



Mentoring the Elite Policies

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CONTENTS

PAGE

1	CHILD SAFE POLICY	3
2	COMPLAINTS HANDLING POLICY	10
3	DRUG AND ALCOHOL POLICY	13
4	MEDICAL EMERGENCY RESPONSE POLICY	17
5	PRIVACY POLICY	19
6	SOCIAL MEDIA POLICY	22

1 CHILD SAFE POLICY

1.1 INTRODUCTION

Mentoring the Elite (**Organisation**) is committed to providing a safe, supportive and nurturing environment where each athlete child and young person can thrive.

All children and young people have the right to feel and be safe from any form of child abuse which can be physical, sexual, emotional, psychological, neglect or a combination of these factors. The welfare of the children and young people in our programs will always be our first priority and the Organisation has a zero tolerance to child abuse.

The Organisation:

- is committed to creating and maintaining an environment that promotes the safety of children and young people. This includes encouraging a culture where the prevention and reporting of abuse is supported and encouraged. All employees, volunteers and contractors are responsible for promoting the safety, wellbeing and empowerment of children;
- is committed to the active participation of children and young people at the Organisation, ensuring all children and young people know their rights, have their views taken seriously and involve them in decisions that may directly affect them and their peers;
- recognises the important role families play in supporting children and young people to participate in elite sport and values the input of families in decision making;
- regularly reviews child safe practices.

1.2 PURPOSE

The purpose of this policy is to:

- when they hold a reasonable belief that a child is at risk of significant harm inform all those covered by the policy of their responsibilities and obligations in keeping children and young people safe;
- establish expectations of employees, volunteers and contractors to provide a safe environment for children and young people and set out the Organisation's approach to managing risk to children and young people;
- document our clear commitment to keeping children and young people safe from abuse and neglect.

1.3 SCOPE

This policy applies to:

- Board members;
- Employees;
- Contractors;
- Members;
- Parents/guardians of members;

- Volunteers;
- Students on placement;
- Visitors to the Organisation's premises.

The safety and wellbeing of all children and young people is a shared responsibility between the Organisation, its employees, volunteers, contractors, parents/guardians, coaches, students and visitors volunteers.

This policy should be read in conjunction with the Organisation's related policies: Complaints Handling Policy, Privacy Policy, Social Media Policy and Medical Emergency Policy.

1.4 CHILD ABUSE

Child abuse can take many forms which can be physical, sexual, emotional, ill treatment, grooming, neglect or a combination of these factors. Examples of these behaviours are set out in Appendix A.

1.5 RECRUITING EMPLOYEES AND ENGAGING CONTRACTORS

The Organisation takes the following steps to ensure best practice standards in the recruitment and screening of employees, volunteers and contractors:

- conducts interviews and referee checks on all prospective employees, contractors and volunteers;
- requires police checks and Working with Children Checks for relevant positions;
- includes Child Safe and screening requirements in all advertisements for new employees, volunteers or contractors; and
- upon gaining employment, all permanent employees are subject to a probation period during which their performance and suitability for working with children is actively monitored; while casual employees are not subject to a probation period, particularly during the early period of employment their performance and suitability for working with children is likewise actively monitored.

1.6 ORGANISATION RESPONSIBILITIES

Within the level of control of the Organisation, we are committed to providing a sustainable and ongoing safe environment for children and young persons at our premises.

Child safe practices at our premises will be addressed via a risk management approach. As such, the Organisation will ensure that:

- it nominates an employee as a Child Safe Officer;
- all necessary criminal and Working with Children Check (**WWCC**) are carried out on potential employees and child protection checks are carried out on volunteers before they commence working with children or young persons. The outcomes of such checks may be used as a condition of employment or engagement and all related records will be retained and verified by the Organisation prior to an employee commencing work or a volunteer commencing engagement. The Organisation will also obtain a WWCC from contractors prior to the commencement of their engagement;
- employees and volunteers receive child safe training regarding their roles and responsibilities in relation to working with or around children and young persons;

- it and its employees, volunteers and contractors hold all relevant authorisations, approvals, permits and qualifications required to provide the level and type of supervision or care required for children and young persons;
- children and young persons under the supervision or care of the Organisation are adequately supervised at all times;
- it is fully aware of any obligations that may apply under mandatory reporting legislation and ensure employees are trained on their obligations if applicable;
- confidentiality requirements are strictly maintained whenever there is mandatory reporting and that any and all actions taken are under the direction and guidance of the relevant government agency;
- it undertakes regular and appropriate consultation with children and young persons in its programs, or their parents/guardians to ensure that the Organisation and/or its facilities are able to meet any specific requirements of the person;
- all facilities, furniture, equipment and/or apparatus provided for use by children or young persons is suitable for use, meets all relevant codes, specific requirements and/or standards and is approved where such approval is required;
- all facilities, furniture, equipment and/or apparatus provided is regularly inspected to ensure they meet the required standard and defective items are reported to management. Items that could cause harm to a child or young person are taken out of service immediately and repaired or replaced;
- maintain a record of relevant child safe complaints and handle complaints in accordance with the Complaints Handling Policy;
- it will review complaints and safety incidents to identify risks to children and young people and respond accordingly.

1.7 EMPLOYEE, VOLUNTEER AND CONTRACTOR RESPONSIBILITIES

Employees, volunteers and contractors must ensure that they:

- obtain and maintain a WWCC and provide a copy to the Organisation prior to them commencing work and as updated during employment or engagement;
- provide criminal record checks to the Organisation as required;
- treat children and young people with respect and always refer to them by name;
- follow all reasonable instructions and procedures relating to the protection of children and young persons at the premises;
- not use language or behaviour towards children or young people that is inappropriate, harassing, physically or emotionally abusive, sexually provocative, demeaning or culturally inappropriate;
- attend training as directed in regard to their roles and responsibilities for the protection of the health, safety and welfare of children and young persons at the premises;
- are aware that it is a criminal offence for anyone to physically or sexually abuse a child or to cause permanent emotional or psychological damage to them;
- hold all relevant authorisations, approvals, permits and qualifications required to provide supervision or care for children and young persons;
- not have contact with children or young persons outside of the work environment if that contact has arisen in the course of their duties;

- immediately report to the Academy Director concerns or allegations of child abuse and any failure to comply with this policy; the Academy Director in turn will contact the Child Safe Officer;
- nor use their mobile phone during program sessions, other than in an emergency, and comply with the Organisation's policies regarding mobile phone use by members while on the premises;
- comply with the Privacy Policy when photographing or filming a child or using children's images for work related purposes and obtain informed consent from the child and/or parent or guardian of the child (photographing or filming a child for work related purposes is restricted to the Organisation's marketing employees).

In addition, employees and contractors must:

- ensure they are fully informed of their legal rights, responsibilities, limitations and confidentiality requirements in relation to mandatory reporting requirements that apply to them;
- ensure child safety in the design of programs;
- regularly inspect all facilities, furniture, equipment and/or apparatus provided for use by children or young persons to ensure that it is suitable for use, and report defective items to management;
- provide appropriate and adequate supervision to children or young persons being supervised or cared for by the Organisation at all times.

1.8 COMPLAINTS

- The Organisation takes all concerns and complaints seriously, whether they are raised by an adult, a child or a young person.
- All complaints made to the Organisation which involve children or young people will be investigated in accordance with the Complaints Handling Policy.
- The Organisation has appointed a Child Safe Officer with the specific responsibility for the receipt of and responding to any complaints made by employees, volunteers, contractors, parents/guardians or members. That person can be contacted via the Academy Director. During any absence from work of the Child Safe Officer, complaints should be made via the CEO.
- If a concern or complaint includes an allegation or incident of child abuse or harm, employees, volunteers and contractors must report it in accordance with the Complaints Handling Policy.
- Any employee, volunteer or contractor who is the subject of a child or young person related concern or complaint may be requested to stand down from their position during an investigation, have their duties altered so they do not engage with children and young people and/or have their access to the Organisation's IT system/database removed.

1.9 REPORTING REQUIREMENTS

- If a Board member, employee, volunteer or contractor (**Person**) receives information that leads them to form a reasonable belief that a sexual offence has been committed, that person has a legal obligation to disclose that information to the Police (000) as soon as it is practicable. The person is also asked to report the disclosure to the Child Safe Officer, or in their absence, the CEO.
- Any person, when they hold a reasonable belief that a child is at risk of significant harm, may make a report to the Child Protection Hotline on 132111 (NSW Department of Communities and Justice).
- Some employees or contractors may be mandatory reporters and are required by law to report to the Child

Protection Hotline or online via the ChildStory Reporter (<https://reporter.childstory.nsw.gov.au>) where they have formed a belief, on reasonable grounds, that a child is in need of protection because they have suffered or are at risk of suffering significant harm due to physical or sexual abuse. This report must be made as soon as practicable, and on any occasion where they become aware of other allegations and have reasonable grounds for belief.

- Risk of significant harm means:
 - when a child or young person's basic needs are not met;
 - when a parent/guardian does not meet a child or young person's medical needs;
 - a child or young person being physically abused or ill-treated;
 - a child or young person being sexually abused;
 - risk of a child or young person suffering physical or psychological harm resulting from domestic violence;
 - risk of a child or young person suffering psychological harm, eg where they are continually ignored, threatened or humiliated.
- The Organisation will keep a register of any allegations regarding inappropriate conduct that are made to the Organisation.

1.10 RECORD KEEPING

Records kept pursuant to this policy often can contain personal and confidential information which must not be disclosed to unauthorised persons. The Organisation will ensure that records are password protected and securely stored.

1.11 BREACHES OF THIS POLICY

Breaches of this Policy may result in disciplinary action including termination of employment or engagement.

1.12 POLICY REVIEW

This policy will be reviewed annually and we undertake to seek views, comments and suggestions from children, young people, parent/guardians, employees, volunteers and contractors involved in the Organisation.

APPENDIX A

UNACCEPTABLE BEHAVIOURS

* Reference to a child in this Appendix includes a reference to a young person.

General Physical abuse

- Condoning or participating in behavior with a child that is illegal, unsafe or abusive
- Ignoring or disregarding any concerns, suspicions or disclosures of child abuse
- Exaggerating or trivialising child abuse issues
- Using hurtful, discriminatory or offensive behavior or language with a child
- Failing to report information to police if they know, believe or reasonably ought to know that a child has been abused
- Trivialising the subject of child abuse, such as telling jokes that make light of children being hurt
- Hitting, striking, punching, kicking or slapping a child
- Engaging in rough physical games (this does not include grappling as part of sports coaching)
- Using hostile force towards a child and/or a pattern of hostile or unreasonable and seriously inappropriate physical conduct

Sexual abuse

- Sexual touching of a child
- Sexual contact with a child
- Possessing or creating child abuse material
- Sharing sexually explicit photos of a child
- Exposing a child to pornography or other indecent material
- Giving a child gifts, food, money, attention or affection in exchange for sexual activities or images
- Not respecting the privacy of a child when they are using the bathroom or changing
- Communicating (including online) with a child about romantic, intimate or sexual feelings for a child
- Comments that express a desire to act in a sexual manner with a child
- Using sexual language or gestures in the presence of children
- Sexual comments, conversations or communications with a child

Emotional abuse

- Yelling at a child
- Bullying a child
- Persistent criticism and discrediting of a child

- Persistent rejection of or hostility towards a child Refusing to acknowledge a child's worth and the legitimacy of their needs

Neglect

- Encouraging a child to engage in destructive, antisocial behaviour
- Failing to protect a child from abuse (such as, failing to report abuse when a child discloses it or when a staff member observes it)
- Exposing a child to a harmful environment (such as, an environment where there is illicit drug use)
- Failing to adequately supervise a child, resulting in injury or harm

III treatment

- Making excessive and/or degrading demands of a child
- Disciplining or correcting a child in an unreasonable and seriously inappropriate or improper manner Seriously inappropriate and/or degrading comments or behaviour towards a child
- Repeated hostility towards a child
- Pushing a child to train or perform when they are injured

Grooming

- Engaging in unauthorised contact with a child online for the purpose of developing a sexual relationship
- Using a computer, mobile phone, camera or other device to exploit or harass a child
- Unacceptable personal communication that explores sexual feelings or intimate personal feelings with a child
- Sharing details with a child of one's own sexual experiences Inappropriately extending a relationship with a child outside of work
- Giving a child special attention or isolating them from peers with the intention of making it easier to access the child for sexual activity
- Offering a child gifts, food, cigarettes, money, attention or affection with the intention of making it easier to access the child for sexual activity
- Making close physical contact, like inappropriate tickling and 'play' wrestling.
- Failure to prevent/ report abuse
- An obvious or very clearly unreasonable failure to respond to information strongly indicating that another adult working at the organisation poses a serious risk of abusing a child.
- Knowing or believing, that a child has been abused and not reporting it to police (or not reporting in circumstances where the person ought reasonably to have known).

Acknowledgment: this Appendix is adapted from guidelines published by the Office of the Children's Guardian.

2 COMPLAINTS HANDLING POLICY

2.1 INTRODUCTION

Mentoring the Elite (**Organisation**) is committed to providing a safe, supportive and nurturing environment where each athlete child and young person can thrive.

All children and young people have the right to feel and be safe from any form of child abuse which can be physical, sexual, emotional, psychological, neglect or a combination of these factors. The welfare of the children and young people in our programs will always be our first priority and the Organisation has a zero tolerance to child abuse.

The Organisation seeks to provide a safe, respectful and inclusive culture where members, parents/guardians and others can raise their concerns regarding child safety, child well-being and welfare.

2.2 PURPOSE

The purpose of the policy is to:

- inform all those covered by the policy of how it operates;
- provide direction to those managing complaints on how to engage with a child complainant that provides a safe space where children are valued and taken seriously;
- facilitate the resolution of complaints that relate to child safety, child well-being and welfare in the delivery of the Organisation's services or related thereto.

2.3 APPLICATION

Complaints under this policy may be made by:

- Board members;
- Members;
- parents/guardians of members;
- any person who is a witness to an incident that may breach the Child Safe Policy;
- an employee, volunteer or contractor in respect to conduct that may be a breach of the Child Safe Policy.

Complaints by employees involving their employment should be raised under the Grievance Policy in the Mentoring the Elite Employee Handbook.

This policy should be read in conjunction with the Organisation's related policies: Child Safe Policy, Privacy Policy, Social Media Policy and Medical Emergency Policy.

2.4 HOW TO MAKE A COMPLAINT

If you have a complaint in relation to any matter under the Child Safe Policy, you should:

- if you, or your parent/guardian feels comfortable doing so, raise the matter informally with the child or other person/s involved and ask them to stop the behaviour/conduct in issue. In some cases, the child or other person may not realise the effect their behaviour is having on you and your feedback may give them opportunity to change their actions.
- if that is not successful or if you do not feel comfortable discussing your concerns with the other person/s involved, you should speak to your coach or provide your coach with a written outline of your concerns as soon as possible after the issue arises.
- if that is not successful or if you do not feel comfortable discussing your concerns with your coach or if your complaint relates to your coach, you should speak to the Head Coach. You may also provide the Head Coach with a written outline of your concerns.
- if that is not successful or if you do not feel comfortable discussing your concerns with the Head Coach or if your complaint relates to the Head Coach, you should speak to the Academy Director. You may also provide the Academy Director with a written outline of your concerns.

In any matter concerning a serious risk of harm to a child or young person, contact the Child Safe Officer or the CEO as soon as practicable.

The Organisation will then determine what process will be taken with respect to the consideration, investigation and/or resolution of your complaint. Where possible, you will be provided with an overview of the process and the likely timeframe attached to that process. By way of example, that process might involve:

- meeting with you to discuss and try to resolve the issue; and/or
- conducting an investigation, or engaging an external investigator to conduct an investigation, into your complaint.

At any time during the complaints process, allegations may be referred to a relevant external organisation if it will assist the organisation to perform or exercise any its functions, duties or powers. This may include referral to a law enforcement agency, government or regulatory authority or child protection agency. If a person considers that a child is at risk of immediate harm the matter must be reported to the relevant law enforcement/child protection agency as soon as possible. If an external referral is made, the complaints process may be suspended pending external resolution to avoid any potential compromise to the external process.

2.5 RISK MANAGEMENT DURING THE COMPLAINTS PROCESS

During the complaints process, the safety and wellbeing of a child or young person involved in the complaint is paramount. The Organisation will conduct a risk assessment to include:

- consideration of immediate steps to protect the safety of a child or young person;
- procedural fairness and appropriate support for an employee named in the allegation;
- support for other relevant parties;
- ensuring any external reporting is completed;
- steps to ensure a proper investigation of the allegation;
- maintenance of records of decisions and actions at each stage.

2.6 COMPLAINTS MUST ONLY BE MADE IN GOOD FAITH

Complaints made under this policy must be genuine and raised in good faith. You must not make complaints that you know are false or misleading. A member who makes an unfounded or vexatious complaint may be subject to disciplinary action, including suspension or cancellation of membership. An employee, contractor or volunteer who makes an unfounded or vexatious complaint may be subject to disciplinary action, including termination of employment or engagement.

2.7 CONFIDENTIALITY

If you make a complaint or if you are involved in a complaint handling process in any way, you must keep the nature of the complaint, the identity of the people involved and details of your involvement confidential at all times. Gossiping and/or spreading rumours in connection with a complaint or a breach of this policy will not be tolerated under any circumstances and may lead to disciplinary action being taken against those concerned.

The Organisation will maintain confidentiality to the extent that is possible. Despite this, it may be necessary for the Organisation to discuss a complaint with other people in order to investigate and address the matters in issue. This might include for example, witnesses, and/or external advisors. If the conduct in question is, or could be, in breach of child safety laws the Organisation may also notify the appropriate authorities, including NSW Police, or the Department of Communities and Families.

2.8 OUTCOME OF COMPLAINT

The person to whom the complaint relates (and their parent/guardian where applicable) and persons the subject of a complaint (and their parent/guardian where applicable) will be advised of the outcome of the complaint. Other parties, such as witnesses will be advised that the matter has been concluded.

2.9 RECORD KEEPING

Records kept pursuant to this policy often can contain personal and confidential information which must not be disclosed to unauthorised persons. The Organisation will ensure that records are password protected and securely stored.

2.10 BREACHES OF THIS POLICY

Breaches of this Policy may result in disciplinary action including termination of employment or engagement.

2.11 POLICY REVIEW

The Organisation will review this policy annually after an analysis of complaints to identify causes and to inform continuous improvement.

3 DRUG AND ALCOHOL POLICY

3.1 INTRODUCTION

Illegal drugs represent a widespread community problem and can pose a serious health issue for individuals. Mentoring the Elite (**Organisation**) is committed to the health, safety and well-being of all members and dedicated to providing a safe environment for participation in our programs. The Organisation is totally opposed to:

- the use of any banned substances for the purpose of obtaining an advantage in competition;
- the use of illegal recreational drugs;
- the provision of alcohol to minors.

3.2 PURPOSE

This policy aims to provide guidelines and restrictions on the improper use of drugs, medicines and alcohol while engaged in programs and is designed to protect members from harm caused by the improper use of medicines, supplements, illegal drugs and alcohol.

3.3 APPLICATION

This policy applies to Board members, members, parents/guardians of members, employees, volunteers and contractors.

3.4 PROHIBITED OR RESTRICTED SUBSTANCES

ALCOHOL

- The possession, consumption, purchase or sale of alcohol on the Organisation's premises is prohibited. Furthermore, no member, employee, volunteer or contractor shall be under the influence of alcohol while in attendance at the premises.

LEGAL DRUGS

- The use of legal drugs during program sessions may affect the safety of a member, other members or employees, volunteers or contractors. Therefore, a member taking any legal drug which might impair safety, performance, or any motor functions must advise the Head Coach before commencing a session.

ILLEGAL DRUGS

- the use, purchase, sale, transfer, possession, being under the influence, or the presence in one's system of a detectable amount of an illegal drug by any member, employee, volunteer or contractor is prohibited where the member or employee, volunteer or contractor are on the Organisation's premises.

Refer to Appendix B for further information.

3.5 MEMBER RESPONSIBILITIES

To ensure their own health and safety, members:

- must not use, possess or traffic illegal drugs;
- must only use prescription medication prescribed to them personally, and in the manner directed by a Medical Practitioner;
- must not be under the influence of alcohol while on the premises.
- must only use supplements as recommended by a medical practitioner, a Head Coach or coach. Refer to Appendix B for further information.

3.6 RESPONSIBILITIES OF EMPLOYEES, VOLUNTEERS AND CONTRACTORS

Employees, volunteers or contractors must not:

- traffic, distribute or supply any Illegal Drugs to members or any employee, volunteer or contractor;
- use or administer any Illegal Drugs at any time;
- must report to the Organisation if charged or convicted of a drug offence;
- facilitate, administer, assist, aide, abet, encourage, induce, cover up or are in any way complicit in a breach of this policy;
- provide a member with prescription Medication or over the counter Medication in an unlawful manner;
- provide a member with supplements contrary to the member's own advice about their use;
- publish or transmit any content (e.g. a video showing Illegal Drugs being used) that advocates, condones, or encourages the involvement in or the use of illegal drugs.

Employees are permitted to sell supplements provided by the Organisation to members aged over 15 years for the use of members both at or away from the premises in accordance with the Organisation's guidelines.

3.7 POLICY BREACH

Any alleged breaches of this policy will be dealt with under the Complaints Handling Policy. For members, this could result in a sanction ranging from a warning to suspension or cancellation of membership. Breaches of this policy by an employee will result in disciplinary action under the Disciplinary Procedure in the Mentoring the Elite Employee Handbook and a breach by a volunteer or contractor will result in action including termination of their engagement.

Criminal conduct will be managed outside of this process by law enforcement.

3.8 REPORTING POLICY BREACHES

Those covered under this should report breaches or suspected breaches of this policy to the Head Coach.

3.9 POLICY REVIEW

This policy will be reviewed annually.

APPENDIX B

DEFINITIONS

Illegal Drug means any substance listed under Schedule 9 and 10 of the current Commonwealth Poisons Standard, as well as any substance listed in Schedule 1 of the Criminal Code Regulations 2019 (Cth), as well as those substances howsoever proscribed under relevant state or territory legislation, as amended from time to time.

Legal Drug includes prescribed drugs and over-the-counter drugs which have been legally obtained and are being used for the purpose for which they were prescribed or manufactured.

Medications include substances that are classified by the Therapeutic Goods Administration (**TGA**) as a therapeutic good (listed under Schedules 1-8 of the current Commonwealth Poisons Standard), which are ingested, infused, inhaled, injected, inserted or absorbed by the human body. They may take the form of pills, tablets, capsules, liquids, creams, gels, injectable liquids, sprays, adhesive patches, infusions, inhaled powders, vapours or liquids, pessaries, or suppositories.

Supplement includes any synthetic or natural chemical in any form including without limitation in the form of a formulated food, a tablet, capsule, gummy, liquid, tincture, 4 or powder that is ingested, infused, inhaled, injected, inserted or absorbed by the human body for the intended purpose of enhancing health and function, including athletic performance. This includes Dietary Supplements and Non-Compliant Supplements.

Dietary Supplement includes any supplement which is ingested and is compliant with the Australia & New Zealand Food Standards Code or the Therapeutic Goods Act 1989 (Cth).

Non-Compliant Supplement includes any supplement which is not compliant medicine or food. Foods which are compliant with the Australia & New Zealand Food Standards Code are excluded. Medicines which are compliant with the Therapeutic Goods Act are excluded.

4 MEDICAL EMERGENCY RESPONSE POLICY

4.1 INTRODUCTION

Mentoring the Elite (**Organisation**) is committed to creating a safe environment for participation in sport. While sport provides numerous benefits for members, it does carry some risk and unfortunately accidents or medical incidents can occur from time to time resulting in a medical emergency.

4.2 PURPOSE

The purpose of this policy is to ensure the Organisation has effective response procedures in place for emergency medical incidents and to inform. This policy is not intended to apply to injuries or illness that do not pose a serious threat or risk.

4.3 APPLICATION

This policy applies to Board members, members, parents/guardians of members, employees, volunteers and contractors.

4.4 ORGANISATION RESPONSIBILITIES

The Organisation is committed to providing a safe environment for children and young persons at our premises.

To prepare for a medical emergency involving a member the Organisation will:

- ensure that employees and contractors are trained in and maintain current First Aid certificates including AED and CPR;
- maintain an up to date list of first aid qualifications held by employees and contractors;
- ensure that first aid resources are available and easily accessible;
- ensure that all first aid equipment is in full working order and fully stocked;
- prepare training drills for responding to a medical emergency;
- ensure contact details of parents/guardians of members are accessible to employees for emergency contact.

4.5 EMPLOYEE RESPONSIBILITIES

If you are the first responder when a medical emergency occurs involving a member, you should:

- check the member for life-threatening injuries and provide first aid;
- call for emergency assistance (ambulance) if required by dialling 000;

- instruct another employee to call the member's parent/guardian;
- if treating a member who is bleeding, wear disposable latex gloves;
- enlist assistance from other employees or bystanders to help you in your response;
- remove other members from the area if possible;
- brief incoming emergency services on arrival;
- where possible, have an employee accompany the member in an ambulance if parent/guardian is not available;
- after the member has been taken for treatment, prepare an incident report;
- where hospital treatment is not required, have an employee stay with the member until a parent/guardian arrives.

A medical emergency includes:

- a serious injury or illness that requires immediate treatment in hospital; or
- an injury or illness requiring prompt medical attention not involving hospitalisation.

4.6 MEMBER RESPONSIBILITIES

- When completing Application Forms for membership, or as required thereafter in the event of a change in a medical condition or medication, a parent/guardian for a member under 18 years or a member aged over 18 years, will provide information about medical conditions relevant to the programs enrolled in.
- Members will ensure they carry any medication or medical apparatus that may be required while on the premises, eg an inhaler or EpiPen.

4.7 COST OF TREATMENT

Where a member is treated by a third party in accordance with this policy, any costs incurred will be met by the parent/guardian of the member.

4.8 POLICY REVIEW

This policy will be reviewed annually.

5 PRIVACY POLICY

5.1 INTRODUCTION

Mentoring the Elite (**Organisation**) is committed to managing personal information it holds in a responsible and transparent manner, in accordance with the Privacy Act 1988 (Cth) (**Act**) and other legislative requirements relating to the collection, storage, use and disclosure of personal information.

5.2 APPLICATION

This policy applies to Board members, members, applicants for employment, contractors and potential contractors, consultants, agents, customers and suppliers of the Organisation.

This policy does not apply to employees of the Organisation who are covered by the Privacy Policy in the Mentoring the Elite Employee Handbook.

5.3 PERSONAL INFORMATION

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

The types of Personal Information collected may include:

- name, address, email address, telephone number, gender, date of birth of a member;
- name, address, email address, telephone number of parents/guardian of a member;
- photographs or other electronic images taken while members are engaged in programs on the Organisation's premises.

Personal information may include sensitive information including information regarding an individual's health and/or health records including information provided on an Application Form for membership.

5.4 COLLECTION OF PERSONAL INFORMATION

The Organisation only collects personal information if it is necessary for our business purposes. Generally, all personal information is collected directly from you, or with your consent. However, depending on who the individual is, we may also collect their personal information from a responsible person or representative (for example, a parent/guardian).

Sometimes, we may collect personal information from a third party but only if the individual has consented to such collection (for example, in the case of contacting referees/references for prospective employment when receiving information; receiving health information, receiving information from sporting clubs to which a member belongs), or from a publicly available source.

5.5 USE AND DISCLOSURE OF PERSONAL INFORMATION

The information collected by the Organisation is only held and used for reasons directly related to our business. For example, we may use personal information of members to develop and run programs and use health information to ensure programs are run safely and in accordance with any special health needs members may require.

Personal information may be disclosed to third parties in the circumstances described below. There may be other instances where personal information may be disclosed outside our business, however we will notify you where this is the case prior to collecting that personal information:

- to third party contractors, IT service providers, lawyers, marketing or PR agencies or financial/other professional advisors. If we do disclose personal information to third party contractors, we take steps to ensure that those contractors:
 - only have access to such personal information required by them to perform their functions;
 - comply with their obligations under applicable privacy laws;
 - and are authorised only to use personal information in order to provide the services required by us; and
 - as required or permitted by law, including to enforcement agencies, government agencies or departments and/or courts.

We may also use photographs or other electronic images taken while members are engaged in programs on the Organisation's premises, for marketing and promotional purposes.

5.6 INFORMATION SECURITY AND STORAGE

We take reasonable steps to ensure the security of personal information held by the Organisation from risks such as loss or unauthorised access, destruction, use, modification or disclosure. Our IT systems are password protected and comply with our security standards, and if personal information is held in paper files, it is stored securely on locked premises. We only permit your personal information to be accessed by authorised personnel.

Personal information is retained for the period of time determined by applicable laws after which it is de-identified or disposed of in a secure manner.

Although we have implemented substantial security measures in relation to personal information, as our systems are linked to the internet (and the internet is inherently insecure) we cannot provide any guarantee regarding security of the personal information and other data transmitted to these online systems. We will not be liable in any way in relation to any breach of security or unintended loss or disclosure of personal information or other data due to the online systems being linked to the internet.

5.7 ACCESS TO INFORMATION

You can:

- request access to or correction of personal information we hold about you; or
- make a complaint about our handling of your personal information,

by contacting us at the details below.

5.8 CONTACT US

Enquiries, requests and complaints relating to the Act and the collection of your personal information can be made by email or call to the Academy Director.

We will handle any such request or complaint in accordance with the Act.

5.9 POLICY REVIEW

This policy will be reviewed annually.

6 SOCIAL MEDIA POLICY

6.1 INTRODUCTION

The purpose of this policy is to inform our members and parents/guardians about the use of social media and provide guidelines for social media use while being mindful of obligations and responsibilities.

Mentoring the Elite (**Organisation**) is committed to providing a safe environment where children and young people can enjoy sport and are not subject to any form of abuse, humiliation or embarrassment through social media.

This policy applies to:

- Board members;
- Members;
- Parents/guardians of members;
- Volunteers;
- Students on placement;
- Visitors to the Organisation's premises

Employees and contractors are subject to relevant policies regarding social media in the Mentoring the Elite Employee Handbook.

6.2 WHAT IS SOCIAL MEDIA

Social media channels are internet and mobile based tools for sharing and discussing information in the public domain and can take many different forms. All information exchanged on social media channels falls within the public domain, and the line drawn between what is considered to be private and public is not always clear. It is also important to remember that information posted on social media channels and websites can be easily traced, spreads quickly and cannot always be retracted. Examples of social media include Facebook, LinkedIn, Instagram, Twitter, TikTok, Snapchat, Talent Lockr, Flickr, Reddit, YouTube, Wikipedia, forums, chat rooms, online message boards, blogs, wikis and podcasts.

6.3 POLICY APPLICATION

This policy applies when using social media in relation to activities of the Organisation and which may affect other members, their parents/guardians, employees, volunteers and contractors of the Organisation.

6.4 SOCIAL MEDIA GUIDELINES

This policy applies when using social media in relation to activities of the Organisation and which may affect other members, their parents/guardians, employees, volunteers and contractors of the Organisation.

- show respect for the individuals with whom you interact;

- do not disclose confidential, proprietary information or intellectual property belonging to the Organisation (or any contractor or supplier);
- ensure that personal comments do not bring the Organisation or any directors, officers, employees, contractors, other members, or other stakeholders into disrepute;
- ensure that personal comments are not contrary to the Organisation's best interests;
- consider your privacy and that of others in all social media activities;
- do not imply that any personal comments are endorsed in any way by the Organisation;
- do not participate in social media networks in such a way that is unlawful, including by engaging in conduct that constitutes bullying, harassment, discrimination or unfair or inappropriate treatment of any person connected to the Organisation;
- do not breach the terms and conditions of your membership;
- refrain from using inappropriate language.

6.5 USE OF MOBILE PHONES IN THE ORGANISATION'S PREMISES

Generally, members are not to use mobile phones while on the premises. However, a coach may permit limited use on occasions and where permission is granted, members must act in accordance with the directions given by the coach.

Parents/guardians of members must not take photographs or videos of members whilst on the premises.

6.6 BREACHES OF THIS POLICY

Breaches of this policy include but are not limited to:

- posting or sharing any content that is abusive, harassing, threatening, discriminatory or bullying;
- posting or sharing any content that includes insulting, obscene, offensive, provocative, or hateful language;
- using the Organisation's name, brand and/or logo in a way that would result in a negative impact for the Organisation;
- posting or sharing any material that infringes the intellectual property rights of others.

Breaches of this policy should be reported immediately to the Academy Director. Complaints about breaches of this policy will be dealt with in accordance with the Complaints Handling Policy. Where it is considered necessary, the Organisation may report a breach of this policy to police.

Members who breach this policy may be subject to disciplinary action including suspension or cancellation of membership. Volunteers who breach this policy may have their engagement cancelled and students may have their placement cancelled.

6.7 POLICY REVIEW

This policy will be reviewed annually.