



ST JOHN BOSCO BASEBALL  
AND SOFTBALL CLUB INCORPORATED

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**POLICY AND PROCEDURES MANUAL**

VERSION 1.1



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# 1 MEMBER PROTECTION

1.1.1 The St. John Bosco Baseball and Softball Club Incorporated (**SJBBSC** or **the Club**) aims to promote a safe environment for all children and to assist all officials, coaches, members and volunteers to recognise child abuse and neglect and to follow the appropriate notification procedures when reporting alleged abuse.

1.1.2 SJBBSC is committed to providing:

- a) an open, welcoming and safe environment for everyone participating in its programs;
- b) high quality programs for children that are safe and welcoming for each child; and
- c) seeks advice and listens to children, parents and colleagues so these standards are maintained at all times.

## 1.2 Child Safe Policy

1.2.1 SJBBSC's Child Safe Policy objective is to guide officials, volunteers and spectators on how to behave with children in our Club and broader community. This policy focuses on how we can promote children's participation in our Club and make it safer for them in all competitions.

1.2.2 SJBBSC **supports the active participation** of kid's in our Club. The SJBBSC will listen to kid's views, respect what they say and where age appropriate, involve them when making decisions, especially about matters that directly affect them.

1.2.3 SJBBSC **supports officials, volunteers and players**, and promotes respect, fairness and consideration for all officials. All Officials, volunteers and players will have access to a more senior member of the SJBBSC to support and assist them with any issues that might arise in the conduct of the competition. All new Officials, volunteers and players will be made aware of, and have access to, the SJBBSC's Child-safe Policy, Code of Conduct and Dealing with Complaints process.

1.2.4 SJBBSC will as part of its **recruitment and registration** process, maintain a rigorous and ethical recruitment of office bearers, officials, volunteers, and a consistent screening and selection process. Each member of the SJBBSC acting in a volunteer capacity with the Club must complete the Working With Children Check and be approved to work with children by the Office of the Children's Guardian.

1.2.5 The SJBBSC will **deal with complaints** through an appointed Child Safety Officer (CSO) whose name will be made available to all the Club's Members and who will be named on the SJBBSC website. All complaints involving children must be reported to the CSO and a report completed on the Dealing with Complaints form. Each complaint will be followed up in a timely manner and feedback given whilst still respecting a high standard of confidentiality.

1.2.6 SJBBSC will **communicate** its Child Safe policies at an annual meeting held to inform all new Officials and volunteers of the Child-safe policy. The Policy will also be available to all members on the SJBBSC website. All new Officials will receive a copy of the policy together with the Code of Conduct and Dealing with Complaints policy.

1.2.7 SJBBSC will **review** this policy and any guidelines and may incorporate comments and suggestions from children and young people, officials, parents, volunteers and others who are members of the SJBBSC.

## 1.3 SJBBSC Reporting Responsibilities

1.3.1 In encountering a complaint contemplated by this section of the Policy and Procedures, the SJBBSC Executive, its Members or broader members of the baseball community, may have cause to report the event to various statutory bodies.

- 1.3.2 Any person who has reasonable grounds to believe that a child or young person is at risk of significant harm may be reported to **Department of Community Services** by phoning 132 111 to report child abuse or neglect (24 hour service)
- 1.3.3 Some people must report if they have reasonable grounds to suspect a child is at risk of significant harm. They are legally “mandatory reporters” and must report concerns about risk of significant harm to kids to the Department of Community Services. A person who is paid to provide the following services and a person (paid or unpaid) who is in a management position in these services are mandatory reporters:-
- d) Health care (such as Doctors, Nurses)
  - e) Education (such as Teachers)
  - f) Children’s Services (such as child care workers)
  - g) Residential services (such as refugees)
  - h) Law Enforcement (such as Police)
- 1.3.4 The SJBBSB may have cause to engage with the NSW Ombudsman who supervises the complaints process of all state and local government agencies as well as schools, child care centres and agencies providing Out of Home care. People using these services can complain to the Ombudsman and the Ombudsman can check that the service has handled the complaint properly.
- 1.3.5 The NSW Ombudsman’s “Complaint Handlers Tool Kit” and “Child Protection for the Workplace” Guidelines are available at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au).
- 1.3.6 The Club has a legal obligation to report findings of sexual misconduct and serious physical assault involving children by a child-related worker to the Office of Children’s Guardian. Under Schedule 1 of the **Child Protection (Working with Children) Act 2012** the conduct that must be reported is:-
- a) Sexual misconduct committed against, with or in the presence of a child, including grooming of a child
  - b) Any serious physical assault of a child.
- 1.3.7 Under the legislation, reporting bodies must investigate allegations of such conduct in order to make an informed finding as to whether or not the conduct occurred. To determine whether or not the conduct meets the criteria, reporting bodies must consider the nature of the conduct itself and the context in which it occurred. If the investigation results in a finding that sexual misconduct or serious physical assault occurred, the reporting body must report this finding to the Office of the Children’s Guardian. Under the **Child Protection (Working with Children) Act 2012**, only findings of sexual misconduct and serious physical assault must be reported, although the Ombudsman may report other misconduct to the Office of the Children’s Guardian.

## 1.4 Working with Children Check (WWCC) Authorisation Number

- 1.4.1 Consistent with requirements of Baseball Australia (BA) and Baseball NSW (BNSW), SJBBSB requires all Coaches, Assistant Coaches and Managers of teams to provide the SJBBSB Member Protection Officer a current and valid WWCC Authorisation Number.
- 1.4.2 Effective 1 January 2016, a Coach, Assistant Coach, Manager or any other person SJBBSB identified by the Executive of SJBBSB must have submitted their WWCC Authorisation Number or Application Number via email to the SJBBSB CSO, Jason Chabi at [boscobaseball.registrar@gmail.com](mailto:boscobaseball.registrar@gmail.com) or the SJBBSB Secretary at [boscobaseball.secretary@gmail.com](mailto:boscobaseball.secretary@gmail.com).
- 1.4.3 Failure to comply with s 1.4.1 and 1.4.2 will result in the immediate suspension of that person acting in any capacity that requires a WWCC Authorisation Number until such time as one can be provided. Notice of a suspension will be served by the Secretary, in writing issued via email and/or SMS.

## 1.5 Dealing with Complaints

- 1.5.1 All players, parents and supporters are advised that all complaints will be dealt with honestly, fairly and with impartiality whilst still respecting confidentiality.
- 1.5.2 All players, parents and supporters are encouraged to report all inappropriate behaviour around children to the Child Safety Officer (CSO) and can be confident that in immediately reporting any concerns about the safety or welfare of children knowing proper processes will be followed up and actioned within a reasonable timeframe.
- 1.5.3 All complaints must be reported including:
  - a) Any disclosure of abuse of a child
  - b) Inappropriate behaviour around children
  - c) Any suspicion of abuse or harm to a child causing risk to that child.
- 1.5.4 All complaints must be reported to the SJBBSC CSO/Member Protection Officer, Jason Chabi at [boscobaseball.registrar@gmail.com](mailto:boscobaseball.registrar@gmail.com) or the SJBBSC Secretary at [boscobaseball.secretary@gmail.com](mailto:boscobaseball.secretary@gmail.com)
- 1.5.5 A child or young person, or any member of the SJBBSC, including a volunteer, official or parent, can make a complaint or raise a concern directly to the CSO which will result in the following action:
  - a) Listen to the person making the complaint and make a record of the complaint using the SJBBSC's "Complaint Record Form".
  - b) Make a report to the Department of Community Services in the case of an allegation of child abuse. Inform everyone involved in the complaint of the requirement to make this report.
  - c) If the complaint involves inappropriate behaviour and a Breach of the Code of Conduct, the President/Secretary will need to take action in accordance with the internal SJBBSC disciplinary procedure and/or parent body guidelines.

## 1.6 Confidentiality

- 1.6.1 The SJBBSC will at all times protect the privacy of all individuals and will deal with all matters in a confidential manner. SJBBSC will respect the privacy rights of children as well as those people who provide information.
- 1.6.2 Because of the sensitive nature of personal information, SJBBSC policies will provide safeguards regarding the collection, use and disclosure of such information. All sensitive and/or confidential information will be protected against the compromise of this information by having in place protective security measures. These measures will include information stored in secure places, asking permission prior to requesting personal information, personal information only able to be accessed by authorized SJBBSC personnel, and a policy in place for disclosing information to others.

## 1.7 Training and Officers Support

- 1.7.1 SJBBSC will encourage all officers and volunteers to undergo training in all aspects of a Child Safe organisation. They will have access to senior Officers who are able to deal with their questions, and be able to refer on to appropriate people in other organisations should the need arise.

## 1.8 Closing the Complaints Process

- 1.8.1 Once all necessary actions have taken place according to the SJBBSC Complaints Process including feedback and resolution agreements to appropriate people and relevant organisations, the matter will be deemed as closed. Records of the process and any agreements will remain confidential and

will be stored at SJBBSC premises designed to securely store such material. Access will only be granted according to the stated processes contained herein by senior Officials of the SJBBSC.

## 2 CODES OF CONDUCT

SJBBSC adheres to and strongly supports the Codes of Conduct detailed by the Australian Sports Commission in the document available on the SJBBSC web site titled “Junior Sport Code of Conduct”. This document adequately sets out behaviour expected of any official, player, parent and/or spectator at any game, function or presentation of our organization and is supplemented by the following Codes of Conduct.

### 2.1 Parent and Supporter Code of Conduct

A parent or supporter must meet the following requirements in regard to their conduct during any baseball activity or event:

- a) Respect the decisions of officials and teach young people to do the same.
- b) Never ridicule or scold a young player for making a mistake.
- c) Condemn the use of violence in any form, whether it is by other spectators, coaches, officials or players.
- d) Show respect for your team’s opponents.
- e) Do not use violence, harassment or abuse in any form (ie., do not use foul language, sledge or harass players, coaches, officials or other spectators).
- f) Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- g) No obscene or indecent messages on signs or clothing.
- h) Not to be intoxicated or unruly during pre-game and game activities.
- i) Not interfere with the play of the game in any manner. This includes running onto the field or throwing objects onto the field of play.
- j) Respect the rights and decisions of the SJBBSC, the CSJBA, Baseball NSW and Baseball Australia appointed staff of National and International Championships and Teams, charged with the supervision and wellbeing of players and the game.

### 2.2 Coaches and Managers Code of Conduct

The SJBBSC has adopted the CSJBA’s Code of Conduct for all coaches/managers participating in SJBBSC, Baseball NSW and Baseball Australia endorsed and/or organised tournaments, programs and special events. These principles are considered practicable and are within the aims and objectives of the SJBBSC. Coaches and Managers acknowledge that they will:

- a) adhere to Australian law and the SJBBSC’s requirements on Child Protection, Sexual Relations, Anti-Discrimination and Harassment;
- b) provide supervision of the behaviour of the team at all times (junior players must NEVER be left unsupervised);
- c) avoid unaccompanied and unobserved one-on-one activity with people under the age of 18 years, and will adopt appropriate and responsible behaviour in all interactions with staff and players;

- d) ensure their decisions and actions contribute to a harassment free environment, and that any physical contact with a person is appropriate to the situation and necessary for the person's skill development, and is age appropriate;
- e) not criticise players in front of spectators, parents and other teams. Constructive criticism will be provided in a manner which respects the dignity of the player and the team;
- f) accept decisions of the umpire as being fair and called to the best of their ability and will not abuse or ridicule the umpire nor allow their players to do so;
- g) help to develop team respect for opponents, spectators and officials and will not criticise other teams, supporters or officials by words or gestures;
- h) set a good example in personal appearance and behavior;
- i) encourage sportsmanlike behaviour among the players;
- j) ensure whenever possible that all players have equal time on the diamond. Avoid overplaying the talented players - the average players need and deserve equal time;
- k) encourage players to work together as a unified group (teamwork);
- l) keep themselves informed of sound coaching principles and seek more skilled advice when necessary;
- m) encourage their team to abide by the guidelines provided in the "Baseball the Australian Way" document;
- n) ensure that press statements and/or interviews, other than those restricted to comments on members of their own team and its involvement in a particular competition, have SJBBSC approval;
- o) place the welfare and development of the individual above a winning or losing record;
- p) not use any form of tobacco or alcohol of any description on the field, in the dugouts, bullpens or while in uniform;
- q) whenever possible, provide assistance with coaching expertise and knowledge to developing teams;
- r) abide by the tournament rules and regulations established by the SJBBSC, Baseball NSW, BA or other third party tournament organisers;
- s) ensure to the extent possible, an awareness of any player with medical problems
- t) maintain interaction between coach/es and players on an appropriate level at all times
- u) strive to develop a positive image and self-sufficient attitude with each player.

## 2.3 Players Code of Conduct

All Players are obliged to comply with this Code of Conduct requiring them to meet high standards of sportsmanship that entails, but is not necessarily limited to:

- a) Comply with the rules of the competition.
- b) Accept the recommendations of SJBBSC regarding safe play and equipment.
- c) Never argue with an official or an umpire and accept their decisions as being fair and called to the best of their ability.
- d) Not consume/use any unapproved substance. This includes cigarettes, alcohol, chewing tobacco, or drugs (other than those legally prescribed by a physician).



- e) Acknowledge that swearing or verbal abuse of umpire, officials, other players, or spectators will not be tolerated.
- f) Be responsible for their personal appearance, behaviour and personal hygiene.
- g) Not cause any loss, or damage to private property, or cause a disturbance to others.
- h) Behave in a polite and appropriate manner towards one another.
- i) Not invite/allow anyone other than team personnel to remain in restricted areas such as the dugout, unless they have the expressed permission of the team management.
- j) Refrain from conduct which could be regarded as harassment towards fellow players, coaches and third parties.
- k) Not conceal any illness and injury to train fully within the program requirement.
- l) At all times avoid intimate relationships with the coach.
- m) Co-operate with team officials, team mates and opponents.
- n) Players understand what sportsmanship entails and exhibit those characteristics at all times.
- o) Applaud all good plays from either team.
- p) Never deliberately distract, or provoke an opponent.
- q) Not interfere with, bully or take unfair advantage of any other player.
- r) Not abuse equipment.

The Player and parent or guardian of a Player where that Player is under the age of 18 confirm to:

- a) having read and understood the requirements of this Code of Conduct; and
- b) being subject to disciplinary action in accordance with the SJBBSA Constitution, SJBBSA Rules and these Policy and Procedures should the Member breach this Code of Conduct.

## 3 USE OF SOCIAL MEDIA

### 3.1 Overview and Purpose

- 3.1.1 SJBBSA has adopted Baseball Australia's Social Media policy to provide our Members, staff and volunteers a guide when using social media. Social media is an excellent communication tool that is used every day around the world to connect people and disseminate information.
- 3.1.2 Social media offers the opportunity for people to gather in online communities of shared interest and create, share or consume content. SJBBSA recognises the benefits of social media as an important tool of engagement and enrichment for its members.
- 3.1.3 SJBBSA encourages the baseball community to be a part of the social media world, connect with and share your passion for baseball. SJBBSA do however recommend that you use social media responsibly and remember that the internet is a public domain. This policy aims to provide guiding principles to follow when using social media.
- 3.1.4 It is important that SJBBSA's reputation is not tarnished by anyone using social media tools inappropriately, particularly in relation to any content that might reference the organisation. SJBBSA also has a corporate responsibility to protect our stakeholders and affiliates by maintaining a positive reputation of the Club.



## 3.2 When does this Policy Apply?

- 3.2.1 This policy applies to all SJBBSC Members and representatives. The SJBBSC acknowledges all Executive, coaches, national teams and squads, officials, and all playing and volunteer members throughout the extended grassroots community as our representatives.
- 3.2.2 This policy does not apply to personal use of social media platforms, as long as no reference or acknowledgment is made to SJBBSC or related subjects, including the St. John Bosco Youth Club.
- 3.2.3 This policy takes effect when an individual or entity identifies themselves as associated with SJBBSC, and/or discusses their involvement in the SJBBSC on social media. At this point they are required to convey themselves in accordance with this policy and in a manner consistent with SJBBSC's requirements stated herein.

## 3.3 Scope

- 3.3.1 This policy covers all forms of social media. Social media includes, but is not limited to:
  - a) Maintaining an account, profile or page on social or business networking sites (such as but not limited to Facebook, Twitter, LinkedIn, Instagram);
  - b) Content sharing including but not limited to Flickr, YouTube and Vimeo;
  - c) Commenting in blogs for personal or business reasons;
  - d) Leaving product or service reviews on retailer sites, or customer review sites;
  - e) Taking part in online votes and polls;
  - f) Taking part in conversations on public and private web forums (message boards); or
  - g) Editing a Wikipedia page.
- 3.3.2 The intent of this policy is to include anything posted online where information is shared that might affect members, colleagues, clients, sponsors, affiliates, stakeholders, Baseball NSW or Baseball Australia as an organisation.

## 3.4 Guiding Principles

- 3.4.1 The web is not anonymous. SJBBSC representatives should assume that everything they write can be traced back to them.
- 3.4.2 Think of the internet as a permanent record of online actions and opinions.
- 3.4.3 Boundaries between a representative's profession, volunteer time and social life can often be blurred. It is essential that individuals make a clear distinction between what they do in a personal capacity and what they do, think or say in their capacity associated with Baseball Australia.
- 3.4.4 All SJBBSC representatives must follow the guidelines in place to ensure SJBBSC brands and intellectual properties are not compromised. This means SJBBSC logos cannot be used in any context without consent including on social media and websites.

## 3.5 Social Media Use

- 3.5.1 For SJBBSC representatives using social media, such use:
  - a) Must not contain, link to, libellous, defamatory or harassing content. This also applies to the use of illustrations or nicknames;
  - b) Must not comment on or publish information that is confidential or in any way sensitive to BA, its affiliates, partners or sponsors;

- c) Must not bring the organisation into disrepute; and
- d) The individual user must be conscious of who their 'friends', 'followers' and 'connections' are, and may not use social media as a communication channel with minors.

### 3.6 Branding and Intellectual Property (IP)

- 3.6.1 Trademarks and intellectual property belonging to SJBBSC cannot be used in personal social media applications, except where such use can be considered incidental – (where incidental is taken to mean “happening in conjunction with something else.”), for example showing support for Team Australia at the WBC
- 3.6.2 SJBBSC representatives may not use SJBBSC brands including the logo or name to endorse or promote any product, opinion or cause; and it must be abundantly clear to all readers that any and all opinion shared are those of the individual and do not represent or reflect the views of SJBBSC.

### 3.7 Official SJBBSC websites, blogs, social pages and online forums

- 3.7.1 This includes all SJBBSC managed websites, Facebook pages, Twitter, Instagram and other third party delivery mechanisms as contemplated in section 7.3.1 that, the SJBBSC may use from time to time.
- 3.7.2 Before a new website, social networking page or forum is created that depicts, references or makes representations of SJBBSC, written consent must be sought from SJBBSC.
- 3.7.3 Written permission must be obtained from SJBBSC for use of all logos and images on these websites, blogs, pages or forums.
- 3.7.4 For official SJBBSC websites, blogs, pages and forums:
  - a) Posts must not contain, nor link to, pornographic or indecent content;
  - b) Official blogs, pages and forums must not be hosted by a site that sells the right to advertise on their site, through 'pop up' or consistent advertising, content which may be of a questionable nature;
  - c) SJBBSC representatives must not use SJBBSC websites, pages, blogs or forums to promote personal projects; and
  - d) All materials published or used must respect the copyright and privacy of third parties.

### 3.8 Consideration of circumstance and appropriateness when using social networking sites

- 3.8.1 SJBBSC representatives must have consideration for the appropriateness of the content they are posting or sharing on social media sites. Content must not:
  - a) Breach the privacy act or inadvertently make SJBBSC liable for breach of copyright;
  - b) Be information, photos or videos from a private event where explicit consent has not been sought and given; and
  - c) Any post about an individual or organisation must be removed if correct reason has been provided in a request to do so.
- 3.8.2 Under no circumstance should offensive comments, photos or videos be posted about a SJBBSC representative or any other member of the broader baseball community.

### 3.9 Breach of Policy

- 3.9.1 SJBBS, CSJBA Affiliated Clubs and parents monitor online activity in direct relation to the sport's representatives. Any detected breaches of this policy must be reported to SJBBS.
- 3.9.2 A breach of this policy may result in disciplinary action from SJBBS. A breach of this policy may also amount to a breach of other SJBBS, CSJBA, Baseball NSW, Baseball Australia policies, state and federal law.