abuse, they can have harmful effects on the athlete, on other athletes and on Maccabi's public image. Such relationships may be perceived to be exploitative because there is usually a disparity between the Maccabi Representative and the athlete in terms of authority, maturity, status, influence and dependence.

Given that there is always a risk that the relative power of a Maccabi Representative could be a factor in the development of such relationships, they should always be avoided by Maccabi Representatives. If an athlete attempts to initiate an intimate relationship, the Maccabi Representative must take personal responsibility for discouraging such approaches, explaining the ethical basis for doing so.

If a Maccabi Participant feels harassed or considers that an inappropriate sexual relationship has developed, the Participant may raise his or her concerns in accordance with the Grievance Resolution Guidelines outlined in Chapter 6 of this Handbook.

If such an intimate relationship develops or exists between an athlete and a Maccabi Representative, in accordance with its Grievance Resolution Guidelines Maccabi will consider whether and what action is necessary. Factors that may be relevant to consider are the age and maturity of the athlete relative to the Maccabi Representative, the financial or emotional dependence of the athlete on the coach, and the likelihood of the relationship having any adverse impact on the athlete and/or other athletes. If it is determined that the relationship is inappropriate, Maccabi may take disciplinary action.

## ANTI-DISCRIMINATION AND HARASSMENT POLICY

Maccabi opposes all forms of unlawful harassment and discrimination and requires its Participants to refrain from engaging in these types of behaviour towards people with whom they interact as a result of their Maccabi participation.

Unlawful discrimination and harassment can include:

- treating or proposing to treat one person less favourably than another because of a particular protected characteristic ("direct discrimination");
- imposing or intending to impose a requirement, condition or practice which may appear to be fair but which has an unequal or disproportionate effect on people with a particular protected characteristic ("indirect discrimination"); or
- any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers and is based on a protected characteristic.

To further clarify:

**Discrimination** means treating one person less favourably than another, or subjecting a person to disadvantage. As noted above, discrimination can be direct or indirect.

Relevant attributes or characteristics covered by discrimination law in various Australian jurisdictions include:

- age (except insofar as events or activities are restricted to persons of a specified age);
- disability (except insofar as events or activities are restricted to persons of a specified disability classification);
- marital status or relationship status;
- parental/family/carer responsibility and status;
- gender identity/transgender status (subject always to the overriding nature of any specified Rules and Regulations for that sport or event);
- political beliefs/activity;
- pregnancy and breast feeding;
- race or national or ethnic origin;
- religious beliefs/activity (subject always to permitted exclusions under legislation - particularly those involving the right to preserve a minority culture and to maintain religious identity and connection);
- sex or gender;
- sexual orientation;
- trade union membership/activity;
- social origin;
- irrelevant medical record; and
- irrelevant criminal record.

*State and Territory laws do not always deal with these characteristics the same way.*

#### **EXAMPLES OF UNLAWFUL DISCRIMINATION MIGHT INCLUDE:**

- **age:** A club refuses to allow an older person to coach a team simply because of age.
- **breastfeeding:** A member of a Club who is breastfeeding a baby in the Club rooms is asked to leave.
- **disability:** A player/athlete is overlooked because of mild epilepsy.
- **family responsibilities:** A Club decides not to promote an employee because he has a child with a disability even though the employee is the best person for the job.
- **gender identity:** A transgender contract worker is harassed when employees refuse to call her by her female name.
- **homosexuality:** A player/athlete is ostracised from her team after it becomes known that she is a lesbian.
- **marital status:** A player/athlete is deliberately excluded from team activities and social functions because she is single.

- **pregnancy:** A woman is dropped from a squad when she becomes pregnant.
- **race:** An Italian referee is not permitted to referee games with a high proportion of Italian players on one team because of his ethnicity.
- **sex:** Specialist coaching is only offered to male players in a mixed team.

**Harassment** is any type of behaviour that is unwelcome and of a type that a reasonable person would recognise as likely to cause the recipient to feel offended, humiliated or intimidated. Unlawful harassment is harassment that targets a person because of their race, sex, pregnancy, marital status, sexual orientation or other personal characteristic protected by law (see characteristic list under “discrimination”).

It does not matter whether the harassment was intended: the focus is on the impact of the behaviour. The basic rule is that, if someone else finds it harassing, then it could be unlawful harassment. Harassment may be a single incident but is usually repeated. It may be explicit or implicit, verbal or non-verbal, and includes harassment via electronic communication.

**Sexual harassment** means harassment through behaviour of a sexual nature. Sexual harassment can take many different forms and may include unwanted physical contact, verbal comments, jokes, propositions, display of pornographic or offensive material or other behaviour that creates a sexually hostile environment. Some sexual harassment is serious enough to also constitute sexual assault, which is a crime.

**Sexual harassment** is not behaviour based on mutual attraction, friendship and respect. If the interaction is between consenting adults, it is not sexual harassment.

Discrimination and harassment are not permitted in employment (including volunteer and unpaid employment); when providing sporting goods and services including access to sporting facilities; when providing education and accommodation; the selection or otherwise of any person for competition or a team (domestic or international); the entry or otherwise of any player or other person to any competition and the obtaining or retaining membership of clubs and organisations (including the rights and privileges of membership).

Some exceptions to anti-discrimination law apply. Examples include:

- it is permissible to hold a competitive sporting activity for a single gender in some circumstances – eg for particular ages and where strength, stamina and/or physique are relevant; and
- it is permissible not to select a Participant if the person’s disability means he or she is not reasonably capable of performing the actions reasonably required for that particular sporting activity.

**Requesting, assisting, instructing, inducing or encouraging** another person to engage in unlawful discrimination or harassment may also be against the law.

**Victimisation** means subjecting a person or threatening to subject a person to any detriment or unfair treatment because that person has made or intends to make a complaint of unlawful discrimination or is involved in someone else’s complaint (eg as a witness). Victimisation of this type is also a breach of discrimination law. Example: a player is ostracised by her male coach for complaining about his sexist behaviour or for supporting another player who has made a complaint.

Public acts which incite hatred towards, serious contempt for, or severe ridicule of a person or group defined by race or some of the other characteristics set out above are called **vilification**. Racial vilification is prohibited by law. This applies to spectators, Participants or any other person who engages in such an act in public. Some States and Territories also prohibit public acts that vilify on other grounds such as homosexuality, gender identity, HIV/AIDS, religion and disability.

Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public. For example, it could be vilification to:

- send a group email containing a derogatory racist joke; or
- make contemptuous comments about gay people to a group of colleagues or team mates.

If any person feels they are being harassed, discriminated against, victimised or vilified by another person or body bound by the MPP, they should refer to the grievance and complaint handling procedures outlined in Chapter 6 of this Handbook.

## **BULLYING POLICY**

**Bullying** is defined in safety legislation as meaning repeated and unreasonable behaviour directed at a person or group of people which creates a risk to health and safety. This can include verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power. Conflict or fights between equals or single incidents are not considered to be bullying – bullying is not what happens when children are not getting along well; where a situation of mutual conflict exists; or where there are single episodes of nastiness or random acts of aggression or intimidation.

Bullying can involve humiliation, domination, intimidation and victimisation. Bullying of any form or for any reason can have long-term effects on those involved, including bystanders.

Maccabi regards bullying in all its forms as unacceptable and requires its Participants not to bully others with whom they interact through their Maccabi participation.

**Cyberbullying** refers to bullying through information and communication technologies.

Given the emergence of new telephone and internet social networks, the opportunity for unwanted and improper comments and statements has dramatically increased. Messages or statements made in these ways using these means of communication are largely instantaneous, and can easily be abused. Others may also manipulate a person by encouraging a statement to be made on Twitter, Facebook, Instagram or Snapchat, for example, when the writer may be upset or vulnerable.

Bullying has the potential to cause great anxiety and distress to the person who has been the target of any comments or statements. In some cases, bullying can be unlawful discrimination and/or is regarded as a criminal offence (including under safety laws) and as a result, punishable, amongst other things, by imprisonment. It must be dealt with and reported in the same manner as any other criminal offence.

Frustration at an official, team-mate, coach, or sporting body should never be communicated on social network channels, but rather by way of reasoned and logical verbal and written statements and where appropriate, complaints to the relevant controlling club, league or peak sporting body (including MAI or any other organisation that is bound by the MPP).

## SOCIAL NETWORKING AND WEBSITE POLICY

Maccabi wishes to enable new technology and communication media to be used to benefit the sports it runs, its Participants, and to applaud achievements. This can occur due to the immediate nature of communication to a wide audience using channels such as Facebook, Twitter, and SMS. However, Participants in Maccabi-related activities need to be very mindful of a few key matters that could lead to inappropriate use of new media, at times unintended, and at other times without a proper understanding that once comments are made or published, they are in public for a long time, and hard to take back (retract).

The following cautions are recommended:

- don't include personal information in social media channels;
- avoid offensive, provocative or hateful language;
- obtain permission before posting another person's picture on a social networking forum;
- do not engage comment on rumours, do not deny or affirm them or speculate about rumours; and
- always use social networks to add value and promote sport in a positive way.

## DRUG AND ANTI - DOPING POLICY

Maccabi condemns doping as fundamentally contrary to the spirit of sport and to the essential principles of fairness, respect, responsibility and safety.

The purpose of this policy is to protect athletes' fundamental right to participate in doping-free sport and thus promote health, fairness and equality for athletes worldwide.

Maccabi insists that all Participants must:

- comply with all relevant legislation, as well as the Constitution, rules and bylaws of their relevant sporting association in relation to the use of illicit and performance-enhancing drugs and substances; and
- remain drug-free and not use any illicit or performance - enhancing substances.

Maccabi requires that all Participants agree:

- to take full responsibility, in the context of anti-doping, for what they ingest, use and possess and accept that ignorance of this policy is not an excuse for an alleged anti-doping rule violation, and will not mitigate culpability in sanction;
- not to use any drugs and performance-enhancing substances that are included on WADA's Prohibited List of banned substances;
- to attend any anti-doping education program as directed by the relevant Maccabi State Body or their Club as is appropriate;
- if requested by their relevant State Body or Club, to undergo a drug test carried out by a properly accredited drug testing organisation;
- to assist and cooperate with their relevant State Body, their Club and any of their authorised agents in the conduct of any anti-doping enquiries, testing or hearing that they may reasonably request in ensuring adherence to this policy and/or compliance with any other relevant anti-doping laws or rules (as they may exist from time to time); and

- that if a Participant fails to comply with this policy, the Participant's membership or engagement (as the case may be) may immediately be terminated or suspended without further notice on such terms and conditions as Maccabi may reasonably determine.

For further information on drug related issues and sporting clubs see the document prepared by the Australian Drug Foundation entitled: "Drugs and Sport - Information and Guidelines for Clubs":

([http://www.adf.org.au/attachments/485\\_ADFDrugsandSportGuidelines\\_2010.pdf](http://www.adf.org.au/attachments/485_ADFDrugsandSportGuidelines_2010.pdf)).

## ALCOHOL AND SMOKING POLICIES

The following principles regarding alcohol apply to all events arranged by Maccabi:

- the principles of responsible service and consumption of alcohol must be followed when any alcohol is consumed, including that light alcohol and soft drinks must always be available;
- wherever possible, food should be made available when alcohol is available;
- service of alcohol is to be denied to children and young people;
- responsible transport policies are to be applied; and
- appropriate persons are to be in attendance to ensure appropriate practices are followed.

The following principles regarding smoking apply to all events arranged by Maccabi:

- no Participant may smoke at or near any sporting event or competition; and
- all social functions must be smoke-free, with smoking permitted only in designated outdoor smoking areas.

## PREGNANCY POLICY

Maccabi is committed to providing an inclusive sporting environment for pregnant women involved in any of Maccabi's activities. Maccabi expects everyone bound by the MPP to treat pregnant women with dignity and respect and to remove any unreasonable barrier, or disadvantage to their participation in sport.

While many sporting activities are safe for pregnant women, there may be particular risks that apply to some women during pregnancy. Those risks will depend on the nature of the particular sporting activity and the particular pregnant woman's circumstances.

Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, are of utmost importance in their decision making about the extent and manner in which they participate in sport.

Maccabi recommends that pregnant women wishing to participate in any sporting competition should consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation. MAI recommends that pregnant women be required to sign a disclaimer only if other Participants are required to sign one in similar circumstances.

Where applicable, the rules and regulations of any governing sports body (including in particular the authority of the Medical Delegate or the equivalent of that person) that regulates the activities of a particular sport will prevail over the MPP, should any conflict arise.

## GENDER IDENTITY POLICY

Maccabi expects Participants to treat people who identify as transgender fairly and with dignity and respect. This includes acting with sensitivity and respect where a person is undergoing gender transition. Any unlawful discrimination or harassment against a person who identifies as transgender or transsexual or who is thought to be transgender is not to be tolerated.

Maccabi recognises that the exclusion of transgender people from participation in sporting events and activities has significant implications for their health, wellbeing and involvement in community life. In general, MAI recommends that Maccabi State Bodies and Clubs aim to facilitate transgender persons participating in the sport of the sex with which they identify, always subject to any overriding effect of the rules and regulations of the particular sport.

Maccabi also recognises there is debate over whether a male to female transgender person obtains any physical advantage over other female Participants. This debate is reflected in the divergent discrimination laws across the country. If issues of performance advantage arise, advice should be sought on the application of the rules and regulations of the particular sport.



# CHAPTER 6 – GRIEVANCE RESOLUTION GUIDELINES

## INTRODUCTION

Where possible, Maccabi seeks to resolve all grievances and complaints by agreement between the people involved in a co-operative and productive manner. In order to achieve this aim, it is important to outline our procedures for dealing with complaints and grievances, and to try our best to ensure that all grievances and complaints are dealt with in a simple, straightforward and prompt way which, to the extent possible, resolves the matters of concern on a confidential basis.

Maccabi will use the guidelines outlined in this chapter to deal with complaints and grievances which arise out of conduct that appears to be contrary to one of the policies in this Handbook. Where appropriate, these guidelines may also be used to handle complaints that are not covered by this Handbook.

Complaints and grievances may vary in seriousness and complexity and, accordingly, Maccabi reserves the right to depart from these guidelines as it considers appropriate in the circumstances. In some cases, particularly if there is a suspected breach of the law and/or concerns about child protection, Maccabi may refer the complaint to appropriate authorities/agencies.

## WHAT MIGHT A GRIEVANCE/COMPLAINT BE ABOUT?

A person (whether a Participant or someone outside Maccabi) might wish to complain about someone behaving in a manner contrary to one of the MPPs and/or not complying with the standards set out in this Handbook. A person might also wish to complain about someone:

- engaging in conduct which brings (or is likely to bring) Maccabi or the person complaining into disrepute;
- failing to comply with a penalty imposed after a finding that the individual or body has breached a MPP; or
- failing to comply with a direction given during a Maccabi disciplinary process.

## WHERE SHOULD GRIEVANCES AND COMPLAINTS BE REPORTED?

In all cases, it is best if a matter can be dealt with at the level where the issue arose (e.g. if the relevant Club can deal with the complaint, then it should). The following is a guide to help determine the level at which a grievance or complaint should be reported:

- incidents at Club level or involving people operating at the Club level, should be reported or referred to and handled by the relevant Club in the first instance. In such circumstances the matter should preferably be dealt with by the Club's appointed Member Protection Compliance Officer. If the matter cannot be resolved at Club level, it will usually be referred to the relevant State Body's Maccabi Integrity Officer ("MIO");
- incidents at State level or involving people operating at State level should be reported or referred to the relevant State Body's MIO in the first instance. If the matter cannot be

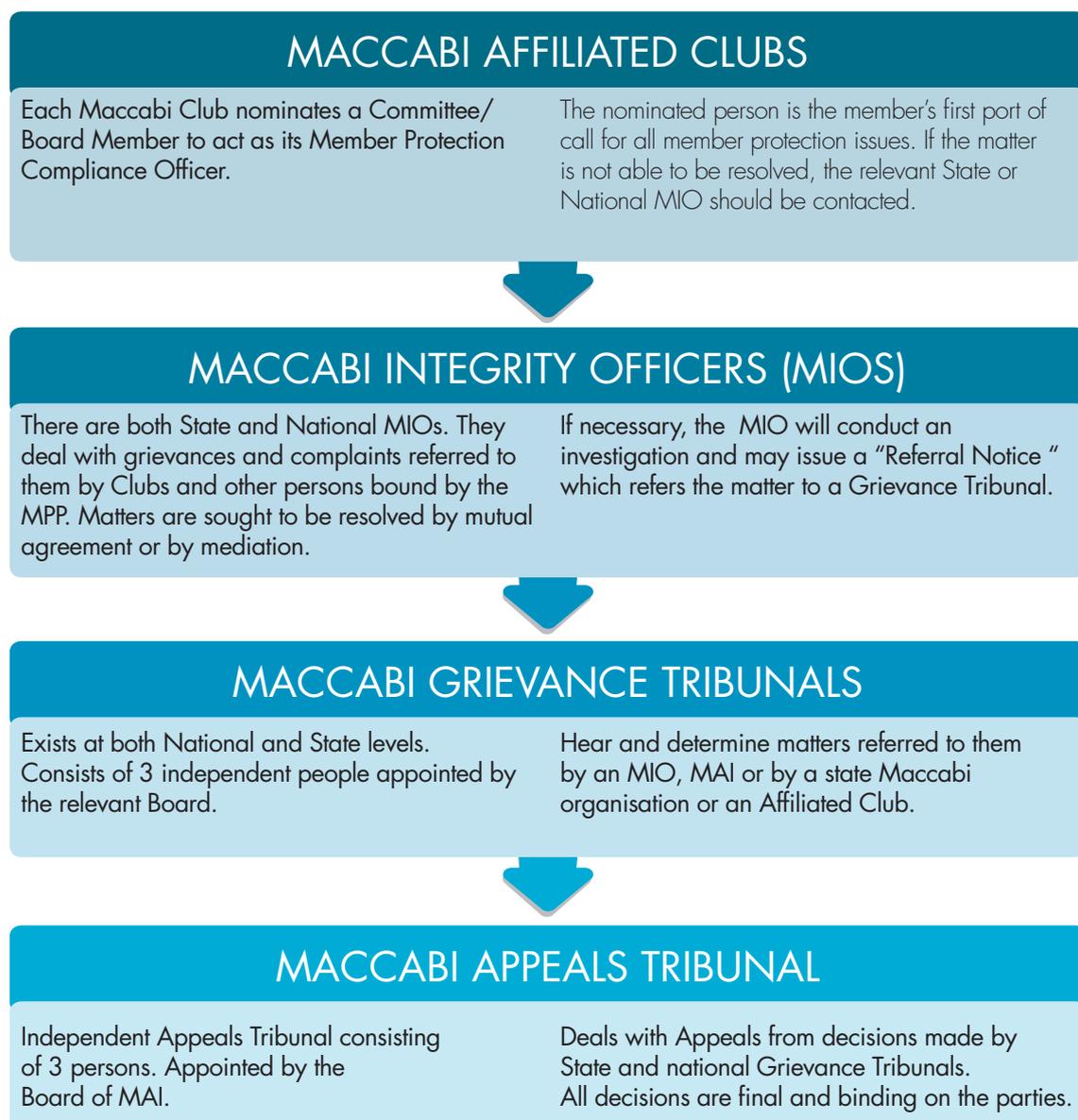
resolved at State level, it should be referred to the national MIO; or

- if the matter involves an incident or people operating at the National level and/or involves matters that may impact on the standing and reputation of Maccabi as a whole, the matter should be referred to and handled by the national MIO in the first instance.

MIOs are empowered to refer a grievance to one of Maccabi's Tribunals. These Tribunals exist at both the State and National levels.

Sometimes, if the complaint involves a person outside Maccabi such as a player from another non - Maccabi team, it may be appropriate for a Club or MIO to refer the complaint to an external person or body, such as the sports association running the competition in which a Maccabi team is playing.

*The following diagram explains this structure.*



Individuals and organisations may, if they wish, also pursue their complaint externally under anti-discrimination, child protection, criminal or other relevant legislation.

If a complaint is pursued externally, Maccabi aims to continue to liaise with the victim/complainant to ensure that their interests are being looked after properly.

In cases in which an allegation or complaint involves possible child abuse or sexual abuse, and after enquiries have been made by the MIO or other proper Maccabi officer they consider that there is a possibility that a criminal offence may have occurred, the matter must immediately be reported to the Police and/or to any other relevant responsible authority (eg to the Department of Social Services).

## HOW WILL MACCABI SEEK TO RESOLVE YOUR COMPLAINT/GRIEVANCE?

All complaints and grievances are important to us, and need to be addressed. There are different options for resolving complaints/grievances.

If your grievance is to be dealt with within the Maccabi structure, then you may wish (or it may be appropriate) for it to be dealt with either informally or formally.

**Informal resolution** is what happens when the people involved resolve the issues between themselves. Sometimes this happens through discussions, or an exchange of correspondence, or a mediated meeting between the people involved to see if the issues can be resolved between them. Informal resolution will NOT involve Maccabi conducting any investigation or making any formal decision about what has happened, or what the consequences should be. However, we may help the parties with discussions or other communications, or give guidance about appropriate next steps.

**Formal resolution** is what happens when it is appropriate for Maccabi to make:

- a formal decision about what has happened; and
- a decision about what the consequences (if any) should be.

For example, a formal resolution process may be used because that is what one of the people involved wants, or because of the serious nature of the grievance.

Maccabi has an absolute discretion as to whether or not to use a formal process within Maccabi.

Generally speaking, if there is to be formal resolution, then:

- Maccabi will ask the person with the grievance to describe that complaint, in detail, usually in writing;
- the person(s) against whom the grievance is brought will be given details of the allegation(s) against him/her and be given a reasonable opportunity to explain his/her side of the story;
- other people (witnesses) may be interviewed;
- notes will be taken of interviews;
- documents may be collected; and
- after considering the evidence, Maccabi will communicate its decisions about the facts

and about the outcomes to everyone involved, usually in writing.

If there is a disagreement about the facts or the story, formal resolution may involve an investigation by an external investigator.

The final outcome of both types of grievance process may be:

- a compromise between the parties involved about the issues raised;
- a decision that a complaint is correct or incorrect;
- a solution in which both parties benefit to some extent; and/or
- a decision that the issue needs to be referred to a Maccabi Tribunal or an external body; or
- no action being taken.

## CONFIDENTIALITY AND RECORD-KEEPING

Whether or not a complaint will be kept confidential will depend on factors including the nature of the complaint, its seriousness, and what the person making the complaint want to be done about the issue(s) raised.

For privacy reasons, if a grievance or complaint has been received, unless the consent of the parties has first been obtained, Maccabi will generally not disclose the names of any of the parties involved or the particulars of the allegations to other parties named (although the general nature of the grievance and complaint may be provided). However, in many circumstances, disclosure may be necessary in order to ensure that the grievance can be dealt with properly and fairly. Further, if Maccabi has to investigate the complaint made, or if it must refer the complaint to external agencies (such as the police or the Department of Community Services), it may not be possible to maintain confidentiality.

Maccabi will record the complaint, the steps taken to resolve it and the final outcome. Maccabi aims to store all reports relating to the grievance and complaint and any decision that is handed down by a Grievance Tribunal or an Appeals Tribunal in a confidential and secure place.

## DISCIPLINARY MEASURES

Disciplinary measures may be imposed on a Participant for a failure to act in accordance with the MPP, including:

- requiring a verbal and/or written apology;
- requiring counselling to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by a Club;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently; and/or
- any other form of discipline that Maccabi considers reasonable and appropriate.

## IMPROPER AND VEXATIOUS COMPLAINTS AND VICTIMISATION

Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint or supporting another person's complaint.

If, at any point in the complaint handling process, Maccabi considers that the person(s) making the complaint has knowingly made an untrue complaint, or the complaint is malicious, frivolous or intended to cause distress to the person who is the subject of the complaint, disciplinary action may also be taken against the person(s) who made the complaint.



# CHAPTER 7 – SCREENING, RECRUITMENT AND INDUCTION

## BACKGROUND

In order to support all the policies outlined in this Handbook, it is imperative across all levels of Maccabi that we are prudent and formal in our screening, interviewing and induction of paid and unpaid / volunteer staff.

## SCREENING REQUIREMENTS, GUIDELINES AND TEMPLATES

Maccabi is expected to enquire into the background of those who undertake any work, coaching or regular unsupervised contact with its members and other players, particularly those people under the age of 18 years.

All Maccabi Representatives, and anyone otherwise engaging in child-related work and who is required to undergo such checks under relevant legislation, must undergo a Working With Children Check.

A formal set of guidelines, sample reference check questions and templates have been developed to assist those at the Club, State and National level undertaking recruitment. These can be obtained from your Club or State Body.

## ROLE DESCRIPTIONS

Where appropriate, formal position descriptions should be developed, including the responsibilities and reporting obligations of the employee/volunteer. It is important that, upon commencement of any role in Maccabi, the person receives a copy of their position description.



# CHAPTER 8: DICTIONARY OF TERMS

## A] INTRODUCTION

This Dictionary sets out the meaning of words used in this MPP Handbook and its attachments without limiting the ordinary and natural meaning of the words.

State/Territory specific definitions and more detail on some of the words in this Dictionary can be sourced from the relevant State/Territory Child Protection Commissions or Equal Opportunity and Anti-Discrimination Commissions (and similar bodies).

## B] MEANINGS

In this Handbook, the following terms are defined as follows:

- **Blue Card (QLD only)** is called a **Working with Children Check ("WWCC")** in other States (see below).
- **Bullying** is defined in Chapter 5.
- **Child/Children** means a person or persons who is/are under the age of 16 years.
- **Child abuse** is defined in Chapter 3.
- **Club** or **Affiliated Sports Club** means and includes any club that is affiliated with any Maccabi State Body.
- **Coach** includes any trainer or instructor employed or volunteering at any Maccabi affiliated club or sanctioned Maccabi event and includes assistant coach positions.
- **Cyberbullying** is defined in Chapter 5.
- **Discrimination** is defined in Chapter 5.
- **Harassment** is defined in Chapter 5.
- **Maccabi State Representative Members or State Bodies** means Maccabi NSW, Maccabi VIC, Maccabi QLD and Maccabi WA.
- **Maccabi** variously means and includes Maccabi Australia Inc ("**MAI**"), State Representative Members and their affiliated Clubs.
- **Manager** means any person volunteering or employed in a position of management, responsible for the control or administration of tasks and activities within any Maccabi affiliated club or sanctioned Maccabi event and includes assistant manager.
- **MAI** means Maccabi Australia Inc.
- **MAI President** means the President of MAI from time to time.
- **Member** means a body or person who is a member of MAI, any Member Association or an Affiliated Club and includes Life Members.
- **Member Protection Compliance Officer ("MPCO")** is the person whose responsibility it is at each Club to look after MPP matters and to ensure compliance with this Handbook. Clubs might choose to give this person a different title.

- **Maccabi Grievance Appeals Tribunal** and **“The Appeals Tribunal”** is the tribunal constituted under this MPP to hear and determine appeals from decisions made by Grievance Tribunals from time to time.
- **Maccabi Grievance Tribunals** and **“Grievance Tribunals”** are the tribunals constituted under this MPP to hear and determine complaints and grievances referred to it from time to time.
- **Maccabi Integrity Officer (“MIO”)** means a person appointed to be the first point of contact for a person reporting a grievance or a complaint, or a failure to comply with any part of the MPP.
- **Maccabi Representative means:**
  - an officer bearer;
  - a volunteer;
  - a coach or assistant coach;
  - a support person (e.g. managers, physiotherapists, psychologists, masseurs, sport trainers, etc); and
  - an official or other person participating in any teams, events and activities, including camps and training sessions, conducted or sanctioned by MAI, any State Body or any Club.
- **Participant** is defined on page 5.
- **Police check** means a national criminal history record check conducted as a prudent pre-employment or pre-engagement or current employment background check on a person.
- **Role-specific codes of conduct (or behaviour)** means standards of conduct required of certain roles (e.g. coaches).
- **Sexual harassment** is defined in Chapter 5.
- **State Representative Member** or **State Body** means a State or Territory association or organisation that is affiliated to MAI – that is, currently, Maccabi NSW, Maccabi VIC, Maccabi QLD or Maccabi WA.
- **Transgender** is a general term applied to individuals and behaviours that differ from the gender role commonly, but not always, assigned at birth. It does not imply any specific form of sexual orientation.
- **Victimisation** is defined in Chapter 5.
- **Vilification** is defined in Chapter 5.
- **Young person/people** refers to a person/people under the age of 18.
- **A Working with Children Check (“WWCC”)** (called a Blue Card in QLD) is a State/ Territory based mandatory pre-employment screening check. It is designed to help protect children from harm from adults who intend to work or volunteer in positions in which they have contact with children and young people. It checks a person’s criminal history for serious sexual, serious violence or serious drug offences and findings from professional disciplinary bodies.

# CHAPTER 9 – RESOURCES RELATING TO MACCABI MPP – INTERNAL AND EXTERNAL

## MACCABI MPP CONTACT NAMES AND ADDRESSES

Your Club Compliance Officer details are available via your Club.

Maccabi Integrity Officers – Please contact relevant State Maccabi office.

<b>New South Wales</b> .....	David Lewis
<b>Queensland</b> .....	Ashleigh Lewis
<b>Victoria</b> .....	Dr Lesley Braun and Nikki Burger
<b>Western Australia</b> .....	David Lenhoff
<b>National</b> .....	Dr Yvonne Fayman

Executive Director Maccabi Australia – 03 9563 5865

All correspondence relating to a specific complaint should be directed via one of the above Integrity Officers. If you wish to provide comment or feedback on the MPP Handbook or a procedure, please submit in writing to the attention of the MPP Sub Committee Chair via the Maccabi Australia office Level 1 / 176 Bambra Rd Caulfield South 3162. Please mark the envelope Private and Confidential.

## CHILD PROTECTION AGENCY BY STATE

**ACT** - Office for Children, Youth and Family Support  
Care and Protection Services  
Phone: 1300 556 729, 24 hours a day

**NSW** - Community Services (formerly DOCS)  
Child Protection Helpline – 132 111 for the cost of a local call 24 hours, 7 days a week.

**NT** - Department of Health and Families  
Phone: 1800 700 250

**QLD** - Department of Child Safety  
Crisis Care  
Phone: 1800 177 135, 24 hours, 7 days a week

**SA** - Department for Families and Communities  
Child Abuse Report Line  
Phone: 13 14 78, 24 hours a day, 7 days a week

**TAS** - Department of Health and Human Services  
Phone: 1300 737 639

**VIC** - Department of Human Services  
Child Protection Emergency Service  
Phone: 13 12 78, 24 hours a day, 7 days a week (free call)

## NATIONAL SUPPORT SERVICES FOR SEXUAL ASSAULT

### CHILD ABUSE PREVENTION SERVICE HELPLINE

1800 688 009 (Toll Free)

The national Child Abuse Prevention Service provides counselling, advice and referral service to victims and families of child abuse.

**KID'S HELP LINE** (24-Hour service) **1800 551 800**

**BRAVEHEARTS** – Educating, Protecting and Empowering our Kids 1800 BRAVE 1 (1800 272 831)

**1800RESPECT** or 1800 737 732: talk to someone immediately about sexual assault or domestic violence, or find services in your area

**1800MY LINE** or 1800 695 463: advice about relationships or relationship violence

**LIFELINE** or 13 11 14: provides 24/7 crisis support and suicide prevention services

**FAMILY RELATIONSHIPS ONLINE** or 1800 050 321: provides all families (whether together or separated) with access to information about family relationship issues

**ADULTS SURVIVING CHILD ABUSE (ASCA)** or 1300 657 380, [www.asca.org.au](http://www.asca.org.au)

**AUSTRALIAN CHILDHOOD FOUNDATION** – Provides services on counselling, advocacy for children, education, child abuse prevention programs, support for parents and research / solutions on prevention of child abuse. 1800 174 453 [www.childhood.org.au](http://www.childhood.org.au)

### AUSTRALIAN NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE (REPORTING)

Telephone hotline for reporting abuse and neglect of people with disabilities.

1800 880 052 [www.disabilityhotline.org](http://www.disabilityhotline.org)

## SUPPORT FOR MEN

**LIVING WELL:** online support for male survivors of sexual assault ([www.livingwell.org.au](http://www.livingwell.org.au))

**MENSLINE AUSTRALIA** or 1300 78 99 78: telephone and online support, information and referral service for men dealing with relationship problems ([www.menslineaus.org.au](http://www.menslineaus.org.au))

**ONE IN SIX** Online resources and information for men who have had unwanted or abusive sexual experiences in childhood ([www.1in6.org](http://www.1in6.org))

## VICTORIAN SUPPORT SERVICES

**JEWISH CARE'S** Front Door will ensure you are linked in with the supports that will listen, understand and assist you Ph: (03) 8517 5999

**VICTORIAN CENTRE AGAINST SEXUAL ASSAULT (CASA)** 1800 806 292. Free confidential 24 hour crisis care service for victim/survivors who have recently been sexually assaulted

**SOUTH EASTERN CENTRE AGAINST SEXUAL ASSAULT** (03) 9594 2289

11 Chester Street (Moorabbin Campus, Monash Medical Centre) East Bentleigh, VIC.

Victoria Police Sexual Offence and Child Abuse Unit (03) 9865 5100

## NEW SOUTH WALES SUPPORT SERVICES

**JEWISH CARE NSW** First Call on 1 300 133 660

**CHILD WISE** Child Protection Helpline on 132 111 or 1800 212 936

**CASAC INC.** is a New South Wales peak body for community based services providing Child Sexual Assault counselling and support services to children, young people and adults, and their non-offending family members. 02 9750 0500 [www.casac.org.au](http://www.casac.org.au)

## OTHER SERVICES

### AUSTRALIAN JEWISH PSYCHOLOGISTS INC

AJP Inc is a group of Australian Jewish psychologists established to make a professional contribution to the Jewish community, to provide a forum for discussion of issues relevant to Jewish psychologists and to assist in critical incident management. They also have a list of registered Jewish psychologists working in private practice.

Pres: Dr Nicky Jacobs Phone: 0409 998 191

E: [nickypsych@gmail.com](mailto:nickypsych@gmail.com) Web: [ajp.org.au](http://ajp.org.au)

### THE JEWISH TASK FORCE AGAINST FAMILY VIOLENCE

The JTFAV offers support, appropriate information and referrals to members of the Jewish community who find themselves in vulnerable circumstances as a result of family violence and sexual assault. Our services, including the Jewish Taskforce Support Line are extended with the utmost discretion and we maintain the strictest level of confidentiality to anyone who reaches out to our members for assistance. Our experience working in the community has shown us that it is essential that a culturally sensitive and Jewish specific response be available to all Jewish adults, teenagers and children from all sectors of the community.

(See The Jewish Taskforce Support Line).

For further information: Call admin: 03 9523 6850

E-mail: [admin@jewishtaskforce.org.au](mailto:admin@jewishtaskforce.org.au)

[www.jewishtaskforce.com.au](http://www.jewishtaskforce.com.au)

### MEMBER PROTECTION WEBSITE LINKS

[www.playbytherules.net.au](http://www.playbytherules.net.au)

[www.ausport.gov.au](http://www.ausport.gov.au)