

O'BRIEN GROUP

AUSTRALIA

WORKING WITH CHILDREN AND YOUNG PEOPLE: PROCEDURE

1. Governing Policy

WHS.PP.012 Child Safety Standards Policy and Procedure

2. Application

This procedure applies to all O'Brien Icehouse team members, including employees, contractors, volunteers, and work experience staff. All team members are required to comply with and are responsible for knowing and understanding the procedure.

3. Purpose

The purpose of this procedure is to detail the process of how to work with children and young people.

4. Procedure Statement

We want all Children and Young People to feel safe, included, encouraged, and supported – essentially, to enjoy themselves so that they keep participating. To ensure that we create this environment, this procedure requires everyone involved with recreational or competitive ice activities (Ice Sports) at the O'Brien Icehouse to abide by certain behavioural standards when it comes to dealing with Children & Young People. These standards are detailed below.

All behaviour towards Children and Young People should also consider the needs and safety of:

- Indigenous Children and Young People;
- Children and Young People from culturally and linguistically diverse backgrounds; and
- Children and Young People with a disability.

Behavioural Standards

4.1 Language and Tone of Voice:

- Should provide clear direction, encourage, and affirm Children and Young People and boost their confidence.
- Should not be harmful – i.e. derogatory, threatening, frightening, profane, discriminatory, racist, or sexual (e.g. "you're a loser").

4.2 Adhering to Professional Role Boundaries:

- Act only within the confines of your duties/role (e.g., if you're a coach, just be a coach).
- Unless with express consent from a nominated Senior Person/Manager in Ice Sports/O'Brien Icehouse, do NOT:
 - Provide unauthorised transportation to Children and Young People.
 - Engage in activities or seek contact with Children and Young People outside of O'Brien Icehouse.
 - Involve yourself in Children and Young People at O'Brien Icehouse. This includes private and/or family matters unless you reasonably believe or suspect that they are at risk of harm.
 - Provide support to Children and Young People or their families that is unrelated to Ice Sports.
 - Accept an invitation to attend any private social function at the request of Children and Young People or their family/carer at O'Brien Icehouse (current or past) unless there was an existing social, personal, or family relationship.

If any of the above occur or you are made aware of a Child and Young Person requiring assistance outside the confines of your role, either contact their parent/guardian or seek advice from an appropriate Manager at O'Brien Icehouse.

4.3 Sending Electronic Communications to Children and Young People (Emails, Texts, and Other Direct Messages):

- Must only communicate with Children and Young People regarding issues relevant to Ice Sports and always be professional.
- Must copy parent(s)/guardian(s) into any text, email, Facebook, or any other form of electronic communication message.
- Ensure that any messages are polite/friendly and in no way sexual or inappropriate.
- Must not communicate with Children and Young People, request to be "friends" or "follow" Children and Young People using social networking sites, game sites, instant messaging, internet chat rooms, or anything of a similar nature, particularly to encourage social contact of an unauthorised nature.
- Must not request that Children and Young People keep communication a secret.

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4.4 Supervision of Children and Young People:

When supervising Children and Young People at O'Brien Icehouse:

- Avoid unsupervised situations with Children and Young People wherever possible - you should always be in view of others.
- Engage positively and professionally.
- Behave appropriately towards all persons.
- Ensure that you are in a safe environment, protected from external threats.

4.5 Physical Contact with Children and Young People:

Any physical contact must be appropriate to the delivery of the sport (e.g. hand to hand contact for support or safety), the role of the individual (i.e. Medical or Allied Healthcare Professional) and based on the needs of the Children and Young People (i.e. to comfort if distressed). Contact must not:

- Involve touching genitals, breasts, or buttocks.
- Appear to have a sexual connotation or intent.
- Be intended to cause pain, discomfort, or distress (physically or emotionally).
- Be overly physical (e.g., prolonged contact, hugging, wrestling, tickling, etc.).
- Be unnecessary (for example, assisting Children and Young People with toileting when they don't need help, using unnecessary contact to teach a technique).
- Be initiated against the wishes of Children and Young People (unless to prevent injury or immediate threat to safety).

Physical contact initiated by Children and Young People that may be perceived as sexual and/or inappropriate behaviour between Children and Young People must be reported to an appropriate member of Management at O'Brien Icehouse as soon as reasonably practicable.

4.6 Sexual Misconduct:

No form of sexual behaviour is tolerated between, with, or in the presence of Children and Young People at O'Brien Icehouse, even if the Children and Young People are above the legal age of consent (16 years). This includes contact and non-contact behaviour (e.g. flirting, sexual innuendo, electronic messaging, or photography).

Sexual misconduct initiated by Children and Young People between Children and Young People must be reported to an appropriate member of Management at O'Brien Icehouse as soon as reasonably practicable.

4.7 Positive Guidance and Discipline:

We want to create a positive environment for everyone at O'Brien Icehouse. In instances where inappropriate, incorrect, or unsafe behaviour needs to be rectified, we aim to educate Children and Young People on the acceptable limits of their behaviour, whilst ensuring that:

- We give Children and Young People clear direction.
- Children and Young People are given an opportunity to redirect their misbehaviour in a positive way.
- Behaviour management strategies are fair, respectful, and appropriate to Children and Young People's developmental stage.
- No physical punishment, cruel, degrading or humiliating treatment is used.

Under no circumstances is physical punishment to be used, nor any other treatment that could be considered frightening or discriminatory.

4.8 Giving Gifts to Children and Young People:

Must always be authorised by parents/guardians, be appropriate to the situation and provided with no expectation of reward or receipt in turn.

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4.9 Photographs/Video Footage of Children and Young People:

- You may only take photographs or video footage of Children and Young People at O'Brien Icehouse if:
 - They are a child of your own and no other children are in the frame;
 - Prior approval has granted by their parent(s)/guardian(s);
 - The context of the photo/footage is directly related to Ice Sports;
 - Children and Young People are appropriately dressed and posed, and;
 - The image/footage is taken in the presence of others involved in Ice Sports.
- Images must not be distributed to anyone outside O'Brien Icehouse other than Children and Young People (or parents/guardians) without the knowledge and approval of a parent/guardian and O'Brien Icehouse Management.
- Images must not be exhibited online without parent/guardian approval unless Children and Young People are de-identified.

4.10 Overnight Stays and Sleeping Arrangements for Children and Young People:

Overnight stays are to only occur with the prior written authorisation of parents/guardians and appropriate member of O'Brien Icehouse Management. For example, overnight stays may occur during interstate competition trips, training camps, or official excursions organised and managed by an affiliated Ice Sports club or associated.

4.11 Change Room Arrangements:

The coaches and team members involved in Ice Sports at O'Brien Icehouse must:

- Supervise Children and Young People in change rooms whilst balancing their right to privacy.
- Avoid one-on-one unsupervised situations with Children and Young People in a change room area (other than with their own child), whilst ensuring adequate supervision to keep Children and Young People safe (e.g., standing outside the entrance to the change room).
- Not dress/undress in the change room whilst Children and Young People are present unless they are playing in a Senior Team and there are other members of the team present.
- Ensure that photos, videos, or other recordings are not taken in change rooms.
- Deny entry to any persons not relevant or appropriate to access the changing facilities.
- When allocated by individual sporting organisations, ensure that participants use the change room of their affirmed gender or gender neutral facilities provided.

4.12 Use, Possession or Supply of Alcohol or Drugs:

All persons involved in Ice Sports who are delivering a program or on overnight stays/camps involving Children and Young People must not use possess or be under the influence of illegal or illicit drugs, alcohol or be incapacitated by any other legal drug.

Legally prescribed drugs are permitted to be used, if it does not interfere with your ability to provide an appropriate level of care to Children and Young People in Ice Sports, and you do not supply legal drugs (including alcohol and tobacco) to Children and Young People.

4.13 Transporting Children:

You can only transport Children and Young People in circumstances that are directly related to the delivery of our sport and only with prior written approval of a Child or Young Person's parent/guardian. This may include team transfer via bus or private car for official competitions.

If it is not possible to get prior written consent or approval, you must notify in writing the details of the travel to the nominated member of Management of your Ice Sport (e.g. Skate School, Hockey Academy) as soon as possible after the journey.

Where it is not possible to get a parent/guardian's approval in advance, the parent/guardian should send an approval text/electronic message to an appropriate Senior Person at your Ice Sport. This should then be documented appropriately.

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4.14 Pick up and Collection of Children and Young People:

In the event of transportation directly related to and/or facilitated by the O'Brien Icehouse, you must:

- Ensure that Children and Young People and their parents/guardians know the times and locations of training and matches and that they arrive before the scheduled times so that Children and Young People aren't left unattended.
- Have an operational phone and register of parent/guardian emergency contact details.
- Ensure they are aware of pick-up details for Children and Young People and that all relevant approvals are given.
- If a parent/guardian is late, make efforts to contact them, noting that it is not your responsibility to drive Children and Young People in Ice Sports home. You should also ask the second last child and their parent/guardian to wait with you until the final child is collected.
- Not leave the training session or match until all Children and Young People have been collected.
- If necessary, ask the parent/guardian to collect their Child and Young People from O'Brien Icehouse if there are others present and arrangements are documented.

If a parent/guardian is repeatedly late to collect their Children or Young People notify the nominated Manager at O'Brien Icehouse.

4.15 Social Events

Reasonable and practical steps are implemented to maintain a child-safe environment within the venue and continue to apply in environments that may be considered an extension of the business i.e. Christmas Parties and Awards nights. Behavioural standards including communication, physical contact and supervision must be adhered to in these environments.

Where practical, O'Brien Icehouse team members are discouraged from attending social events not related to Ice Sports (this includes private homes of participants).

5. Definitions

Children and Young People refer to individuals within specific age ranges during their developmental stages. While definitions may vary slightly depending on cultural, legal, or institutional contexts, broadly speaking:

1. **Children:** individuals from birth to around 12 years old.
2. **Young People:** individuals from around 13 to 18.

These definitions can vary across different fields such as education, psychology, sociology, and law, and may also depend on the specific purposes or contexts in which they are used.

Express Consent agreement provided clearly, knowingly and voluntarily. May be written or verbal.

Harm refers to damage or negative consequences, whether physical, emotional, social, or otherwise. It can result from intentional actions, negligence, or accidents, and plays a key role in legal, ethical, and social contexts.

6. Legislation

Children, Youth and Families Act 2005 (Vic)
Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015 (Vic)
Crimes Act 1958 (Vic); and
Working with Children Act 2005 (Vic)

7. Other References

WHS.PP.012 Child Safety Standards Policy and Procedure
WHS.PP.012.1 Child Safe Reporting Procedure
WHS.PP.012.3 Physical Contact when Working with Children and Young People: Policy and Procedure

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A U S T R A L I A

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8. Document Control

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