



MPP OVERVIEW & GOVERNANCE GUIDELINES

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SAFEGUARDING AWARENESS

- ▶ Effects of Membership
 - ▶ Rules and policy framework
 - ▶ Discipline
- ▶ Grievances and Reports
 - ▶ SQA MMP
- ▶ Safe “Clubs”
- ▶ State Governance

MEMBERSHIP

- ▶ s 140(1) Corporations Act
 - ▶ The Constitution constitutes a contract between each member and SA and that they are bound by the Constitution and the Regulations

SQUASH MPP

- ▶ The Policy binds everyone who is involved in Squash including but not only:
 - ▶ a) persons appointed or elected to boards, committees and sub-committees
 - ▶ b) volunteers
 - ▶ c) support personnel
 - ▶ d) all Members, including States, Clubs, individual members, life members and members of Members
 - ▶ e) any other person involved in Squash including but not limited to participants, parents, guardians, spectators, sponsors and licensees and other contracted parties to the full extent possible.
- ▶ This Policy will continue to apply to a person, even after they have stopped their association or employment (subject to this Policy's terms) with a Squash Entity, if disciplinary action against that person has commenced.

SQUASH MPP

- ▶ Complaints and Reports
- ▶ Investigation
- ▶ Grievance resolution procedures - mediation
 - ▶ Appointment of mediator
 - ▶ Mediation agreement (?)
 - ▶ Process
 - ▶ CONFIDENTIAL
 - ▶ No lawyers
 - ▶ If not resolved:
 - ▶ Review
 - ▶ External
 - ▶ No Appeal

GRIEVANCES

- ▶ Grievance Procedures
 - ▶ Apply to disputes between:
 - ▶ A member and another member, or
 - ▶ A member and the organisation (either a Club, State or SA)
 - ▶ SA MPP
 - ▶ Grievance Officer/Handler/MPO

COMPLAINTS AND REPORTS

- ▶ Any grievances relating to Child Abuse must be lodged as a report not a formal complaint. All other grievances must be lodged under the formal complaints procedure under the MPP.
- ▶ A Report is an observation, incident or disclosure made to a PPA that may involve Child Abuse. Where possible, it should set out:
 - ▶ The details or particulars of the incident/disclosure or observation, including dates
 - ▶ Times, persons, Clubs and PPA involved
 - ▶ The Complainant(s)' wishes as to how they would like the report resolved
 - ▶ What outcome the Complainant is seeking
- ▶ A Formal Complaint is a complaint made to a PPA in writing. Where possible, it should set out:
 - ▶ The details or particulars of the complaint, including dates, times, persons, Clubs and PPA involved
 - ▶ The Complainant(s)' wishes as to how they would like the Formal complaint resolved
 - ▶ What outcome the Complainant is seeking

RECEIVING REPORTS

- ▶ If you receive a Report:
 - ▶ a) Talk to the complainant **calmly and without judgment or opinion;**
 - ▶ b) Ensure that your conversation is occurring in a **private and safe environment;**
 - ▶ c) Ask **non-leading questions** to establish what the complainant's concerns are - who, what, when, where, why, what next?
 - ▶ d) **If appropriate** (for example, the issue is minor, easily resolved and no person is in danger) **take steps to resolve** the report at the time; otherwise
 - ▶ e) If the report is not easily resolved OR you are not sure what to do next, **seek out an appropriate Person in Position of Authority or a MPIO** and tell them what you know

KEY PRINCIPLES OF RESOLVING A REPORT

- ▶ Under the MPP
 - ▶ Where possible, reports or complaints are dealt with early (Club level) - to minimise:
 - ▶ Harm to Children and Young People;
 - ▶ Distress to complainants and those against whom allegations are made; and
 - ▶ Time taken by Clubs, Branch, State organisations and SQA
 - ▶ Involve the Grievance Officer/MPIO or other Persons in Position of Authority at a more Senior level than you
 - ▶ Guidance is provided in the form of clear steps to take, information to gather and resources to use
 - ▶ Timeframes critical when reporting and investigating Child Abuse

MEDIATION

- ▶ Mediation may be recommended only if:
 - ▶ Both parties have had a chance to tell their version of events
 - ▶ The Involved Organisation dealing with the grievances or formal complaint does not believe that any of the allegations warrant any form of disciplinary action
 - ▶ Mediation looks like it may work
- ▶ There are some situations where mediation will not be appropriate, including:
 - ▶ When the people involved have completely different versions of the incident when one or both parties are unwilling to attempt mediation
 - ▶ When the issues raised are sensitive in nature
 - ▶ When there is a real or perceived power imbalances between the people involved
 - ▶ Matters that involve serious, proven allegations

CREATING A SAFE CLUB

- ▶ Culture
- ▶ Uniform and Enforced Policy Framework
 - ▶ Complaints and grievance processes
 - ▶ WWCC (ongoing review)
 - ▶ Reporting
 - ▶ Confidentiality
 - ▶ Internal investigations
 - ▶ Record keeping
- ▶ Training and Communication
 - ▶ Personnel
 - ▶ Supported materials
 - ▶ Ongoing education
- ▶ Screening

GOVERNANCE

- ▶ ASC
- ▶ Departments of Sports & Recreation
- ▶ Statutory requirements
- ▶ Best Practice
- ▶ Common sense

STATE GOVERNANCE CHECKLIST

- ▶ Updated Strategic Plan aligned with SA Strategic Plan
- ▶ Updated Constitution aligned with SA Constitution
- ▶ Clear division of powers in the Constitution with clear governance powers in the SSA Board
- ▶ Establish a clear governance charter for the Board including Board roles, powers, skillsets and qualifications and Board review process and succession process. Consider nominations committee and process
- ▶ Consistent Board size (up to 9 Directors with at least 3 external independents) with 3 year terms

STATE GOVERNANCE CHECKLIST

- ▶ Establish independent Finance Audit and Risk Committee with clear terms of reference
- ▶ Clear committee structure with all personnel (employed and volunteer) with clear role descriptions
- ▶ Develop compliance and risk management plans including seeking and holding appropriate insurance
- ▶ Ensure clear communication strategy with members is in place
- ▶ Adopt and implement clear integrity policies for SSA

GOVERNANCE STYLE

- ▶ Govern with an emphasis on:
 - ▶ Strategy and policy advantageous to your entity
 - ▶ Anticipating and planning for change
 - ▶ Objectivity
 - ▶ Strategic leadership
 - ▶ Clear distinction of the Board and administration's roles
 - ▶ Collective rather than individual decision making
 - ▶ Focus on the future direction of your entity
 - ▶ Proactive rather than reactive

CONCLUSIONS

- ▶ Future
- ▶ Discussion and questions
- ▶ Conclusions

THANK YOU

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