

# TOWNSVILLE BASKETBALL INCORPORATED (TBI)

## Member Protection Policy

Aligned to QFCC Standards 6 & 8 – Complaints and Concerns Are Taken Seriously / Safe Physical and Online Environments

**Policy Owner:** General Manager

**Approved by:** TBI Board of Directors

**Next Review:** February 2027

### 1. Purpose

Townsville Basketball Incorporated (TBI) is committed to providing a safe, respectful, and inclusive environment for all members.

This policy outlines how we protect members from abuse, discrimination, harassment, bullying, and other forms of inappropriate behaviour, in line with the Queensland Child Safe Standards and Basketball Queensland's Member Protection Framework.

### 2. Scope

This policy applies to:

- All TBI staff, volunteers, coaches, officials, referees, players, parents, and spectators.
- All TBI programs, competitions, training sessions, tours, digital platforms, and events.

### 3. Principles

1. Every member has the right to participate in an environment that is safe, respectful, and free from abuse or harassment.
2. All complaints will be taken seriously and handled confidentially.
3. Everyone involved with TBI is expected to uphold the highest standards of behaviour and integrity.
4. The welfare of children and young people is always the primary concern.

### 4. Unacceptable Behaviour

The following behaviours are strictly prohibited within TBI activities:

- Physical, emotional, or sexual abuse.
- Discrimination or harassment based on gender, race, disability, religion, or background.
- Bullying, cyberbullying, or intimidation.
- Inappropriate physical contact or communication with children.
- Retaliation against any person who reports a concern or complaint.

### 5. Responsibilities

Board and Management –

Establish and monitor this policy and related procedures.

Staff and Volunteers –

Model positive behaviour, complete required training, and report concerns.

Coaches and Team Officials –

Ensure safe and respectful team environments.

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Parents and Guardians –

Support respectful behaviour and communication at games and events.

Members –

Follow the TBI Codes of Conduct and report breaches or concerns.

## 6. Complaint Management

Complaints or concerns about behaviour, safety, or conduct must be reported to the General Manager, Child Safety Officer, or a designated Complaints Officer.

TBI will ensure that all complaints are handled promptly, fairly, and without bias, consistent with the Complaints, Reporting and Responding Procedure.

Where required, matters may be referred to external authorities such as Basketball Queensland, the Queensland Police Service, or the Department of Child Safety.

## 7. Confidentiality

All information related to complaints or incidents will be treated as confidential and shared only with those who need to know in order to address the matter appropriately.

## 8. Related Documents

- Child Safe Policy
- Codes of Conduct
- Complaints, Reporting and Responding Procedure
- Privacy & Data Protection Policy

## 9. References

- Child Safe Organisations Act 2024 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Child Protection Act 1999 (Qld)
- Basketball Queensland Member Protection Policy
- Australian Childhood Foundation Safeguarding Children Accreditation Program
- QFCC Child Safe Standards (2024)

### Document Control and Version History

Version	Date Approved	Approved By	Policy Owner	Next Review Date	Summary of Changes
1.0	February 2026	Board of Directors	General Manager	February 2027	Initial issue