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# *Policies & Guidelines Manual*



FAMILY FUN AND FITNESS

[www.glaa.asn.au](http://www.glaa.asn.au)

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## QLAA DRUG POLICY

### Drug Policy - That QLAA:

1. Is totally opposed to the use of any banned substances and use of any artificial aids for the purpose of obtaining an advantage in competition;
2. Is totally opposed to the use of illegal recreational drugs; and
3. Recognises the role of Australian Sports Anti-Doping Authority (ASADA) in the development of policies pertaining to drugs in sport.
4. Recognises that the use of caffeine (tablets, drinks or by other means) is not recommended, as it is an addictive substance and a diuretic. Athletes should be rehydrating before and after physical activity not dehydrating.

### Competition - That QLAA:

1. Acknowledges that ASADA is unlikely to conduct drug testing of athletes competing at the QLAA Competitions.
2. Recommended each affiliated Centre to hold a medical certificate(s) (signed by a medical practitioner) for each athlete(s) competing at Championships taking prescribed medication contained in the list of ASADA banned substances located on the Website at [www.asada.org.au](http://www.asada.org.au)
3. The declaration must contain:
  - (a) Name of the athlete(s), and
  - (b) Prescribed drug(s) taken by that athlete as contained in the list of ASADA banned substances.

# ALA DRUG POLICY

QLAA endorses the ALA Drug Policy.

## 1. Introduction

- a) ALA recognises the need for a Drug Policy in relation to the conduct of the Australian Teams and Multi-Event Championship (ATC/MEC). Furthermore ALA recommends that affiliated Associations develop a Drug Policy as part of their overall Risk Management strategy.

## 2. Policy

### 2.1 The ALA:

- a) Is totally opposed to the use of any banned substances for the purpose of obtaining an advantage in competition;
- b) Is totally opposed to the use of illegal recreational drugs; and
- c) Recognises the role of Australian Sport Drug Agency (ASDA) in the development of policies pertaining to drugs in sport.

## 3. Competition

### 3.1 The ALA:

- a) Acknowledges that ASDA is unlikely to conduct drug testing of athletes competing at the ATC/MEC.
- b) Requires each affiliated State/Territory Association to hold a medical certificate(s) (signed by a medical practitioner) for each athlete(s) competing at the ATC/MEC taking prescribed medication contained in the list of ASDA banned substances.
- c) Shall receive a written declaration signed by the Administration Director/Executive Officer/Secretary of each affiliated Association stating that they hold a signed medical certificate for any athlete(s) competing at the ATC/MEC taking prescribed medication contained in the list of ASDA banned substances.

The declaration must contain:

- Name of the athlete(s), and
- Prescribed drug(s) taken by that athlete as contained in the list of ASDA banned substances.

The Declaration is to be handed to the ALA Competition & Standards Director at the ATC/MEC Team Managers' meeting.

## 4. Action On Return Of A Positive Test Result

4.1 If the ALA is made aware of an athlete, selected to compete at the ATC/MEC, returning a positive drug result to a test carried out by, or under the authority of ASDA, the ALA will:

- a) Ban the athlete from competing at the ATC/MEC unless a declaration is held by the relevant affiliated Association stating that the athlete is taking prescribed medication, which is contained in the list of ASDA, banned substance.

4.2 If the ALA is made aware of a registered athlete returning a positive drug result to a test carried out by, or under the authority of ASDA, the ALA will:

- a) Notify in writing the relevant affiliated Association.

## BLUE CARD POLICY

### Background

Queensland Little Athletics has a member protection policy and regulations that are aimed at fostering growth and development of athletes in the organisation in a safe and nurturing environment. This policy is compliant with QLAA policies and State Government Legislation. The State Government Legislation ["Children and Young People Act (2000)] stipulates that all members of an organisation who are in contact with children, should have a "Blue Card".

All Centres are required to appoint a Volunteer Co-ordinator who is responsible for verifying details and signing off on their volunteer's applications.

The "Blue Card", which is issued by the Queensland Government, is evidence that a "Working with Children" Suitability Check has been undertaken by the Commission for Children and Young People and Child Guardian.

Any volunteers who **do not** have children registered and participating in the Centre activities must provide proof of their current Blue Card prior to, being allowed to volunteer their services to the Centre, Region and Association.

QLAA is primarily concerned with the protection of its members - principally children in this case. This Policy is not meant in any way to imply that those individuals who do not have a "Blue Card" must have a "Blue Card". This Policy is designed as a reasonable and responsible response to regular questions from QLAA Centres on who should have a "Blue Card".

### Policy

The Association and the Commission for Children and Young People and Child Guardian **advises** that all Centre Management Committee members must have a Blue Card.

The Association strongly recommends that Canteen Convenors, Chief Officials and Team Managers **should hold** a Blue Card. The Association **requires that all** Region Committees, Competition Referees, Chiefs, Key Officials, Coaches, Course Presenters, CAPS Coordinators and State Team Personnel must provide evidence of their current Blue Card when applying for a position with the Association. No person will be appointed to such a position if this evidence is not provided.

As of 1<sup>st</sup> September 2004, **all Centre Team Managers** when signing on at Association competitions may be asked to provide evidence of their current Blue Card.

## CHILD PROTECTION - EMPLOYEES & VOLUNTEERS

### 1. Area Of Responsibility

Administration

### 2. Date Last Updated

4 November, 2009

### 3. Purpose

To ensure that all employees and volunteers that work for Queensland Little Athletics and its affiliates are assessed (where appropriate) for their suitability to work with children under the *Commission for Children and Young People Act 2000 (Qld)*.

To ensure that all affiliates are aware of their responsibilities in relation to the above.

### 4. Policy

#### Background

The State Government passed legislation "the Commission for Children and Young People Act 2000 (Qld)" in May 2000. The purpose of the Commission is to protect children from harm and promote their well-being.

As of 1 May 2001, all regularly employed personnel involved in child related work are required to undergo a suitability check based on the person's criminal history. There is a cost involved with suitability checks, which is to be met by the employee or employer. Employees commencing this type of work prior to 1 May 2001 were not required to apply for a suitability check.

As at 1 May 2002, all volunteer personnel (as defined below), who work with children, are required to undergo a suitability check. The same procedure as per employed staff applies, however, it is provided free of charge.

#### Employees Required To Apply For A Criminal History Check

Paid employees need a blue card if, over the course of 12 months, the usual functions of their employment includes or is likely to include:

- providing services directed mainly towards children; or
- conducting activities mainly involve children.

for at least:

- eight consecutive days, or
- once a week, each week, over four weeks, or
- once a fortnight, each fortnight, over eight weeks, or
- once a month, each month over six months.

QLAA will ensure that all its employees who work with children undergo a suitability check.

#### Volunteers Required To Apply For A Criminal History Check

All volunteers need a blue card if the usual functions include or are likely to include:

- providing services directed mainly towards children; or
- conducting activities mainly involve children.

It is QLAA's requirement that all - coaches, officials, administrators, committee members and any other personnel, who perform regular duties in the various competitions and State Team or on behalf of QLAA, and who are working with children under the age of 18 years, apply for a criminal history check.

It is strongly recommended that Centres adopt the above requirement in their local policy.

### Exemptions

Volunteers do not need a blue card if:

- they are a volunteer parent of a child in relation to whom the activities are conducted; or
- a child under 18 years of age volunteering (except “trainee students” undertaking a course of study with an “education provider”)

**NB:** It is a QLAA requirement that if the parent/s is performing in an official capacity ie: coaching, officiating and team management at a State level and they do not have children participating at the event, **they will be required to apply for a criminal history check.**

### The Application Process

#### Employees

##### *Step 1*

All employees (as defined above) must fill out the application and consent to the criminal history check. Proof of identification documents must be included as per the form, including one with the applicant's signature.

**NB:** The Application for a Prospective Paid Employee form or can be found on the QLAA web site [www.qlaa.asn.au](http://www.qlaa.asn.au) or on the Commission's web site [www.bluecard.qld.gov.au](http://www.bluecard.qld.gov.au)

##### *Step 2*

The Employer must sight original documentation, proving the applicant's identity as listed in the application form, prior to sending to the Commission.

##### *Step 3*

Upon receipt of the application the Commission will perform the relevant checks and assess the person's suitability to work with children.

##### *Step 4*

If an applicant is deemed suitable, a suitability notice (in the form of a blue plastic Suitability Card) is then issued to the applicant. This card will be valid for 2 years and a renewal notice will be sent to the employee close to expiry. The Employer will also be notified by the Commission of the applicant's suitability status and should keep this on record.

## Volunteers

### Step 1

Each Centre will need to appoint a Volunteer Coordinator (eg a Committee member) who will be responsible for coordinating, documenting and forwarding applications to the Commission.

Volunteers who perform functions directly for or on behalf of QLAA or have State Team duties (and do not have any involvement at a Centre level) would apply directly to the QLAA Secretary. For those already involved at a Centre level, they would need to be registered through their Centre in the first instance and QLAA would seek that information from that Centre as appropriate.

### Step 2

All volunteers (as defined above) must fill out the application and consent to the criminal history check. Proof of identification documents must be included as per the form, including one with the applicant's signature.

**NB:** The Volunteer Information Sheet and Application form can be found on the QLAA web site [www.qlaa.asn.au](http://www.qlaa.asn.au) or on the Commission's web site [www.bluecard.qld.gov.au](http://www.bluecard.qld.gov.au)

### Step 3

The Volunteer Coordinator must sight original documentation, proving the applicant's identity as listed in the application form, prior to sending to the Commission. A checklist is provided with the Volunteer Application Form and should be referred to prior to forwarding to the Commission.

### Step 4

Upon receipt of the application the Commission will perform the relevant checks (as per the Volunteer Information Sheet) and assess the person's suitability to work with children.

### Step 5

If an applicant is deemed suitable, a suitability notice (in the form of a blue plastic Suitability Card) is then issued to the applicant. This card will be valid for 2 years and is transferable across certain child-related employment (refer to Volunteer Information Sheet). The Centre/ Association will also be notified by the Commission of the applicant's suitability status and should record this with current membership details.

## Responsibilities Of Volunteer Co-ordinator / Association

Centres will be responsible for ensuring all volunteers (as defined above) have their suitability checked. The State Government under the Act will impose penalties, if these policies and procedures are not adhered to.

The Volunteer Coordinator is integral in meeting the processing requirements of this policy and must strictly adhere to privacy provisions in relation to the storage, handling and forwarding of applicant information to the Commission.



**Unsuitable Employees / Volunteers**

If an applicant is deemed unsuitable, a negative suitability notice is issued by the Commission, which prohibits the applicant from working/volunteering in the child-related employment. In this instance the applicant will be notified by the Commission and provided with an opportunity to respond.

The unsuitable applicant is entitled to have the Commissioner's decision reviewed by the Children Services Tribunal. The tribunal is an independent body that hears appeals in matters pertaining to the Commission. QLAA does not have any involvement or jurisdiction on matters relating to the suitability or non-suitability of applicants.

**Employees / Volunteers With Criminal Histories**

A criminal history does not necessarily preclude an applicant from being deemed suitable. The applicant is entitled to provide submissions regarding the information on his or her criminal history and suitability for child related employment. The Commission will then assess the nature and circumstances surrounding the offence/s before making a final decision.

**Non-Compliance Of Employers / Volunteers**

If an employee/volunteer falls into the definitions provided in this policy and the relevant Information sheets, and does not apply for a suitability check, penalties will be imposed under the Act. Refer to the Information Sheets for the definitions of failure for an employer and a volunteer to comply.

**Change Of An Employees / Volunteer's Criminal History**

Employees/volunteers must immediately disclose to their organisation any change in their criminal history. The exact nature of the change is not required just that a change has occurred. Refer to the relevant Information Sheet for further information.

**Further Information / Assistance**

For more information please contact QLAA or refer to the Policies section of the QLAA website [www.qlaa.asn.au](http://www.qlaa.asn.au) or the Commission for Children & Young People on 1800 113611 or website [www.bluecard.qld.gov.au](http://www.bluecard.qld.gov.au)

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## CODES OF CONDUCT

### Athlete

- Be a good sport. Respect all good performances whether from your Centre or the opponents and shake hands with and thank the opposing athletes and officials after the event - win, lose or draw.
- Participate for your own enjoyment and benefit.
- Always respect the official's decision.
- Never become involved in acts of foul play.
- Honour both the spirit and intention of the competition rules and live up the highest ideals of ethics and sportsmanship. Avoid gamesmanship and respect the traditions of the sport.
- Never engage in disrespectful conduct of any sort including profanity, sledging, obscene gestures, offensive remarks, trash-talking, taunting or other actions that are demeaning to other athletes, officials or supporters.
- Care for and respect the facilities and equipment made available to you during training and competition.
- Safeguard your health. Don't use any illegal or unhealthy substances.
- Recognise that officials and coaches are volunteers who give up their time to provide their services. Treat them with the utmost respect.
- Do not bet or otherwise financially speculate, directly or indirectly, on the outcome or any other aspect of a Little Athletics event or competition in which you are involved.

### Coach

- Actively discourage foul play and/or unsportsmanlike behaviour by athletes.
- Seek to maximise the participation and enjoyment of all athletes regardless of ability; avoid the tendency to over-use a talented athlete; treat all athletes as equals, regardless of their talent.
- Show concern and caution towards all sick and injured athletes. Follow the advice of a physician and/or sports trainer to the letter when determining when an injured athlete is ready to recommence training or competition.
- Teach athletes that an honest effort and competing to the best of their ability is as important as victory.
- Maintain a thorough knowledge of the rules of competition and keep abreast of current coaching methods. Maintain or improve your current accreditation level.
- Always consider the health, safety and welfare of the athletes.
- Teach young athletes to realise that there is a big gap between their ability and the professional athlete. Do not coach them as if they are professionals.
- Ensure that your coaching reflects the level of the competition being involved with and don't be a 'winner at all costs' coach.
- As coach, conduct yourself at all times, and in all situations, in a manner that shows leadership, respect for the sport of Little Athletics and respect for all those that are involved in the sport - athletes, officials, spectators, parents and the media.

**Official**

- Be impartial! Also, be consistent, objective and courteous.
- Place the safety and welfare of the athletes above all else. Be alert to minimise dangerous physical play, fair or foul, especially competition days.
- Accept responsibility for all actions taken.
- Avoid any form of verbal contact with coaches, team officials, parents and spectators during competition.
- Avoid any situation which may lead to a conflict of interest, both on and off the field.
- Condemn all and every instance of unsportsmanlike, foul or unfair play.
- Set a good example by the way you dress, speak and act towards athletes, coaches, officials, parents and spectators.
- Show concern and caution towards sick and injured athletes.
- Officiate to the age and/or experience of the athletes.

**Parent / Spectator**

- Condemn all violent or illegal acts, whether they are by athletes, coaches, officials, parents or spectators.
- Respect the official's decisions. Don't complain or argue about actions or decisions during or after an event.
- Unsportsmanlike language, harassment or aggressive behaviour will not be tolerated.
- Encourage athletes to play by the rules and to respect opposing athletes and officials.
- Never ridicule or scorn an athlete for making a mistake, respect their efforts.
- Understand that sport is part of a total life experience, and the benefits of involvement go far beyond the final placing of an event.
- Participate in positive cheering that encourages the athletes in the Centre you are supporting. Don't engage in any cheering that taunts or intimidates opponents, their fans or officials.
- Remember that children participate in Little Athletics for their own enjoyment, not yours!
- At all times follow the directions of the Arena Manager and/or other competition day officials.
- Never arrive at a Little Athletics competition under the influence of alcohol. Never bring alcohol to a Little Athletics competition or training.

## COMPLAINT HANDLING PROCEDURE - CENTRE VERSION

### Introduction

The Queensland Little Athletics Assoc Inc. (QLAA) and its affiliated Centres are committed to the provision of quality services. A consistent approach to the handling of complaints is integral to effective service delivery.

The aim of the Complaint Handling Procedure is to define complaints and the system for dealing with complaints submitted or referred to the (insert name of Centre here). It serves to ensure that complaints are dealt with fairly and impartially and strives to satisfactorily resolve disputes between the Centre and complainants in a timely fashion.

### Definitions

#### Complaint

A complaint is defined as a formal expression of dissatisfaction with some aspect of the Centre's services, policies and procedures, whether justified or not.

A complaint does not include a request for information or clarification of QLAA/ Centre rules, policies, procedures or decisions.

#### Complainant

The person lodging the complaint.

#### Minor Complaint

A complaint dealing with a matter that can be explained or resolved by existing rules, policies and procedures.

#### Scope

Only complaints where the complainant has identified him/herself are covered by this procedure. Anonymous complaints are not within the terms of this procedure although it is expected that the validity of such complaints will be assessed and corrective action taken, if necessary.

#### Implementation

The Centre will induct all committee members on the processes involved in the Complaint Handling Procedure and the communication skills required for effective complaint handling.

#### Lodging A Complaint

Complaints may be lodged with the Centre:

- in person
- by telephone
- by facsimile, email or letter

and should detail the name, address and contact phone numbers of the complainant, together with a brief description of the problem.

#### Confidentiality

The Centre will not disclose the identity of a complainant if that complainant requests that their details remain confidential.

## Procedures

### Minor verbal complaints

1. On receipt of a verbal complaint, the relevant committee member will immediately determine if the complaint is of a minor nature; who is the most appropriate person to deal with the complaint; and/or whether they themselves possess the required knowledge to attempt resolution.
2. If the complaint is of a minor nature and it is known that another committee member can deal with the matter on the spot, then the complaint will immediately be referred to that person.
3. If the complaint is one to which relevant committee member is able to attempt resolution, then they will listen to the complaint in accordance with the guidelines set out in Appendix A of this procedure.
4. The relevant committee member will address the complainant's concerns in a detailed and complete manner, outlining how or why the situation or incident occurred, being clear on what solutions can be offered. The relevant committee member will aim to answer the points raised in positive, professional and caring manner.
5. If the complaint requires further investigation, the complainant will be advised of the course of action and provided with a target date for providing a response.
6. If, after discussion and/or investigation, the complaint cannot be satisfactorily resolved it may be:
  - Referred for further discussion and possible resolution with the Centre Manager  
or
  - Documented by the complainant in written format and forwarded to the Centre Committee for further attention
7. If it is determined that the Centre has made an error, the matter will be referred to the Centre Manager/ Committee to determine the appropriate course of action.
8. Committee members will document all verbal complaints on a Complaint Form detailing the name address and contact details of the complainant, together with a brief description of the problem and the resolution/outcome. The completed form will be passed onto the Centre Manager for corrective action, where required, and/or filing. Additionally, all complaints will be recorded in the Complaints Register, detailing the name of the complainant, the nature of the complaint and the resolution/action taken.
9. If the complaint is about an incident, person or operation at a Region or Association level and the matter has not been brought to the attention of the Region/Association for attempted resolution, then the matter should be referred to the Region/Association in the first instance.

If the complaint is made by phone, the complainant is to be given details of the Region/Association and the person with whom they should lodge the complaint, by the committee member receiving the call.

If the complaint is received in writing, the Centre Secretary will arrange for a copy of the complaint, to be sent to either the Region/ Association. The Secretary will also acknowledge receipt of the complaint to the complainant advising that the matter has been referred to either the Region/ Association.

**Written Complaints**

1. All written complaints will be entered in the incoming mail register by the Centre Secretary, and then referred to the Centre Manager, on the day of receipt if possible. If the complaint is about the Centre Manager, it will be referred to the Centre Committee as soon as possible.
2. Within three (3) working days of receipt of the complaint, the Centre Manager shall contact the complainant to acknowledge the complaint and explain the procedure to be applied. A target date for providing a response will also be advised.
3. If the complaint is about another person, they should also be told about the procedure and the target date for resolution.
4. All complaints should aim to be resolved within 28 days.
5. If the outcome of the investigation is delayed, the Centre Manager will contact the complainant and where applicable, the person who is the subject of the complaint, to keep them informed as to the progress.
6. The Centre Manager will review the complaint and investigate as they consider appropriate. This may include contacting/interviewing witnesses and/or other persons involved. Written records will be kept of all meetings, telephone conversations and other documentation.
7. If there is any concern regarding the legal implications of a complaint, the Centre will either seek independent legal advice or contact the Association for advice and resolution of the matter will be based upon the advice provided.
8. Once all of the relevant facts have been established, the Centre Manager will produce a written response to the complainant, or may refer the matter directly to the Centre Committee. Such response will include a full explanation of the decision and the reasons for it and where applicable and appropriate, what action the Centre will take to resolve the complaint.
9. Prior to writing to the complainant to report the outcome of the investigation, the Centre Manager should discuss the complaint and the findings with the Executive Committee, to confirm the outcome.
10. If following the response from the Centre Manager the complainant remains unsatisfied and renews the complaint; the complaint will be referred to the Centre Committee.
11. Within three (3) working days of renewal of the complaint, the Centre Manager shall write to the complainant to confirm that a review will be carried out. A target date for providing a response to the review will also be advised.
12. If the outcome of the review is delayed, the Centre Manager will contact the complainant to keep them aware of the progress.
13. If the complainant remains unsatisfied following any review and further investigation, the complainant may seek external mediation, in accordance with the Centre Constitution.
14. The Centre Manager/ Secretary will ensure that all complaints are recorded in the Complaints Register, detailing the name of the complainant, the nature of the complaint and the resolution/action taken.

**Review**

It would be good practice for the Centre Committee to review at least annually the volume and type of complaints received and use this information, as a basis for assessing member's needs and attitudes towards the Centre's services and activities. The volume and type of complaints can be used to establish benchmarks for improvement.

**References**

- University of Wollongong, "Client Service and Complaints Handling", 1996
- Mosman Municipal Council, "Complaints Handling", 2005
- Little Athletics Association of NSW Inc., Procedure LAA-014-01 "Corrective & Preventive Action", 1998
- Little Athletics Association of NSW Inc., "Complaints Handling", 2006
- Queensland Little Athletics Association Inc., "Complaints Handling", 2006

## Principles Of Effective Complaint Handling

<b>Treat all complaints seriously</b>	However small or trivial it may seem to you, the complaint will be an important problem for anyone who takes the trouble to complain.
<b>Treat every complaint individually</b>	Even if you have already received several similar complaints the same day, it is probably the person's first chance to have their say.
<b>Listen</b>	Listening is the first step in reducing tension
<b>Be courteous and patient</b>	Be sympathetic, courteous and helpful, but avoid laying on blame to other colleagues. Acknowledge the complainant's feelings.
<b>Identify yourself</b>	If you are unknown to the person, introduce yourself.
<b>Ask for their name and use it</b>	Anonymous complaints are acceptable only where there are special circumstances.
<b>Take time to find out exactly what the problem is</b>	It is easy for someone to forget to tell you an important detail, particularly if they are upset or annoyed. Ask the necessary questions. Confirm details received.
<b>Don't take the complaint personally</b>	To an angry or upset person, YOU are the Centre, and the only one they can put their feelings to right now. Do not be defensive. Do not argue with the complainant.
<b>Stay cool and calm</b>	Do not argue with the person - be polite and try to find out exactly what the person thinks is going wrong, or has gone wrong.
<b>Check you are being understood</b>	Make sure that the person understands what you are saying. Don't use jargon - it can cause confusion and annoyance to someone "not in the know".
<b>Don't rush</b>	Take your time. Let people have their say, and let off steam if they need to. Listen carefully and sympathetically to their problems before replying and attempting to find a solution or offer a next step.
<b>Don't create false expectations</b>	Explain courses of action that are realistically available.
<b>Ensure a satisfactory outcome</b>	Ask if the complainant is satisfied with the explanation or action taken / proposed. If not, give advice about available alternatives.



## QUEENSLAND LITTLE ATHLETICS ASSOCIATION

**COMPLAINT FORM***Complainants Personal Details*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: (h) \_\_\_\_\_ (w) \_\_\_\_\_ (m) \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

*Complaint Details*

If the complaint is about a person or organisation, please provide details:

\_\_\_\_\_  
\_\_\_\_\_

Details of the complaint: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ (If insufficient space, use separate sheet)

Has the complaint been brought to the attention of the person/s involved / concerned?

Yes  No 

If Yes, what was the outcome? \_\_\_\_\_

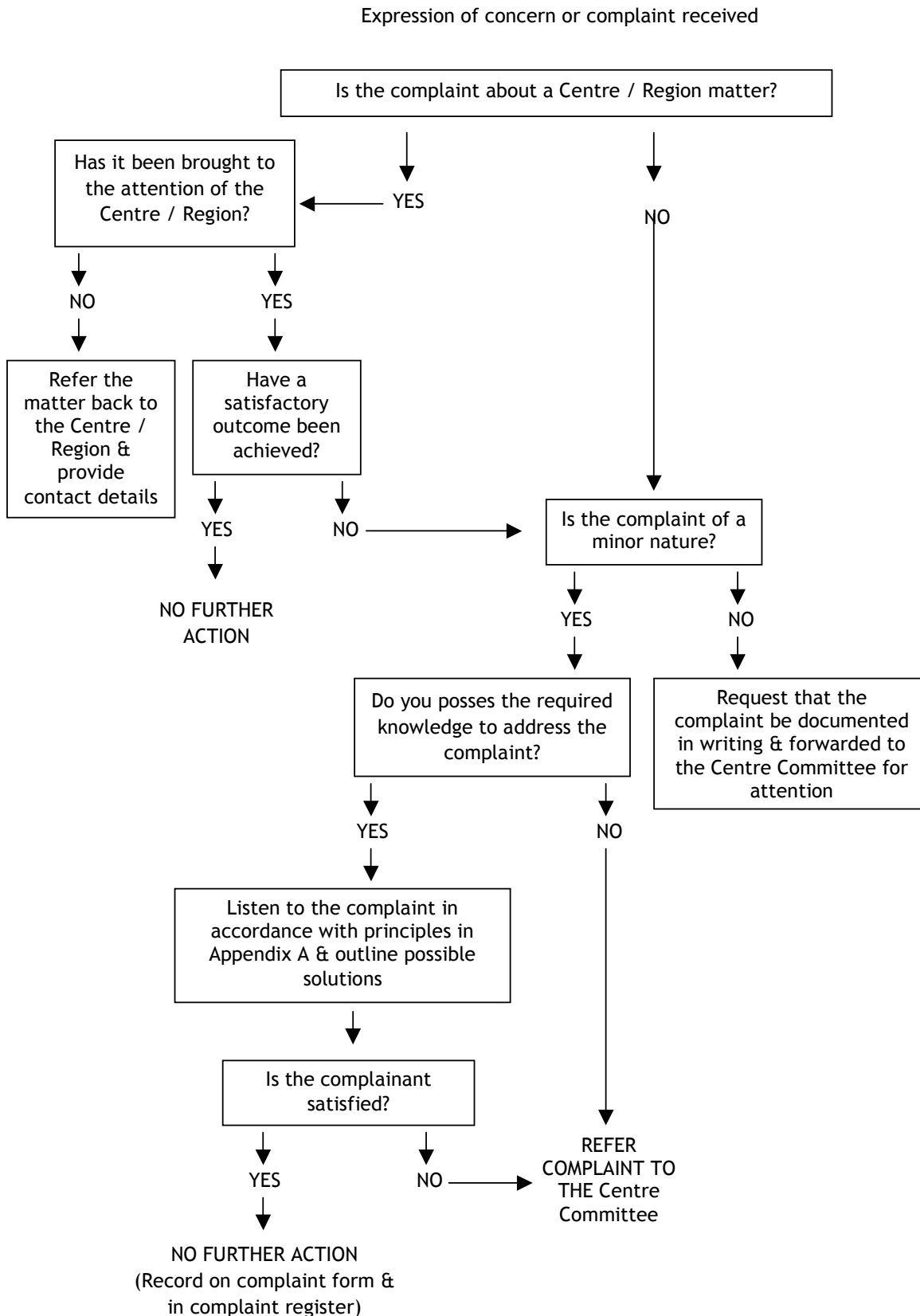
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

QLAA feedback /advice given? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_Complainant satisfied? Yes  No \_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Position: \_\_\_\_\_ Date: \_\_\_\_\_

## Complaint Handling Chart (for verbal complaints)



## EXERCISE AND HYDRATION IN EXTREME HEAT TEMPERATURES

*Note: As these guidelines may vary between Centres, please check with your Centre Committee to see if these guidelines have been adapted to suit local conditions and requirements.*

### 1 General

- 1.1 Children and adolescents are covered simultaneously by the recommendations in these guidelines.
- 1.2 It is recommended that if a large increase in temperature is likely to occur, parents and officials should take extra care to ensure athletes are sufficiently hydrated and shade is provided.
- 1.3 It is recommended that greater care be taken of athletes who are not fit, or who are overweight, when exercising in extreme temperatures.

### 2 Education

- 2.1 All athletes should be educated on the importance of sun safety and how to be sun smart. This should be conducted at the beginning of the hot weather season. However, if this is untimely for Centres, it should be conducted at a more appropriate time.
- 2.2 All coaches / officials should be educated to recognise the symptoms of heat stress (as described in these guidelines).

### 3 Attire

- 3.1 All athletes should be wearing sun safe attire on competition days. When exposed to the sun (except when competing), hats or caps should also be worn.
- 3.2 All staff members, officials and volunteers must be seen setting a sun smart example. During competitions, they are encouraged to wear collared shirts, hats and where appropriate sunglasses.

### 4 Sunscreen

- 4.1 Sunscreen should be provided and located in and around the competition arena for athletes, staff, officials and volunteers to use.
- 4.2 The sunscreen must be of the highest quality and meet all Australian standards.

### 5 Shade

- 5.1 Shade should be provided where possible at all field events, marshalling and finish areas. It should also be provided where possible in other areas where participants, staff, officials and volunteers will be waiting for long periods of time unprotected from the sun.

### 6 Public Announcements

- 6.1 It is recommended that during competition, public announcements be regularly made reminding those at the event to stay hydrated, apply sunscreen and remain in the shade, wherever possible.

This will not only assist with fluid intake, but also sun safety by ensuring the Association/Centre is discharging its duty of care to its members. In addition, it will be a positive public relations tool for Little Athletics. Little Athletics will be seen as an organisation that is constantly considering the health and safety of its members, staff, volunteers and spectators.

## 7 Fluids

- 7.1 It is recommended participants drink at least 7-8ml of fluid per kg of body mass no more than 2 hours before exercising to promote adequate hydration and allow time for excretion of excess water.
- 7.2 Children can stave off dehydration during three hours of exercise in 35°C temperatures, if enough fluid is consumed.
- 7.3 During exercise it is recommended that participants should drink fluid at regular intervals to replace water lost through sweating. Participants should aim to drink at least 3ml per kg of body mass (about 250ml for the average athlete of around 70 kilograms every 15 to 20 minutes). However this may vary dependent on the rate of sweating. Fluid taken should be cooler than the ambient temperature.
- 7.4 There should be a water station or a number of water stations in and around the competition arena. They should be located at all field events, marshalling areas and the finish line.
- 7.5 Water is considered an adequate fluid option for activities lasting up to one hour although there is evidence that sports drinks such as Powerade do provide a benefit for exercise that is less than one hour in duration. Participants in events or activities exceeding one hour are recommended to use carbohydrate based sports drinks such as Powerade as a means of replacing fluids, carbohydrates and electrolytes lost during prolonged activity.
- 7.6 Where possible, additional water should also be provided so as to allow participants to douse themselves and thereby assisting in the cooling process e.g. Spray bottles.

## 8 Postponement / Cancellation

- 8.1 It is recommended that parents and officials use caution if athletes are continually exercising in ambient temperatures above 40°C for an extended period of time (e.g. more than one hour).
- 8.2 When children are exercising in the heat, parents and officials must also pay close attention to athletes doing intermittent events (i.e. jumps & throws), as well as continuous events, for signs of heat stress.
- 8.3 It is recommended that each competition venue have the necessary equipment to record ambient temperatures throughout the competition conducted in extreme high temperatures.
- 8.4 It is recommended that the organising committee call off events if the weather bureau believes the ambient temperature is likely to rise above 40°C.
- 8.5 On the day of competition, where extreme high temperatures are experienced, it is recommended the ambient temperature be recorded at 15-minute intervals at the same point on the track each time.
- 8.6 It is recommended to the organizing committee, that if the temperature is over 40°C for two consecutive measurements, that no new event should be called until the temperature drops below 40°C, OR, competition should be ceased until the temperature drops below 40°C.
- 8.7 It is recommended that the organising committee postpone events if the first aid personnel indicate that athletes are showing signs of heat stress.
- 8.8 Consideration should also be given to postponing field events that span a considerable time.

**What Is Heat Stress?**

Heat stress may present itself in varied forms, including cramps, heat exhaustion and heat stroke.

**Heat Exhaustion**

Dehydration can lead to heat exhaustion. Symptoms of heat exhaustion may include:

- High heart rate
- Dizziness
- Headache
- Loss of endurance/skill
- Confusion
- Nausea
- The skin may still be cool/sweating, but there will be signs of developing vasoconstriction, e.g. pale colour.
- Athletes will pass little urine, which will be highly concentrated.
- Cramps may be associated with dehydration.
- The rectal temperature may be up to 40° C and the athlete may collapse on ceasing the activity.

If an athlete is exhibiting signs of heat stress, or heat exhaustion, they should stop, drink more fluids and cool down. The athlete should be removed from the field, laid down in a cool place and given plenty of cool water. If the athlete is confused or unable to drink water, seek medical assistance immediately.

**Heat Stroke**

Severe dehydration may lead to heat stroke, which is potentially fatal and must be treated immediately by a medical practitioner. Athletes who keep participating while suffering from heat exhaustion may experience heat stroke. Heat stroke can still occur even if the athlete has been drinking plenty of fluid. It is important to cool the athlete as quickly as possible.

Heat stroke symptoms include:

- Dry skin
- Confusion
- Collapsing

If an athlete is showing any symptoms of heat stroke take the following action:

- Call a Doctor or Ambulance immediately
- Remove the athlete from the field and lay them down in a cool place
- Give cool water to drink, if conscious
- Cool the athlete by putting in a cool bath, shower or under a hose, applying wrapped icepacks to the groin and armpits, or use wet towels.
- Maximise airflow over the athlete through the use of a fan, or fan them with towels.

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- Queensland Little Athletics Association (2002). *Hydration Policy*.

## FOOTWEAR

Shoes must be worn by all athletes while competing in any QLAA sanctioned track and field competition. Any person seeking exemption from wearing shoes must support their application with a relevant medical certificate on the day of competition, before competing.

### Spikes

#### General

- Spikes may be worn at Centre level in the U11 to U15 age groups at the discretion of the Centre Committee.
- Spikes must be no longer than 7mm (synthetic track)
- Spikes must be no longer than 9mm (synthetic field)
- Spikes must be no longer than 12mm (grass - track or field)
- Spikes must be carried onto the track and to the field event areas and then removed on completion of the event. i.e. may only be worn from the commencement of an event and **MUST** be removed "immediately" at the finish of the event.
- Spiked shoes must not be worn in the stand or outer areas of the track.
- Spiked shoes should be carried in a suitable bag at all times and stored safely when not in use.
- Any athlete not exercising care when using spikes may be disqualified from wearing them for the remainder of the meeting.



#### Table Of Use:

	U6	U7	U8	U9	U10	U11	U12	U13	U14	U15
<b>Track</b>										
Laned	---	---	---	---	---	S∅S	S∅S	S∅S	S∅S	S∅S
Unlanded	---	---	---	---	---	SB	SB	S∅S	S∅S	S∅S
Relays	---	---	---	---	---	* SB	* SB	S∅S	S∅S	S∅S
Walks	---	---	---	---	---	SB	SB	SB	SB	SB
<b>Field</b>										
HJ/LJ/TJ/Jav		---	---	---	---	S∅S	S∅S	S∅S	S∅S	S∅S

S∅S Spike shoes with or without spikes

SB Spike shoes without spikes or with blanks

\* Athletes competing in U13 - U15 teams: Spike shoes with or without spikes

## NON SMOKING

Smoking shall not be permitted in any competition or spectator areas during any Little Athletics competition.

Little Athletics understands the harmful affects of smoking on health, fitness and performance in sport, and as a result has adopted the following Policy.

Premises and competition areas are declared smoke free zones - smoking permitted only where a special smoking area is designated.

Athletes / Participants are reminded that smoking adversely affects performances and are prohibited from smoking at all whilst engaged in Little Athletics activities.

Coaches and Officials are reminded of their responsibilities as role models particularly with juniors and are asked to refrain from smoking whilst coaching or officiating in our sport.

Spectators are reminded smoking is inappropriate behaviour in a sporting environment and are asked to respect our Smoking Policy.

Visiting Athletes, Coaches, Officials and Administrators are also asked to respect our Codes of Conduct and Non Smoking Policy.



## PRIVACY

This document sets out Queensland Little Athletics Association's policies on management of personal information. In this policy, "we," "us" and "our" refer to Queensland Little Athletics Association, and "you" and "your" refer to individuals from whom we might collect personal information. Definitions of terms in the Commonwealth Privacy Act (such as "personal information") also apply in this policy. The Association from time to time may update this policy as deemed appropriate.

Our policy governs our collection, storage, use and disclosure of personal information. We outline our policy in each of those areas below.

### Collection

We generally collect the following kinds of personal information, for the following purposes, in the course of our business:

- The names and contact details of the members of Affiliates, so that we can keep a register of, and maintain contact with, those members and so we can arrange and maintain our Insurance coverage;
- Records of injuries to, and the medical conditions of, athletes and of the treatment provided to athletes and their attendance at athletics clinics and camps so that our representatives can decide whether it is appropriate for a particular athlete to participate in athletics activities or to attend a particular clinic;
- Names and contact details of participants in corporate hospitality and events, so we can analyse our market, and for marketing purposes;
- Names and contact details of individuals who receive priority notice of specials so we can provide that notice; and
- Where possible, we collect that information from the individual concerned. At the time we collect information, we try to advise the individual of the relevant purpose and obtain the individuals consent.
- Whether we collect personal information from an individual or from elsewhere, and whether or not we obtain written consent, we always deal with that information in accordance with this policy.

### Personal Information And Our Web Site

In addition to information entered into our web site, the site automatically collects two types of information. First, we may from time to time collect information relating to use of our web site, such as the pages are requested and accessed and which browser software maybe being used. This information enables us to identify the areas of the site, which are popular and tailor the site accordingly. This feature allows us to make our site more useful by appearing to remember information about a user during and between visits.

### Storage

We take steps to make sure personal information is stored securely. Those steps include storing paper records in a physically secure place and using appropriate access controls in relation to our information systems.

**Use**

We use the information outlined above for the purposes set out above. We also analyse information from time to time, in order to improve our business and our products and services. The analysis is performed on aggregated information, not information relating to specific individuals.

We may also use certain information from time to time, where lawful to do so, to communicate with customers and potential customers about products or service offerings in which they may be interested. However, each time we contact a customer in this way, we ask whether they wish not to receive any further such communications. If a customer advises us that they do not wish to receive communications of that nature, we comply with that request.

**Disclosure**

We may disclose personal information in the following ways:

- We disclose personal information when we are legally required to do so;
- We disclose personal information to others when they carry out tasks for us, which are necessary to achieve the above purposes. For example, we disclose contact information to the organisations, which fulfil purchase orders from our members.

**Further Information**

For further information about Queensland Little Athletics' use of personal information, or to request access to the information we might hold about you, please contact the Chief Executive Officer on telephone (07) 3255 9436; email [info@qlaa.asn.au](mailto:info@qlaa.asn.au) or fax (07) 3255 9438.

## SUNSAFE & UNIFORM POLICY

The health of participants is of primary concern to the Queensland Little Athletics Association. It is acknowledged that skin cancer is a major public health problem in Australia and in particular Queensland, with two out of every three people requiring treatment for some form of skin cancer in their lifetime. It is recognised that skin cancer is preventable and like any other medical condition, it is best dealt with by the application of preventative measures. While QLAA will endeavour to assist in sun protection when at training and competitions, it is accepted that ultimately, the responsibility is that of each individual and/or - in the case of children - their parents or guardians.

Where practical, QLAA will endeavour to schedule activities outside the hours of peak UV readings. Where this is not practical members are advised of the need for extra sun safety precautions during those hours (approximately 10.00am and 2.00pm).

QLAA will endeavour to have broad spectrum 30+ sunscreen or zinc cream available for members and spectators.

Members will be encouraged to wear a hat/cap, which protects the face, ears, neck, shoulders and crown of the head while participating in Little Athletics activities.

Members will be encouraged to wear shirts with sleeves and collars and to use broad spectrum 30+ sunscreen appropriately on exposed parts of their bodies.

Affiliated Centres will be required to design uniforms:

- Incorporate shirts with sleeves and collars
- The minimum specification for the sleeve area is to be of sufficient size to cover the shoulder and deltoid muscular area
- Collars must be designed to ensure that the neckline of the shirt/ bodysuit is high and narrow enough to provide sun safe protection for the nape and chest area of the athlete
- Mesh is permissible in the midriff area only
- Bodysuits should be made from Nylon Lycra with Ultra-Violet Protection. Bodysuits should be styled to cover as much of the body as possible. The body of the suit should be one piece and provide cover to the shoulders. Bike pants should be worn with the bodysuit or be incorporated as a uni-tard
- Two-piece outfit: Athletes may compete in a two-piece lycra outfit consisting of a T-Shirt in accordance with the current Sunsafe & Uniform policy and bike pants / skins. The shirt must overlap the bike pants by not less than 10cm
- Uniform bottoms are defined as: bike pants / skins, sports shorts (suitable for Track & Field), netball skirt (with sports briefs / bike pants / skins under). Bike pants / skins shall be above knee length. Full length will not be acceptable
- If boys choose to wear bike pants / skins as part of their uniform, they must wear sports shorts / pants over the top. Bike pants / skins on their own are not acceptable for boys
- Bike pants / skins may be worn under shorts as long as they are the correct uniform bottom colour (eg. if uniform bottom colour is red, bike pants / skins must be red). If the correct uniform bottom colour is not available, then the bike pants / skins must be all black

- The manufacturer's logo should not be a dominant part of the uniform shorts, i.e. no larger than 4cm×4cm. Centre sponsorship logos to be no larger than 10cm×5cm on shorts and no larger than 30cm×10cm on shirts
- Any logos on uniform shorts that do not follow the above size guidelines will be taped, or the athlete will be asked to remove them
- Socks are not considered part of the Centre uniform.

QLAA strongly recommends Affiliated Centres specify materials with appropriate UV protection ratings when designing uniforms.

All athletes must be attired in correct Centre uniform as approved by QLAA. Registration numbers are to be affixed to the front of the uniform top. The age label is to be affixed in the correct position (i.e. Shirt left sleeve or approved position on left hand side). Failure to comply with this will lead to the athlete not being allowed to enter the competition arena.

QLAA supports the use by its members of 100% UV protective sunglasses during QLAA activities.

Where natural shade is not adequate QLAA will maximise the use of alternative shade facilities. When attending events at various localities controlled by other authorities, QLAA will provide suitable portable shade structures.

QLAA will promote sun safety in a positive way, through newsletters, written literature and over the public address system. Centre Committees in the course of promoting their Centre or Little Athletics, by way of print (flyers/advertisements), electronic or visual (web page/television/video), will not use pictures depicting human figures (cartoon or actual) in clothing that is not sun safe.

QLAA will ensure that coaches, officials and members in prominent positions will act as strong role models in respect of sun safety practices.

QLAA will regularly review and update sun protection measures as appropriate.

Affiliated Centres will be advised that parents/guardians registering their child/children are to be shown the QLAA's Sun Safe Policy and ensure compliance and encouraged to:

- Purchase appropriate sun safe clothing including protective uniform clothing where available for their child's/children's usage.
- Provide 30+ broad-spectrum sunscreen or zinc cream for their child/children.
- Promote sun safe behaviour to their child/children.
- Provide safety sunglasses, which filter 100% of UV for their child/children.

That Committees in the course of promoting a Centre or Little Athletics, by way of print (flyers/advertisements), electronic or visual (web page/television/video), will not use pictures depicting human figures (cartoon or actual) in clothing that is not sun safe.

QLAA strongly recommends its Affiliated Centres adopt and promote similar Sunsafe Policies.

## TINY TOTS

This policy was framed after due consideration of the National guidelines for the involvement of children in Athletics.

Centres are allowed the option of providing a Tiny Tots program for three and four year old children, with the option for a Centre to register the Tiny Tot only if he/she is a sibling of an older (Under 6 - Under 17) registered Little Athlete. Centres are to notify the Association of their chosen options on the appropriate registration form.

The parent / guardian of the Tiny Tot athlete must be present and working at the Centre while the child is participating.

Activities: no times, no places, and no measurements: 60 metres maximum, and activities in accordance with endorsed QLAA programs.

There are no times, no places, and no measurements recorded for Tiny Tots. Tiny Tots are provided with an achievement book and weekly encouragement tickets.

A Tiny Tots registration number will be provided to the athletes but uniforms are optional.

Tiny Tots will only take part in athletic activities at their respective Centre. No activity is permitted beyond Centre level.

## UNDER 6

This policy was framed after due consideration of the National guidelines for the involvement of children in Athletics.

The U6 age group competes at Centre level and Centre Carnivals. If medals are awarded at Centre Carnivals, the U6 age group can only receive participation medals.

The U6 age group will NOT be catered for at any Region or State events/carnivals

U6's do NOT participate in any Region or State events/ carnivals/ pentathlons by competing up an age group.

The weekly Centre program and Centre Carnival programs for U6's is required to be made up as follows:

- A minimum of 2 play training events/games
- A maximum of 2 track events
- A maximum of 2 field events

Suitable play training events relevant to the actual events they are allowed to do are to be found in QLAA's "Games Manual or the ASAP Manual".

The Specific events for this age group, which are listed on the McDonald's Achievement Award Card, are:

- Track Events: 70m, 100m, 200m, 300m Walk
- Field Events: Long Jump, Shot Put 1kg, Discus 350gm
- No other events are sanctioned

Centres are to support this policy wholeheartedly as it is in the best interests of the children and their future development as athletes. The positive aspects of having more events available and more carnivals to go to, in future years is stressed as providing something extra to look forward to and a good reason to come back to Little Athletics again next year.

## ZERO TOLERANCE POLICY

### Preamble

The Queensland Little Athletics Association Inc (QLAA) recognises the importance of providing a safe and enjoyable environment for all those who participate in Little Athletics in Queensland.

The QLAA seeks to eliminate all forms of unsportsmanlike behaviour, and has developed this policy to clearly outline the processes and penalties to be applied.

A person to whom this policy applies will not indulge in any unsportsmanlike behaviour towards another participant, official or spectator involved in a recognised Little Athletics activity, including organised training, and will adhere to the relevant Code of Conduct/Ethics and Member Protection Policy.

It is recommended that this policy be adopted by all Affiliated Centres within QLAA to ensure a common acceptable standard of behaviour, processes and penalties.

The penalties associated with this policy are presented as guidelines for Centres to follow. Penalties may change and/or categories added at the discretion of the QLAA Board.

### Policy

A registered athlete, an official, or assistant in Little Athletics within Queensland, or any spectator will not indulge in any unsportsmanlike behaviour towards another participant, official, or spectator involved in a recognised Little Athletics activity, including organised training and will adhere to the relevant Codes of Conduct/Ethics.

### Objective

The objectives of this policy are to:

- Remove all forms of unsportsmanlike behaviour from all aspects of Little Athletics in Queensland.
- Protect all participants, officials and volunteers from exposure to unsportsmanlike behaviour.
- Provide a consistent application of processes and penalties for breaches of the Codes of Conduct/Ethics.

### Application

This policy applies to:

- a) Administrators of Little Athletics in Queensland at State, Region and Centre level, whether they be employed or a volunteer;
- b) Athletes in activities and events held by or under the auspices of QLAA and its Centres;
- c) Coaches of athletes in activities and events held by or under the auspices of QLAA and its Centres;
- d) Officials in activities and events held by or under the auspices of QLAA and its Centres;
- e) Managers of teams participating in activities and events held by or under the auspices of QLAA and its Centres;
- f) QLAA registered athletes when involved as a spectator of activities and events held by or under the auspices of QLAA and its Centres;
- g) Spectators of activities and events held by or under the auspices of QLAA and its Centres.

**Definitions**

“Centre”	A Little Athletics Centre or an unincorporated Centre as defined under Rule 1.5 in the QLAA Constitution.
“CEO”	A person appointed by the Board of Directors as Chief Executive Officer of the Association.
“Centre Manager”	A person elected by the Centre members to act on behalf of the Centre in matters forthcoming to the Centre.
“Centre Team Manager”	A person appointed by the Centre committee to manage the athletes representing the Centre at all approved competitions.
“Centre Secretary”	A person elected by the Centre members to carry out duties as listed in the Centre constitution and the Associations Incorporation Act 1981.
“Category”	Is the Category of Violation as listed in this Policy.
“Commissioner”	Appointed by the QLAA Board of Directors to review reports and implement the penalties as required.
“Discipline Tribunal”	Shall comprise three individuals appointed by the QLAA Board of Directors to deal with all matters relating to discipline of members of the Association and/or affiliated Centre, as shall be brought before it by the Association’s Secretary.
“Expulsion”	Is to bring the individual’s membership to an end immediately such that it does not revive automatically with the passage of a stipulated period. Expulsion precludes the individual from enjoying the benefits of membership eg competition, officiating and coaching. Expulsion does not preclude entitlements of an ordinary citizen.
“Official”	Is any person appointed to an official position of QLAA, its Regions or Centres.
“Penalty”	Is the punishment imposed by the Commissioner or Discipline Tribunal in accordance with this policy.
“Registered Little Athlete”	Is a child registered with a Little Athletics Centre or an unincorporated Centre affiliated with QLAA.
“Report”	A report must include all relevant information relating to the incident eg. date, time, venue, persons involved in the incident.
“Spectator”	A person observing at a Little Athletics event, or its associated activities, including training, from a position in the immediate vicinity of those activities.
“Suspension”	Is to debar an individual temporarily from membership. Suspension precludes the individual from enjoying the benefits of membership eg competition, officiating and coaching for a specific period after which the membership is reinstated. Suspension does not preclude the individual from entitlements of an ordinary citizen.



### Unsportsmanlike Behaviour

Unsportsmanlike behaviour can occur in the both the instigation of and response to any incident and includes, but is not limited to:

- Verbal abuse and/or assault
- Physical abuse and/or assault
- Discrimination (as stated in the Member Protection Policy)
- Harassment (as stated in the Member Protection Policy)
- Making derogatory statements or gestures
- Cheating
- Non acceptance of the official's decision in an inappropriate manner
- Equipment Abuse

### Categories Of Offence And Penalty

Unsportsmanlike behaviour has been broken up into a number of categories of violation to determine the most appropriate penalty to be applied for breaches to this policy. These penalties may change from time to time. Applicable penalties for each category of offence are shown below:

These categories are:

Category of Violation	Incident	Penalties		
		1 <sup>st</sup> Offence	2 <sup>nd</sup> Offence in any category within 2 years	3 <sup>rd</sup> Offence in any category within 2 years
P1	<ul style="list-style-type: none"> <li>• Use of audible foul language</li> <li>• Disputing judgment/decision of an official</li> <li>• Minor equipment abuse</li> <li>• Frivolous complaints (first incident)</li> </ul>	Verbal Warning	Written Warning	Suspension 1 week
P2	<ul style="list-style-type: none"> <li>• Rough play, barging, pushing etc</li> <li>• Displays of unnecessary aggressive behaviour</li> <li>• Verbal abuse via telephone to Association/Centre personnel</li> <li>• Disparaging or insulting remarks and/or the use of foul language directed toward another athlete/official.</li> <li>• Failing to carry out a lawful direction of an official</li> </ul>	Written Warning	Suspension 1 week	Suspension 2 weeks
P3	<ul style="list-style-type: none"> <li>• Prolonged verbal abuse of an official/athlete</li> <li>• Deliberately barging with force</li> <li>• Displays of excessive aggressive behaviour</li> <li>• Frivolous complaint (second and further incidents)</li> <li>• Major equipment abuse where there is potential to injure participants and/or spectators</li> </ul>	Written Warning	Suspension 2 weeks	Suspension 4 weeks
P4	<ul style="list-style-type: none"> <li>• Provoking a fight, but no further involvement</li> <li>• Fighting after being provoked</li> </ul>	Suspension 2 weeks	Suspension 4 weeks	Suspension 8 weeks
P5	<ul style="list-style-type: none"> <li>• Provocation and involvement in fighting</li> <li>• Threatening an official/trainee official or athlete</li> </ul>	Suspension 3 weeks	Suspension 6 weeks	Discipline Tribunal
P6	<ul style="list-style-type: none"> <li>• Physically attacking an official, athlete or Association/Centre personnel</li> </ul>	1 Season	Tribunal	Discipline Tribunal
P7	<ul style="list-style-type: none"> <li>• Other as determined by the Commissioner</li> </ul>			

- Note 1:** *The suspension applies to the next competition day, regardless of level of competition, including Association Competitions.*
- Note 2:** *Example: If an individual commits a P2 offence and within two (2) years commits a P1 offence it will be deemed a second offence and that individual will be liable for a written warning.*
- Note 3:** *Example: If an individual commits a P1 offence and within two (2) years commits a P2 offence it will be deemed as second offence and that individual will be liable for a suspension of one (1) week”.*
- Note 4:** *Any fourth or more offences within two (2) years will be referred directly to the Discipline Tribunal.*

### **Trainee Officials**

QLAA seeks to eliminate all forms of unsportsmanlike behaviour towards trainee officials.

Athletes will be advised at the commencement of the event that a trainee official is officiating at that event.

### **Process And Handling\_QLAA:**

A person witnessing any act of unsportsmanlike behaviour, or alleged breaches of code of conduct/ethics by any person to whom this Policy applies, may report the incident to the CEO.

Such a report should be lodged in writing to the CEO. On receipt of the report, the CEO will refer it immediately to the Commissioner.

### **Process And Handling\_CENTRE:**

QLAA seeks to eliminate all forms of unsportsmanlike behaviour towards Centre appointed officials.

A person witnessing any unsportsmanlike act/s, or alleged breaches of code of conduct/ethics by any person to whom this Policy applies, may report the incident to the Centre Manager or Centre Secretary for incidents at Centre level or Centre carnival.

Such a report should be lodged immediately in person, or in writing, to the relevant authority. On receipt of the report, an enquiry will be undertaken by a person appointed by the Centre.

The Centre official will investigate the complaint immediately following the procedures as set out by the Centre Committee. A report is to be provided to the relevant party, together with any recommendations.

### **Acknowledgement And Acceptance**

Where an individual is reported for an offence under this policy, he/she may desire to accept the automatic penalty (as prescribed within the penalties) without a hearing or appeal. In these cases, the penalty may be modified at the discretion of the Centre Committee or Commissioner, with the exception of Category P6. The individual must provide written acknowledgement of responsibility for the incident and acceptance of the resulting penalty.

**Appeals**

Appeals against penalties must be lodged and handled in accordance of QLAA Rule 5 of the QLAA Constitution. A person will remain suspended until the appeal against such finding has been adjudicated upon.

**Serving Of Penalties**

Penalties not completed by the end of the current competition season shall carry over to the next and if necessary, to a subsequent competition season.

**Transfer Of Penalties**

Any penalty invoked by QLAA or an Affiliated Centre is transferable to another. Where an individual transfers to another Centre or State Association, a check must be completed on existing penalties during the clearance/transfer process to ascertain any outstanding penalties/suspensions. Any portion of a penalty NOT served at one Centre will be deemed to apply to the next Centre and the person under suspension must not be permitted to participate until the full suspension has been served.

**Register Of Suspensions/Penalties**

The Commissioner, CEO and each Centre must maintain a register of penalties or suspensions which is to detail the person's full name and address, the category of offence, penalty invoked, the date invoked and the date the penalty will be served out. A copy of any penalty given at Centre level is to be forwarded to the Commissioner.

**Frivolous Or Malicious Complaints**

Upon investigation of a complaint, should the person conducting the complaint find that it is frivolous; a warning will be given, in the first instance, to the person making the complaint.

If a complaint is deemed to be malicious, the person making the complaint shall be brought to appear before the Discipline Tribunal.