



**West Coast Ice Hockey
Association**

Member Behaviour Policy 2016

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1. Purpose

West Coast Ice Hockey Association (WCIHA) is committed to promoting a safe, competitive and enjoyable environment for members to participate in ice hockey. This policy provides best practice in regards to member behaviour on and off the ice.

2. WCIHA Ethics Framework 2016

WCIHA have adopted the following ethics framework by which members are accountable in their behaviour and conduct or actions:

- Member Behaviour Policy 2016
- WCIHA Complaints Procedures 2016
- WCIHA Codes of Behaviour and Ethics 2016
- WCIHA Working with Children Guidelines 2016
- WCIHA Communication Policy 2016
- WCIHA Record Keeping Policy 2016

3. Who is bound by this Policy

This policy applies to the following members operating at or representing the State level, whether they are in a paid, unpaid or in a voluntary capacity:

- All registered members of the Association
- All volunteers who assist member associations in any capacity
- Any person including spectators, parents/guardians and sponsors, who or which agrees in writing (whether on a ticket, entry form or otherwise) to be bound by this policy.

4. Core values and relationship attributes

In all actions WCIHA adopt IHA's core values and business acumen when dealing with one another. These are listed, but not limited to:

a) Core Values

- being responsible to member and stakeholder needs;
- consult and endeavour to reach common understandings;
- be open and transparent;
- listen and communicate openly; and
- to accept full responsibility for all decisions and actions.

b) Relationship Attributes

- continually strive for excellence and maximise performance;
- be cooperative and work as a team;
- operate in an environment of innovation and continuous improvement;
- be leaders in our fields of expertise;
- listen and communicate openly;
- accept full responsibility for our decisions and actions; and
- to value the well-being and diversity of West Coast Ice Hockey Association members and stakeholders.

5. Individual Responsibilities

Individuals bound by this policy are responsible for:

- Making themselves aware of *the WCIHA Ethics Framework 2016* and complying with its standards of behaviour;
- Complying with WCIHA's screening requirements and Western Australia's "Working with Children" checks;
- Placing the safety and welfare of members under the age of 18 years old above other considerations;
- Being accountable for their behaviour;
- Following the procedures outlined in the WCIHA Member complaint's procedures if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour; and
- Complying with any decisions and/or disciplinary measures imposed under the complaints framework.

6. Responsibilities of the Organisation

The member and affiliated member associations & organisations, affiliated clubs and leagues must:

- Adopt, implement and comply with this policy, related *WCIHA Ethics Framework 2016* and the *WCIHA Member Protection Policy 2012*;
- Make such amendments to its or their Constitution, Rules or Policies necessary for this policy to be enforceable;
- Publish, distribute and promote this policy and the consequences of breaches;
- Promote and model appropriate standards of behaviour at all times;
- Promptly deal with any breaches or complaints made under this policy in a sensitive, fair, timely and confidential manner while taking into account the voluntary nature of all office bearers;
- Apply this policy consistently;
- Ensure that a copy of the documents that form the WCIHA Ethics Framework are available or accessible to the persons and associations to whom the framework applies;
- Use appropriately trained people to receive and manage complaints and allegations, and
- Monitor and review this policy annually.

7. Vexatious complaints

WCIHA aims for their complaints procedure to have integrity and be free of unfair repercussions or victimisation.

Members may face disciplinary action for submission of complaints that are intended to harass, offend, intimidate or humiliate another member and other behaviours contrary to the *WCIHA Ethics Framework 2016*.

WCIHA will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint.

8. Ethics Advisor – appointment and duties

The Executive may appoint by majority vote an officer to assist the Executive to provide advice to:

- 8.1 Ensure compliance throughout the Association and its members in regards to Working with Children legislative requirements including:
 - Holding records of all volunteers who undertake administrative roles and in connection with state sanctioned events.
 - Ensure appropriate screening of members is undertaken to ensure safety of junior members under the age of eighteen years old in line with legislative requirements.
 - Where screen requirements for any members are not met, inform the Executive.
- 8.2 Undertake investigations into complaints from time to time as referred by the Executive. This includes the providing recommendations as to the nature of the complaint and possible outcomes that could be undertaken in line with Associations Policy and Constitution.
- 8.3 Provide advice in regards to the WCIHA executive on the *WCIHA ethics framework 2016*.
- 8.4 Provide support and assistance to MPIOs through:
 - 8.4.1 establishment of quarterly MPIO meetings;
 - 8.4.2 provision of advice and support as required;
 - 8.4.3 provision of training and education.
- 8.5 Any other duties as stated on the related job description as approved by the Executive.

9. Member Protection Information Officer (MPIO) WCIHA

The Executive and Committee members may appoint by majority vote an officer to assist WCIHA.

- 9.1. The MPIO primary roles are:
 - the provision of a resolution of complaints as stated in the WCIHA complaints procedures. The role is essentially to facilitate a satisfactory resolution between the parties.
 - To provide information to parties on the WCIHA complaints process and other member protection issues that may arise.
 - Keep a log of complaints for:
 - Informal complaints where only the details of the complaint but not the names of the parties is retained and logged.
 - Formal complaints provide a written report back to the WCIHA Executive on the process undertaken and the outcome.
 - Any other duties as stated on the WCIHA MPIO job description as approved by the Executive.
- 9.2. There is no limit on the number of MPIOs that may be appointed to undertake the role at any time.

10. Complaints and MPIOs

WCIHA aims to resolve complaints with a minimum of fuss.

- MPIOs assist parties to resolve a complaint with the agreement of parties where there is no disciplinary action sought.
- MPIOs cannot impose any penalties on parties or impose outcomes.
- MPIO Officer may facilitate discussion between parties to endeavour to resolve complaints. This requires the good will of both parties to reach resolution.
- If either party will not engage in facilitation, the MPIO will inform the parties that they are unable to further assist in resolving the complaint. In this instance, the MPIO can continue to provide information to parties.
- Unresolved complaints can be submitted to Club or the State Executive for resolution only as stated by their constitutions.

11. State Tribunal for non-game related matters

There is no capacity for any complaints unrelated to ice hockey games to be considered by the IHLA tribunal. All matters submitted to the WCIHA Executive will be resolved in line with the *WCIHA Complaints Procedure 2016*.

12. Costs

Should either party reserve the right to be legally represented, then they must bear all ensuing costs associated with their legal representation regardless of the outcome.

13. Disciplinary Penalties for breaches of the *WCIHA Ethics Framework 2016*

If an individual or organisation is determined to have breached the *WCIHA Ethics Framework 2016*, one or more forms of discipline may be imposed if the matter goes before the Executive in line with the WCIHA Constitution. Any disciplinary measure imposed by the Executive under this policy must:

- Be applied consistent with any contractual and employment rules and requirements;
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach; and
- Be determined in accordance with WCIHA's Constitution and policies.

14. Individual Penalties

The Executive may impose one of the following forms of discipline if they determine an individual has breached the *WCIHA Ethics Framework 2016*:

- A direction that the individual make a verbal and/or written apology;
- A written warning;
- A direction that the individual attend counselling to address their behaviour;
- A withdrawal of any awards, placing, records, and achievements bestowed in any tournaments, activities or events held or sanctioned by WCIHA;
- A demotion or transfer of the individual to another location, role or activity;
- A suspension of the individual's membership or participation or engagement in a role or activity;
- Termination of the individual's membership, appointment or engagement;
- A recommendation that WCIHA terminate the individual's membership, appointment or engagement;

- In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
- A fine;
- Any other forms of discipline that WCIHA's Executive considers appropriate.

15. Factors to consider in awarding penalties by the Executive

The form of discipline to be imposed on an individual will depend on factors such as:

- Nature and seriousness of the breach;
- If the person knew or should have known that the behaviour was a breach;
- Level of contrition;
- The effect of the proposed disciplinary measures on the person including any personal, professional or financial consequences;
- If there have been relevant prior warnings or disciplinary action;
- Ability to enforce discipline if the person is a parent or spectator (even if they are bound by the policy); and/or
- Any other mitigating circumstances.

17. Version control

Version	Date	Changes
1	2 nd April 2016	Initial Policy