

Flow chart for Reporting Youth Protection Complaint

COMPLAINTS / GRIEVANCES / ISSUES

Contact Information for the specific position holders who are responsible for elements of the strategy:

President - Rob Eflord - 0417 763 555 - President@maroochysurfclub.com.au

Grievance Officer - tbc

Director of Lifesaving – Andrew Youngman – 0427 487 885 – DOLS@maroochysurfclub.com.au

Director of Junior Activities - Jason O'Pray - 0417 574 638 - DOJA@maroochysurfclub.com.au

Child abuse (physical, sexual, emotional, neglect), discrimination, harassment, victimisation, vilification, breach of Codes of Conduct issues

Complaints, grievances or other club related issues

Referred to

Specific Club Personnel as appropriate

Referred to

Nominated Club Grievance Officer/ President/ Club Captain/Director of Junior Activities (directly to Police if Club Grievance Officer not available, immediate risk, or if in doubt)

Allegations of a Criminal Nature

- Sexual Abuse,
- Physical Abuse,
- Grooming

Allegations of a Serious Nature [not Criminal]

- Verbal Abuse
- Breach of Codes of Conduct

COACH

- Selection Issues
- Training Issues

SAFETY OFFICER

- Facility Maintenance
- Equipment Maintenance
- Workplace Health & Safety Matters

PRESIDENT or CLUB CAPTAIN

 All Other General Club Issues

Department of Communities Child Safety and Disability Services

Referred to Police and/ or

Actioned at Club Level under Leadership of President and/or Club Captain

DEALT WITH IN LINE WITH CHILD PROTECTION
AND MEMBER PROTECTION POLICIES AND PROCEDURES

DEALT WITH IN LINE WITH CLUB POLICIES AND PROCEDURES

Updated 3 August 2020 CP 2.1.2