

Sailability Sunshine Coast Queensland (SSCQ)

Child & Youth Risk Management Strategy - February 2025

Statement of Commitment

Sailability Sunshine Coast Inc is committed to providing services to children and young people to assist them to experience sailing, both for recreation and education about the operation of our boats, potentially including training in racing techniques.

Our organisation is committed to ensuring the safety and wellbeing of all children and young people and will provide a safe and supportive service environment for children and young people by ensuring all members and volunteers hold a current Blue Card.

Our organisation values respectful behaviour between all parties involved in our operation, which reflects the culture that we are committed to promoting and achieving.

Code of Conduct

All members of Sailability Sunshine Coast Inc. must:

- Treat all clients and volunteers with respect and dignity.
- Be fair, considerate and honest in all dealings with clients and volunteers.
- Provide responsive, timely and efficient services and accept responsibility for their actions.
- Be aware of and maintain an uncompromising adherence to Sailability Sunshine Coast's standards, rules regulations and policies.
- Operate within the rules of the sport including the national and international guidelines which govern Sunshine Coast Sailability Inc.
- Use appropriate language e.g. encouraging, positive words, pleasant tone of voice, honest and open communication.
- Manage challenging behavior of children/youth by contacting the OOD by radio to request assistance from volunteers on the power boat and/or return immediately to the pontoon.
- Discuss management of acceptable behavior by children/youth with relevant parent/carer, support worker if necessary.
- Ensure that parent/carer/support worker fits the correct life jacket and sling (if required) and accompanies the child/youth to and from the pontoon safely.
- Ensure that necessary physical contact (e.g. restraining movement in the boat) is conducted in a safe and appropriate manner and is accompanied by verbal communication and explanation.
- Ensure that no photographs or videos are taken of children/youth without written consent from parent/carer.

Unacceptable conduct may include, but is not limited to:

- Use of inappropriate language e.g. swearing, racial comments, sexually suggestive comments or jokes, insults, criticism, name calling, bullying.

- Reporting or attempting to report for volunteering while under the influence of alcohol or illegal drugs.
- Possessing or consuming alcohol or illegal drugs while volunteering.
- Smoking or vaping while in a sail boat or power boat.
- Bullying, harassment, intimidation or discrimination.
- Victimising anyone for making a bullying, harassment or discrimination complaint.

Unacceptable conduct may result in disciplinary action, up to and including removal as a volunteer.

Recruitment, selection, training and management of volunteers

Note: all Sunshine Coast Sailability Queensland Inc policy and procedure documentation is available on our website www.sailabilitysunshinecoast.org

All members of Sailability Sunshine Coast Inc are volunteer adults over 18 years of age and need to hold a Queensland Government Blue Card.

All volunteers actively participating in sailing day activities are required to:

- Pay an initial joining fee and annual membership to ensure insurance coverage.
- Hold a Queensland Government Blue Card.
- Confirm if sailing is proceeding on the day by contacting the appropriate phone number (0488 578 466) after 6.30am.
- Sign on/off each day of attendance.
- Be responsible to the OOD on the day of the activity.
- Record in the communication diary or email the management committee any long term absences.
- Report any incident, accident or injury to the OOD.
- Report any damage or maintenance requirement to a sail boat to the OOD or Maintenance Officer.
- Be responsible for their own sun safety by using sunscreen and wearing a hat.
- Wear a correctly fitted life jacket when in a boat.

New volunteers will be introduced to an experienced member who will provide instruction and assistance on the range of aspects of Sailability's operations. This may include the following:

Hansa 303:

Rigging including fitting boom, stepping main mast, reefing mainsail, stepping foremast, checking steering.

Launching including storing trolleys.

Retrieval including loading trolleys, washing, storing sails, storing hulls.

Pontoon:

Assist in setting up and clearing pontoon, assist in maintaining pontoon client log, ensure safe loading and unloading of vessels (always secure fore and aft), be responsible to OOD.

Safety Boat RIB:

Assist in launch and retrieval. New volunteers should serve as additional crew to become familiar with the extent of our sailing waters and towing and retrieval methods.

Sailability 2:

Fetch gear and motor from the shed, mount the motor, wash motor and return it and the gear to the shed, replace vessel as directed.

Shed:

Check storage, kitchen facilities, registration procedures, payment, runner duties.

Radios:

How to use, on/off volume, (see radio procedures P&P), securing radios when skippering a Hansa dinghy.

Client/carer seating:

Chairs at the shed. At the pontoon set safety barrier, life jackets, chairs, erect marquee if required.

Toilets:

Unlock disabled toilet, install toilet ramps (open men's toilet, leave women's toilet closed). At the end of the day close and retrieve ramps and door chocks.

Signage:

Put up teardrop banners as required.

Reporting Disclosures and Suspicions of Harm

Volunteers must:

- Take reasonable care to ensure the safety of volunteers and clients.
- Immediately cease any activity, job or task that is unsafe.
- Adhere to the organisation's safety policies and procedures.
- Report any hazards or problems to the OOD.
- Report any incidents, injuries, disclosures or suspicions of harm to the OOD or member of the Management Committee.

If the disclosure relates to suspected child abuse, sexual assault or other criminal activity, it may need to be reported to the police and/or relevant government authority.

Managing Breaches

All Sunshine Coast Sailability Inc members are subject to the requirements of the Constitution as well as Policies and Procedures, Codes of Conduct and other rules that describe the expected behaviour of members.

Sunshine Coast Sailability Inc takes all complaints seriously and will handle complaints based on the principles of procedural fairness and ensure that:

- All complaints will be taken seriously.

- The respondent will be given full details of what is being alleged against them and have the opportunity to respond to those allegations.
- Decisions will be unbiased.
- Any penalties will be reasonable.
- If the disclosure relates to suspected child abuse, sexual assault or other criminal activity, it may need to be reported to the police and/or relevant government authority.

Complaints should be submitted to the OOD and the Management Committee.

When a complaint is received, the person receiving the complaint will:

- Ask the complainant how they would like their concern to be resolved and explain the different options available to help resolve the complainant's concern.
- Where possible and appropriate, maintain confidentiality but not necessarily anonymity.
- Inform the relevant government authorities and /or police if required by law to do so.

Investigating and Handling Complaints

Complaints may be handled informally or formally.

Informal Approach

The informal approach involves one or more of the following actions:

- Supporting the person lodging the complaint to talk to the respondent to resolve the complaint.
- Bringing all people involved in the complaint together to discuss the problem
- Gathering more information e.g. from witnesses to the behavior.
- Asking the complainant to describe their desired outcome.
- Outcomes from the informal approach could include a resolution or procedure to a more formal approach.

Formal Approach

- Submit a formal complaint in writing to the Management Committee.
- The Management Committee will gather all relevant information, assess the seriousness, determine the most appropriate person/s to handle the complaint, determine what action is required.
- The person/s managing the complaint will document the complaint, the process and the outcome. This document will be stored in a confidential and secure place.

Disciplinary Action

Sunshine Coast Sailability Inc may take disciplinary action against anyone found to have breached the Constitution, Policies and Procedures, Code of Conduct, other rules or law, or made false and malicious allegations.

Possible sanctions that may be taken include:

- A direction that the individual make a verbal and/or written apology.
- Counselling of the individual to address behavior.

- Suspension or termination of membership in accordance with the Constitution.
- Any other form of discipline that the Committee considers reasonable and appropriate.

Managing Compliance with the Blue Card System

The person responsible for the management of the Blue Cards is the Membership Officer and/or any member of the Management Committee.

All volunteers who work with children and youth on behalf of Sailability Sunshine Coast Inc must hold a current Blue Card.

The Blue Card Register is stored on our network.

All new volunteers are required to apply for a Blue Card as part of their membership application.

Communication and Support

Sunshine Coast Sailability Inc policies and procedures together with supporting material is located on our website www.sailabilitysunshinecoast.org

Updates and reminders about our child and youth risk management strategy are communicated to members through e-newsletters, emails and our Facebook page.