



# MEMBER PROTECTION POLICY

APRIL 2022

## INTRODUCTION

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Squash New Zealand is recognised as the national governing body for squash in New Zealand and represents the interests of its' members to Sport New Zealand, World Squash, Oceania Squash, Drugfree Sport New Zealand and other sports organisations.

Squash is a sport that can be enjoyed by people of all ages and abilities. Squash New Zealand believes that all persons (whatever their age, culture, disability, gender, language, racial origin, religious belief or sexual identity) have the right to be treated with respect and dignity and is committed to ensuring that everyone continues to enjoy our sport for years to come.

This policy is an essential part of Squash New Zealand's proactive and preventative approach to tackling inappropriate behaviour within our sport and providing the safest possible environment for all members to participate and compete in the sport of squash. Squash New Zealand trusts that all administrators, coaches, athletes, referees, support staff and spectators will assist it in promoting safe and responsible behaviour within squash.

This policy:

- Has been made pursuant to the Constitution of Squash New Zealand and has been endorsed by the Squash New Zealand Board
- Should be read in conjunction with the Squash New Zealand Codes of Conduct and other associated Policies
- Will operate until replaced or rescinded
- May be amended from time to time by resolution of the Squash New Zealand Board

## THE PURPOSE OF THIS POLICY

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This Member Protection Policy aims to ensure we maintain ethical and informed decision making and responsible behaviours and sets out the process that Squash New Zealand will follow to help provide a safe, fair and inclusive environment for everyone involved in our sport. This will ensure that all stakeholders in our sport are treated with respect and dignity, and they are safe and that they are protected from abuse. This policy, and our accompanying Codes of Conduct, informs everyone involved in our sport of their legal and ethical rights as well as responsibility and the standards of behaviour that are required.

This policy and its' attachments outline the procedures that support our commitment to eliminate discrimination, harassment, child (and vulnerable adults) abuse and other forms of inappropriate behaviour from our sport. As part of this commitment, Squash New Zealand will take disciplinary action against any person or organisation bound by this policy if they breach it.

## WHO THIS POLICY WILL APPLY TO

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This policy applies to all members of squash in New Zealand, including the following:

- Squash New Zealand staff
- Any person or organisation that is a member of or affiliated to Squash New Zealand
- Persons appointed or elected to Squash New Zealand's Board and sub-committees
- Contractors and volunteers of Squash New Zealand and organisations affiliated to Squash New Zealand
- Support personnel appointed to Squash New Zealand squads or teams (e.g. coaches, managers, trainers, etc.)
- Athletes, including national representative athletes
- Technical officials, including referees and others involved in the regulation of the sport
- All participants taking part in events and activities, including camps and training sessions, held or sanctioned by Squash New Zealand
- Parents, guardians, spectators and sponsors / partners

This policy will continue to apply to a person, organisation or member even after they have stopped their association with Squash New Zealand, if disciplinary action against that person, organisation or member had commenced prior to their disassociation.

## POLICIES

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Our embedded member protection culture includes the following policies

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## **POLICY 1**

### **CODE OF CONDUCT**

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Children and young people in particular must be cared for, treated with respect and their welfare placed at the centre of everything we do in Squash. Everyone involved in squash joins with good intentions and we are all expected to do our part responsibly and to comply with our policies and rules.

#### **PURPOSE**

**This code aims to:**

- provide guidance on the behaviour expected of all people when participating in Squash NZ's activities
- support an inclusive environment where all people are treated with dignity, respect and courtesy

#### **APPLICATION**

This code applies to anyone involved in Squash NZ and its clubs and Districts, where applicable. This includes volunteers, participants, supporters, club members, employees, service providers, and families/whānau of participants. It is to be read together with Squash NZ's policies and procedures, in particular child safe guarding policy that specifically includes a code of conduct for people working or volunteering with children and young people.

#### **EXPECTED BEHAVIOURS**

##### **Everyone**

Everyone involved with Squash NZ must obey the law, at all times.

Everyone is expected to:

- act in good faith towards Squash NZ
- show commitment to Squash NZ's purpose
- follow the principles of fair play, and encourage others to do the same
- respect the rights, dignity and value of others
- be considerate and treat everyone fairly and equally
- be a positive role model
- communicate with others in a way that is honest and considerate
- be committed to providing a quality service and activity/sporting environment
- behave professionally, responsibly and ethically, at all times
- not behave in a way that is discriminatory, bullying, harassing, racist, sexist, violent, abusive or otherwise inappropriate towards others, in person or online
- remain free of the influence of drugs and performance enhancing substances while involved in Squash NZ's activities
- ensure safe and healthy practices at all times
- follow this code, Squash NZ's policies and procedures, and any applicable rules issued by Squash NZ and/or Districts.
- report breaches of this code, Squash NZ's policies and procedures, and any applicable rules issued by Squash NZ and/or Districts in a timely and appropriate way.

## **Participants**

Participants are expected to:

- play competitively and fairly
- play by the rules of squash
- be humble in both success and defeat
- be respectful of referees, coaches, team managers, teammates, and other competitors
- refrain from arguing with or abusing referees, coaches, and team managers
- be cooperative with referees, coaches, team managers, teammates, and other competitors.

## **Coaches/supervisors**

Coaches/supervisors are expected to:

- lead by example
- respect and treat all participants fairly and equally
- support participants to reach their full potential, keeping in mind their individual talents, developmental stages and sporting goals
- provide all participants with equal attention and opportunities
- operate within the rules of squash, and the principles of fair play, while encouraging participants to do the same
- advocate a sporting environment free of drugs, alcohol and performance enhancing substances, guided by Drug Free Sport New Zealand
- display courtesy, respect, honesty and professionalism to everyone involved in the activities of Squash NZ, including family/ whānau, other competitors, coaches, officials/ referees and team managers
- remain professional and refrain from initiating a relationship with a participant, and discourage any attempts by participants to do so
- accurately represent all qualifications, experience, competence and affiliations they have
- provide a quality service to participants, including:
  - maintaining qualifications as appropriate
  - seeking continuous improvement and development opportunities for themselves
  - providing structured training that is appropriate to participants' needs and goals and
  - seeking advice and assistance where required.
- provide a safe sporting environment, as far as possible by:
  - making sure all equipment and facilities meet health and safety standards
  - making sure all equipment, rules, training and environments are appropriate, taking into account participants' ages, maturity (physical and emotional), experience and ability
  - encouraging participants to seek medical advice when sick or injured
  - being considerate and proactive toward sick and injured participants
  - be alert to the abuse of participants, verbally, physically and emotionally.

### **Family/whānau**

Family/whānau of participants are expected to:

- lead by example
- remember participant enjoyment of squash is most important
- encourage participants, not force them
- focus on participant effort and performance, not the end result
- never punish participants for making a mistake or not winning
- encourage participants to play by the rules of the sport
- encourage low-level resolution of disagreements
- be appreciative of referees, coaches, supervisors and team managers, and respect their decisions.

### **Team managers/supervisors**

Team managers/supervisors are expected to:

- be responsible and accountable for the overall management and wellbeing of the team/group
- create a collaborative and inclusive team/group environment
- have a good understanding of Squash NZ policies, WSF and PSA rules or guidelines, ensuring the team/group acts in accordance with them.

### **Referees**

Referees are expected to:

- officiate matches fairly and impartially, placing participant safety at the heart of their approach
- have a thorough understanding of squash rules
- condemn unsporting behaviour and encourage respect for competitors
- support other referees/officials and encourage respect for them
- treat all participants equally, and with dignity and respect and
- conduct themselves in an ethical way.

### **REPORTING A BREACH**

Individuals who wish to report an alleged breach of this policy should follow the complaints procedure outlined in the Complaints Policy and Procedure.

## POLICY 2

# PREVENTING DISCRIMINATION POLICY

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### PURPOSE

#### This code aims to:

- support an inclusive environment where all people are treated with dignity, respect and courtesy, free from discrimination
- provide a process to deal with discrimination by or toward those involved in Squash NZ

### APPLICATION

This policy applies to anyone involved in Squash NZ. This includes: participants, volunteers, supporters, club/organisation members, employees, service providers, and families/ whānau of participants.

### POLICY

#### What is discrimination?

Discrimination is treating or threatening to treat a person, or a group of people, differently and unfavourably. Discrimination can be direct or indirect, obvious or subtle. People may not be aware of their own prejudices or biases in favour of or against a group or type of person but that does not excuse discrimination.

- Direct discrimination is treating someone with a particular characteristic or attribute less favourably than a person who does not have that attribute.
- Indirect discrimination is imposing an unreasonable requirement, condition or practice that disadvantages people with a particular attribute or characteristic.

It is unlawful to discriminate against a person or group of people because of the following attributes and characteristics:

- race, colour, descent, ancestry or national, ethnic or social origin
- sex, gender identity, sexual orientation, marital or relationship status, pregnancy or breastfeeding, family status
- disability
- employment status
- age
- religious, ethical or political belief e.g. women wearing headpieces

Squash NZ will not tolerate any discrimination by people involved in Squash or towards any person involved in Squash. We will take all allegations of discrimination seriously and deal with them in accordance with the Complaints Policy and Procedure.

### INFORMAL RESOLUTION

Any person who feels they or someone else have been or is being discriminated against, should:

- Discuss the situation with family/whānau/other support person
- Following that discussion, decide how they would like to address the behaviour.

People are always encouraged to raise concerns directly with the person who has behaved in a way causing concern, but only if that feels safe and likely to be helpful. Otherwise, asking a club official or family/whānau member to help raise the issue and seek a constructive conversation is a good idea.

Both parties involved should have a chance to be heard respectfully, and feel safe to be able to say what they want to say through both informal and formal processes.

If direct resolution isn't successful or appropriate, the issue should be raised with the relevant club/District committee, which, in consultation with the people involved, will put in place a culturally appropriate process to try to resolve it. This may include holding a facilitated meeting in a place, and following a process, that meets the needs of the people involved. Informal resolution may not be suitable if the discrimination is direct, serious or continuous, involves someone very senior or people are scared of being punished for raising a concern. It might be more appropriate in circumstances of indirect discrimination.

It is important that any person involved in an informal resolution process is supported to feel safe in the process. Anyone involved can have family/whānau support throughout the process. If anyone changes their mind about being involved the process, that must be respected.

### **MAKING A COMPLAINT**

Individuals who wish to make a complaint, or report an alleged breach of this policy, should follow the complaints procedure outlined in the Complaints Policy and Procedure.

Individuals may also choose to make a complaint about discrimination to the Human Rights Commissioner.

Employees may wish to raise a personal grievance in accordance with the Employment Relations Act



## POLICY 3

# EQUALITY, DIVERSITY AND INCLUSION POLICY

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Squash NZ is committed to welcoming, celebrating and including people of all cultures, in line with the concept of manaakitanga.

### PURPOSE

Aotearoa New Zealand is a country of people from many cultures, beliefs and backgrounds. We want to let people know we are a welcoming, accessible, safe place for all people. Squash is committed to including and celebrating diversity and people from all backgrounds. Everyone involved in the activities of Squash NZ need to play their part to make our sport a safe, welcoming space for everyone and to encourage participation by as many people as possible.

### INCLUSION

We know there are different ways of thinking, doing things, working and feeling connected that may differ from our own. It is okay to be different in the same place.

We want to enable everybody to bring their whole self to Squash NZ and engage in the activity/sport.

Everybody has the right to participate within an inclusive and safe space and to be treated with respect, care and a positive attitude.

We believe at its heart, inclusion is simple: no one is left out. That means more than saying everyone is welcome. It means taking action to include people in opportunities and that people feel they are included and belong. This involves talking, listening and following the lead of people from different cultures and backgrounds about ways our sport can be made safe and suitable for them. There should be no set way about how we do things. We will be flexible, instead of expecting people to adapt to how we think things should be done.

### DIVERSITY

We believe there is strength in diversity. We welcome people of all races, cultural, ethnic, religious and socio-economic backgrounds. We encourage people from all cultures and backgrounds to become involved in the sport as participants, volunteers, employees and supporters.

We will make our sport governance and management bodies representative of our community.

### HOW

We welcome diversity and we are committed to taking steps towards inclusion. This is about more than just refusing to tolerate racism or discrimination.

We are part of a bigger picture. We want Squash NZ to reflect the community that we are part of. We will have a good understanding of who is in our community and the obstacles they may face to participating in squash.

We will regularly engage with groups in our community, including schools, community centres, refugee centres, cultural groups and religious groups. This helps us understand the needs of our community and how we can improve Squash in New Zealand for everybody.

We will make our policy public by forwarding it to the above noted groups, publishing it on our website, posting it on our notice boards and sent to all clubs. Then everyone will know how we work.

When we see notices in our languages or images that reflect who we are, we feel more welcome and included. With your help we wish to use multi-language signs and images that reflect our diversity.

## **CHANGE**

We will not always get it right. But we will try. With your help we can get it right.

Our place can be everybody's place with your help. We welcome your suggestions to change, improve your experience and make our place your place too.

We have a process for change. We ask that you download and complete the Change request form and give it to Squash NZ Chief Executive or specific person who will deal with the change request.

Please contact us in a way you feel comfortable and we can work through your request together.

We will respond to your change request within 30 days. Our response will let you know what we are going to do and why.

## **DISCRIMINATION**

Despite our best efforts, sometimes people are not inclusive, and do not respect the diversity of others.

Discrimination is unacceptable and unlawful.

Squash NZ will not tolerate discrimination against those involved in squash. If you have been or are being discriminated against, our Discrimination Policy outlines the steps you should take.

## POLICY 4

# PREGNANCY AND BREASTFEEDING POLICY

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Squash NZ encourages people who are pregnant or breastfeeding to safely take part in squash. Squash NZ actively encourages and supports breastfeeding at its facilities/events. Breastfeeding is important for the good health of the parent, baby and wider whānau. It is important that breastfeeding parents feel comfortable to feed their babies at our events without judgement. Employees and volunteers in charge of events or facilities must have training in their responsibilities under this policy and the Human Rights Act, to ensure breastfeeding parents do not experience judgement or discrimination. Squash NZ respects a pregnant person's right to make decisions about what is best for them, including about taking part in squash. Discrimination on the basis of sex will not be tolerated by Squash NZ in relation to people who are pregnant or breastfeeding.

### PURPOSE

This policy sets out guidelines that apply to pregnant and breastfeeding volunteers, supporters, club members, employees, service providers, and their families/whānau.

It aims to:

- respect, support and promote the rights of people who are pregnant or breastfeeding
- promote a breastfeeding-friendly environment at Squash facilities/events
- provide guidance for people who are pregnant or breastfeeding about their involvement in Squash
- with a focus on safety and being inclusive.

### PREGNANCY AND PLAY, ACTIVE RECREATION AND SPORT

#### A person who takes part in squash who is pregnant must:

- get advice from their doctor or midwife before taking part in squash. This is because each person and each pregnancy is different
- recognise any risks of playing squash while pregnant and be aware of warning signs
- accept responsibility for any of those risks
- regularly review their decision whether or not to take part in squash and talk to their doctor or midwife about it
- use common sense and avoid taking unnecessary risks
- decide whether or not to let other participants and/or administrators know that they are, or think they might be pregnant.

An employee of the Squash NZ must let the Chief Executive know that they are pregnant for the purposes of taking leave under the Parental Leave and Employment Protection Act 1987.

#### Squash NZ must:

- respect and support the rights of pregnant people to take part in squash
- encourage and support pregnant people to get and act on medical advice about taking part in squash
- avoid giving any advice to a pregnant person about taking part in squash that they are not qualified to give
- consider any precautions that can be taken to avoid harm to anyone taking part in the sport, including people who are pregnant
- not discriminate against anyone who is pregnant
- act in accordance with the Parental Leave and Employment Protection Act 1987 in relation to pregnant employees
- make pregnant people involved in squash aware of this policy
- recognise the person's right to privacy about their pregnancy.

## **BREASTFEEDING**

### **Squash NZ must:**

- respect and support the rights of people who are breastfeeding to take part in squash or be involved in clubs and/or events
- actively encourage breastfeeding in clubs and events by having a breastfeeding-friendly environment, including for volunteers, participants, supporters, club members, employees, service providers, and their families/ whānau
- be prepared if asked by a breastfeeding parent involved in the Clubs or events to discuss their need to breastfeed or express breast milk. This includes what support they might need
- for employees and volunteers, agree breastfeeding arrangements with the person
- Regularly review and be flexible about breastfeeding arrangements as the needs of the parent may change over time
- not discriminate against a breastfeeding person or anyone supporting them
- act in accordance with their obligations under Part 6C of the Employment Relations Act 2000 about providing breastfeeding breaks and facilities for employees
- make people who are breastfeeding who are involved in clubs and events aware of this policy
- ensure other people involved in squash are aware of this policy and the need to respect people's right to breastfeed, without judgement or discrimination.

## **COMPLAINTS**

If a person who is pregnant or breastfeeding is concerned about the way they have been treated by another person involved in Squash they should refer to the Complaints Policy and Procedure.

## POLICY 5

# PREVENTING BULLYING AND HARASSMENT POLICY

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Squash NZ recognises those involved in its activities cannot enjoy themselves or perform to the best of their abilities if they are being bullied and/or harassed. It is aware bullying and harassment affects the health, safety and wellbeing of people. Squash NZ will not tolerate bullying and harassment (sexual, racial or otherwise) of those involved in its activities

### PURPOSE

**This policy aims to:**

- support an environment where all people are treated with dignity, respect and courtesy, free from bullying and harassment
- provide a process to deal with bullying and harassment by or toward those involved in Squash

### APPLICATION

This policy applies to anyone involved in Squash NZ and its community, districts and clubs. This includes: volunteers, participants, supporters, club members, employees, service providers, and families/whānau of athletes. Anyone involved in squash can raise a concern about bullying towards them or another person. We encourage people to speak up for themselves and for other people. If you see it, call it out.

### BULLYING

**What is bullying?**

Bullying is repeated, unreasonable behaviour directed towards a person or a group of people that can have a significant impact on them. It may create a risk to their physical and/or mental health and safety. The person or people acting in this way may not intend to cause harm or may not see their behaviour as bullying. The focus should be on stopping behaviour that is unreasonable and makes people feel bullied.

Repeated behaviour can involve a range of actions over time. Some of those actions might be small and by themselves might not seem serious. Taken together over time, however, they can add up and undermine a person's self-confidence or make them feel unsafe. A single incident of unreasonable behaviour is not considered bullying, but it could escalate and should not be ignored.

Unreasonable behaviour means actions or behaviour that is not justified in the circumstances.

The following are examples of some of the behaviours that may be bullying in the context of squash:

- constant blaming for mistakes, whether real or not
- unreasonable demands or orders
- punishment that is out of proportion, unfair or dangerous
- shouting and yelling where it is not necessary to be heard, or angry
- constant criticism or nit-picking
- 'rules' made up or enforced differently for different people
- name-calling, insults, swearing, sarcasm
- threats of violence or other inappropriate behaviour
- ignoring accomplishments
- taking credit for others' achievement
- isolating, excluding from coaching, events, messages
- physical violence, rough touching that is not justified
- spreading gossip or rumours, including on social media
- frequent teasing or horseplay that goes too far and causes a person distress

- sending intimidating or abusive emails or text messages, including via social media
- withholding information, assistance or equipment that a person needs to perform
- overloading a person with work/training and/or setting unrealistic deadlines
- using unreasonable training or repetitions as a punishment.

## **HARASSMENT**

Sexual harassment and racial harassment are defined in the Human Rights Act 1993 (and Employment Relations Act 2000). They are unlawful ways of treating other people. We will take any allegations of harassment seriously as it has no place in squash.

Behaviour that does not reach the legal standard of sexual harassment or racial harassment may still be inappropriate, unprofessional and hurtful and will be addressed. Squash NZ is committed to ensuring everyone is safe and treated respectfully.

### **Sexual harassment**

Sexual harassment means any form of sexual attention or behaviour that is unwanted and offensive to a person, whether it is a serious one-off incident or less serious behaviour that is repeated. The person who finds sexual behaviour offensive does not have any obligation to tell the person behaving this way that it is offensive or to stop. If someone does say they are finding behaviour unwelcome and offensive, that is a clear sign to stop and make sure it does not happen again.

Sexual harassment can involve a person in a position of authority (a coach, supervisor, referee, manager or official) asking a person for sexual activity, with a promise or threat (direct or implied) attached. The promise might be of selection or promotion, money, gifts or a benefit of some sort, in return for sexual activity. A threat might be about missing out on an opportunity, e.g. selection for an event, or a punishment, for the person or someone they know, if the sexual activity is refused.

Other sexual harassment can be using words, language, pictures or physical behaviour that is sexual, unwanted and offensive to the person receiving it. It might be sending someone sexual pictures or recordings, having nude posters or screensavers visible, talking about or playing porn, making sexual jokes or comments, persistently asking someone out when they make it clear they are not interested, intrusive questions about sex, touching or sexual assault (rape).

Someone who is experiencing unwanted sexual behaviour can find it embarrassing and intimidating, as well as annoying or confusing. They might find it difficult to ask the person to stop or tell them it is offensive. People sometimes will laugh at jokes or smile and say they don't mind, even though the behaviour is unwanted and offensive. These reactions do not mean the behaviour is okay. It will be sexual harassment if the person experiencing it finds it unwelcome and offensive, even if they say nothing at the time.

Mutually agreed sexual behaviour between consenting adults is not unlawful and will not breach this policy. However, requests for sexual activity or relationships can be unprofessional or exploitative, especially if there is a power or age imbalance or a reporting line.

### **Racial harassment**

Racial harassment occurs when a person is subjected, for reasons of race, colour, nationality or ethnic origin to behaviour that might reasonably be perceived by the receiver to be offensive or unwelcome.

Racial harassment can include any of the following:

- telling offensive jokes involving race, colour, ethnic origin or nationality
- teasing or comments about cultural differences
- offensive labels
- making derogatory remarks about groups or the attributes of groups on the basis of race, colour, ethnic origin or nationality.

Racist comments, jokes, stereotypes or insults, or abuse because someone is from another culture or religion are never acceptable. People might be feeling uncomfortable or unsafe, even if some people laugh or feel they can't call the behaviour out. It is up to everyone in activity/sport to take personal responsibility for stopping this behaviour by calling it out if they see it and also taking it on board if someone calls them on it. It is not the responsibility of people who feel they are being racially abused to correct the behaviour, but they can call it out if they feel safe and comfortable.

### **What isn't bullying or harassment?**

Occasional differences of opinion, conflicts and problems in relationships are part of life and do not necessarily represent bullying or harassment. Fair management, coaching, managing under-performance, or other legitimate actions in line with Squash NZ policies and procedures are not harassment or bullying.

These are some examples of behaviours that are usually not seen as harassment or bullying:

- one-off or occasional instances of forgetfulness, rudeness or tactlessness
- friendly, occasional banter, light-hearted exchanges, non-sexual mutually acceptable jokes and compliments
- issuing reasonable instructions, in a reasonable way, and expecting them to be carried out
- warning or disciplining someone in line with Squash NZ policies
- insisting on high standards of performance; legitimate criticisms about activity/sporting or work performance (not expressed in a hostile, harassing manner)
- giving honest feedback and requiring justified performance improvement
- expressing opinions that are different from others
- free and frank discussion about issues or concerns in Squash NZ without personal insults
- targeted affirmative action policies or reasonable accommodation and provision of work aids for or disabled people
- a single incident of low-level unreasonable behaviour.

If behaviour is not repeated or unreasonable and so might not be bullying, but it causes a person in squash distress, there is still a problem to be discussed in a calm way, to stop it becoming a more serious problem. The behaviour might be affecting one person, but it could also be affecting many others, directly or indirectly.

### **INFORMAL RESOLUTION**

Any person who feels they or someone else is being bullied or harassed can:

- discuss the situation with family/whānau/other support person
- following that discussion, decide how they would like to address the behaviour.

People are always encouraged to raise concerns directly with the person who has behaved in a way causing concern but only if that feels safe and likely to be helpful. Otherwise, asking an organisation official or family/whānau member to help raise the issue and seek a constructive conversation is a good idea.

Both parties involved should have a chance to be heard respectfully and feel safe to be able to say what they want to say, through both informal and formal processes.

If direct resolution isn't appropriate or successful, the issue should be raised with the relevant club, district or Squash NZ committee, which, in consultation with the people involved, will put in place a culturally appropriate process to try to resolve it. This may include holding a facilitated meeting in a place and following a process that meets the needs of the people involved.

Informal processes might not be suitable, for example if the behaviour is violent or threatening, involves someone very senior or people are scared of being punished for raising a concern.

It is important any person involved in an informal resolution process is supported to feel safe in the process. Anyone involved can have family/whānau support throughout the process. If anyone changes their mind about being involved in the process, that must be respected.

### **MAKING A FORMAL COMPLAINT**

People who want to make a formal complaint about behaviour they are experiencing, or they see happening to anyone else should follow the complaints procedure outlined in the Complaints Policy and Procedure.

People can also make a complaint about sexual or racial harassment to the Human Rights Commissioner. If behaviour is sexual or indecent assault, violent, threatening or cyberbullying, people can complain to the New Zealand Police. Employees can also raise a personal grievance in accordance with the Employment Relations Act 2000.

Anyone in a position of authority in Squash NZ who receives a complaint or becomes aware of a serious issue of bullying or harassment needs to take steps to support the people involved, ensure everyone is safe and make sure the issue is addressed by the appropriate person or committee.



## POLICY 6

### DIGITAL COMMUNICATIONS / SOCIAL MEDIA POLICY

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Everyone should represent themselves and Squash NZ appropriately online at all times. As part of our community you represent Squash NZ by extension. The higher a person's profile becomes within squash, or their position within Squash NZ, the more people will take note of their behaviour, including online. Young people look up to more senior participants and people involved in the activity/sport as role models.

#### PURPOSE

The internet and social media have changed how we communicate. They allow information, including photos and videos to be shared, in real time, to a potentially large audience. Squash NZ recognises the value of social media in engaging with members squash and reaching others who may be interested. Squash NZ recognises social media can raise its profile, and that of its participants.

Squash NZ also recognises that social media can cause harm. It is important everyone is aware of the need to use social media in a safe and appropriate way, and the consequences of not doing so.

This policy aims to help people involved in Squash

- use social media, internet and email, safely and appropriately
- reduce the risks involved with using social media, while supporting the benefits.

#### APPLICATION

This policy applies to anyone involved in Squash NZ, and its community.

##### **District and clubs.**

This includes volunteers, participants, supporters, club members, employees, service providers, and families/whānau of participants.

Social media includes any online site/forum for uploading and sharing information. This policy applies to all use of social media, internet and email where it relates or refers to

##### **Squash NZ.**

This includes: writing, commenting on, editing and uploading material to blogs, forums, social networking sites, dating apps and sites, photo and video sharing sites. Information includes written information, cartoons, GIFs, images, photos and videos.

#### USE OF DIGITAL COMMUNICATIONS

Any use of social media, email and internet related to Squash NZ must follow the guidelines set out below:

**Use common sense:** Don't say anything you wouldn't say face-to-face with the person. If in doubt, don't share it.

**Be clear:** Make it clear whether your views are your own or on behalf of an organisation.

**Protect your privacy:** Do not share anything online that you would not be happy for anyone to see. Be careful about disclosing your personal details. Remember the internet is forever.

**Be respectful:** Be polite, respect your audience, and keep disagreements professional.

**Be honest:** Do not share information anonymously or using false names. Do not say anything that is dishonest, untrue or misleading. If you are unsure, check the facts before sharing. Write only what you know to be true.

**Disclose interests:** If you have a personal interest in something you are discussing, point it out. If you are supporting or recommending something you are involved with, or have a close relationship with, honestly state your involvement or relationship.

**Reasonable and appropriate use:** If you are an employee of Squash NZ ensure that your personal use of social media, email or internet does not affect your work commitments or productivity.

**Respect confidentiality:** Protect Squash NZ's confidential information. This includes information that is not publicly accessible, commonly known, or not expected to be shared outside of Squash NZ.

**Respect others' privacy:** Be considerate to others. Don't post information or images when you have been asked not to, or where you have not been given permission.

Remove information about another person if they ask you to.

**Safeguarding children:** Do not share pictures of children or information about them online unless it is safe, appropriate and you have their and their parents', guardian or whānau consent in line with the Media Policy in the Child Safeguarding suite of policies.

**Get permission:** Always ask for permission if the use or publication of information is about another person. Get their permission to use a clearly identifiable photo or video of them. Do not share any information or photos that are of a sensitive nature, or embarrassing. Permission for the use of a person's photo must be obtained for any later or different use, even if they have consented to prior use.

**Racism, discrimination, bullying and harassment:** Squash NZ's people include a diverse group of backgrounds, values and points of view. Do not share any material that is offensive, harassing, discriminatory, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate.

**Comply with law:** Do not share illegal or indecent content, including damaging, belittling, unfairly critical, or misleading and deceptive content. Copyright laws must be respected.

Individuals must have permission from Chief Executive before engaging in social media as a representative of Squash NZ

Squash NZ will try to remove social media accounts claiming affiliation with it if they have not been given permission.

## **BREACH**

Breaches of this policy include:

- using Squash NZ name and/or logo in a way that could negatively impact the organisation/club, District and/or its members
- posting or sharing any material in breach of Squash NZ policies or the Code of Conduct
- posting or sharing any material that is:
  - a) abusive, harassing, threatening, demeaning, defamatory or libellous material
  - b) insulting, indecent or obscene, offensive, provocative, discriminatory or hateful language.
- posting or sharing any material that breaches any New Zealand law
- posting or sharing any material to Squash NZ social media channels that breaches the intellectual property rights of other people
- posting or sharing any material that is personal, compromising, embarrassing or in a way that breaches a person's privacy
- posting or sharing any material that damages, or risks damaging Squash NZ its affiliates, sport, activity, officials, members or sponsors reputation.

People should be aware false statements, defamatory, offensive or threatening comments in social media can lead to prosecution.

Squash NZ supports a common-sense approach to the use of social media. It encourages people to seek clarity from Squash NZ staff, if they are unsure whether what they are intending to post or share is appropriate.

## **REPORTING A BREACH**

Individuals who wish to report an alleged breach of this policy should follow the complaints procedure outlined in the Complaints Policy and Procedure.

## POLICY 7

# PRIVACY POLICY

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### PURPOSE

This policy aims to help people involved in Squash NZ understand how their personal information may be used and stored by Squash NZ

### APPLICATION

This policy applies to all people providing personal information to Squash NZ. Personal information means information about a person.

### COLLECTION, USE AND STORAGE OF PERSONAL INFORMATION

#### Collecting personal information

When you become a member of, or participate in Squash NZ activities, Squash NZ will need to collect some personal information from you (or family/whānau of children). It may also collect other information needed to perform its functions, or where required by law. Personal information may include your contact details and any other personal information that you provide. For members, this may also include performance results and health/medical information. Squash NZ may collect this information directly from you with your permission, or from your district or club.

#### Using personal information

Squash NZ will never sell your personal information. Employees of Squash NZ may have access to your personal information to do their work. Their access to your personal information is limited to what is necessary. Agents and subcontractors of Squash NZ may have access to personal information needed to do their work but may not use it for any other purposes. Squash NZ may be required to share your personal information with clubs, Districts or WSF.

Your personal information may be used:

- for Squash NZ activities and operations
- to consider an employment or volunteer application
- to amend records to remove or update personal information
- for other everyday business purposes that involve use of personal information
- to comply with the law; or protect our rights, property, or safety, or that of our members, or others.

#### Storing and disclosing personal information

Squash NZ will maintain all reasonable protections against the loss, misuse or inappropriate disclosure of your personal information, and maintain processes to prevent unauthorised use or access to that information.

Squash NZ will keep electronic personal information secure by making sure its data storage is protected from external sources, maintaining regular back up and applying good security practices.

Squash NZ may use cloud computing. Where used, Squash NZ will ensure that cloud computing solutions meet good practice security requirements.

### **Requests for personal information**

You have rights to access and correct your personal information (or your children's) in accordance with the Privacy Act 2020. If you want to access or correct your personal information (or your children's), please contact the Privacy Officer. Squash NZ will not disclose information about children to family/whānau unless there is a clear legal right to access that information. Any questions about Squash NZ's compliance with the Privacy Act should be referred to the Squash NZ's Privacy Officer.

### **BREACH**

Breaches of this policy include breaches of any of the Privacy Principles under the Privacy Act 2020.

### **REPORTING A BREACH**

Individuals who wish to report an alleged breach of this policy should follow the complaints procedure outlined in the Complaints Policy and Procedure.

## POLICY 8

### ALCOHOL AND OTHER DRUGS

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Squash New Zealand is committed to the responsible consumption of alcohol and promoting the health, safety and well-being of all members of the New Zealand squash community.

Squash New Zealand is committed to the advancement of clean sports that rejects cheating through the use of performance enhancing drugs and methods.

It is essential that all squash members recognise that the misuse and abuse of alcohol and the use of illicit drugs constitutes a threat to the image of squash in New Zealand. Squash New Zealand will support each affiliated Club to hold its members accountable for behaviour that violates the respective Club policy and may refer incidents which could constitute a violation of law to the appropriate officials.

#### PURPOSE

This policy aims to:

- support an environment where all people are treated with respect and feel safe.
- provide guidance for clubs who serve alcohol to their members and those that attend events

#### Serving Alcohol

Alcohol will be served in accordance with The Club's liquor license conditions, which includes but is not limited to:

- Alcohol will only be consumed in licensed areas.
- An approved manager will be on duty when the bar is open.
- Bar staff will not consume alcohol whilst on shift.
- Free drinking water and a selection of non-alcohol beverages will be provided when the bar is open.
- Persons under the age of 18 years will not be allowed behind the bar under any circumstances.
- The liquor license must be displayed at the bar at all times.

#### Intoxicated Patrons

- Alcohol will not be served to any person who is intoxicated. Signs of intoxication include: slurred speech, impaired balance, poor coordination, reduced inhibition, becoming aggressive or argumentative and exhibiting inappropriate behaviour.
- Bar staff will follow procedures provided in their training for dealing with and refusing alcohol to intoxicated patrons. This may include refusing to serve alcohol to any patron they believe is becoming intoxicated.
- Patrons will not supply alcohol to any other person who is intoxicated or who has been refused service by bar staff.
- Intoxicated patrons may be asked to leave The Club.

### **Underage Drinking**

- no alcohol will be sold or supplied to a person aged under 18 years
- only the following forms of photographic identification will be accepted:
  - current drivers' license with a photograph
  - current passport
  - proof of age card or photo identification card
- staff must request proof of age of any person they believe to be aged under 18 years
- during trips away the person responsible will not allow any underage drinking

### **Safe Transport**

- the approved bar manager and bar staff will encourage all patrons to take safe transport home
- taxi phone numbers will be displayed in The Club
- the Club will look to implement a designated driver programme
- during trips to club activities designated drivers will have a no alcohol limit

### **Promoting the responsible consumption of alcohol**

- a reasonable range of food, including healthy options, will be available when the bar is open
- a reasonable range of low or non-alcohol drinks will be stocked and priced to encourage purchase
- no advertising, promotion or serving alcohol to competitors at junior events
- no 'all you can drink' functions, drinking competitions or event names that promote getting drunk or imply that getting drunk is desirable
- the Club will provide alcohol-free social events for young people and families
- the Club will pursue non-alcohol income sources

### **Smoke-Free Environment**

The Club is committed to conducting sporting and social events in a manner that promotes a smoke-free environment. No smoking or vaping shall occur at or near any squash event involving persons under the age of 18 years.

## POLICY 9

# HEALTH AND SAFETY POLICY

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### PURPOSE

This policy aims to:

- support an environment at Squash NZ that is safe and healthy
- provide a process for proactively identifying, reducing and eliminating hazards and risks to health and safety at Squash NZ and at national events

### APPLICATION

This policy applies to anyone involved in Squash NZ. This includes: volunteers, participants, supporters, club members, employees, service providers, and families/whānau of participants.

### APPOINTMENT OF HEALTH AND SAFETY OFFICER

The Chief Executive is Squash NZ's Health and Safety Officer. The Health and Safety Officer is responsible for:

- completing Incident Reporting Form.
- reporting to the Board on identified hazards, incidents and near misses
- overseeing the implementation and management of this Health and Safety Policy.

### HEALTH AND SAFETY RESPONSIBILITIES

#### Everyone will:

- take reasonable care of their own health and safety
- take reasonable care to ensure their actions or inactions do not affect the health and safety of others
- share the responsibility equally, by identifying and reporting hazards, near misses and incidents using the Hazard Identification Register and Incident Reporting Form to the Health and Safety Officer
- join in relevant health and safety training as required
- follow this Health and Safety Policy.

#### The Committee/Board will:

- provide and maintain a safe and healthy environment at Squash NZ including making sure Squash NZ's premises, equipment, events and activities meet appropriate health and safety standards
- appoint at least one Health and Safety Officer
- make health and safety a permanent agenda item at all meetings
- ensure employees, volunteers and contractors use safe ways of working
- provide all information, training and supervision required to minimise health and safety risks
- address identified hazards and actions required from reported incidents/near misses
- provide specific opportunities for employees/ volunteers to raise health and safety issues and suggest areas for improving Squash NZ's health and safety processes.

#### Employees/volunteers will:

- prioritise health and safety in everything they do
- supervise the children/young people in their care
- make sure they understand what good health and safety practices look like in the context of the activity/ sport.



**Contractors will:**

- comply with all regulations, and codes of practice applying to their trade or profession
- advise the Health and Safety Officer of all hazardous equipment, machinery or substances that are brought onto Squash NZ's premises or National Events
- record any incident or near miss on the Incident Reporting Form and provide it to the Health and Safety Officer
- use all safety clothing/equipment required to minimise the risk of injury to themselves and others.

## POLICY 10

### HIGH PERFORMANCE PLAYER WELLBEING

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Squash NZ is committed to leading an End-to-End High-Performance Player Pathway and Campaigns that supports wellbeing. Squash NZ believes it is important to reduce or eliminate factors that can negatively affect wellbeing, such as burnout or mental health issues. Mental wellbeing is embedded in our culture that Squash NZ identifies, educates and endorses across all high-performance phases of its End-to-End Pathway.

A key outcome is that players progress positively through the End-to-End Pathway enjoying 'the ride', the people and adventures, emerging happy and healthy with amazing stories to tell.

#### PURPOSE

This policy sets out guidelines to apply to support the wellbeing of all the players identified in Squash NZ's high-performance end to end pathway or has been selected to represent New Zealand in a campaign.

#### VALUES

Squash NZ will strongly align and apply our values in the high-performance programme. Specifically, Squash NZ staff or contractors will focus on the following

- focusing on players as people first, players second
- fostering a culture of openness, inclusion and belonging driven by individual and collective wellbeing
- ensure transparency and accountability is fundamental in our culture, both Squash NZ operations and by players
- express realistic expectations to players
- players educated and encouraged on how to manage their own goals and investment levels
- allow a player to leave and return to the programme
- lead a two-way process to agree on best choices for a player's plan
- remain flexible and explore alternative options to progress through the pathway
- focus is on looking ahead, remaining positive and be open minded

#### GOALS

Squash NZ ultimate goal is to develop athletes to be the best version of themselves, best people and in the end the best squash player they can be. Relevant goals include

- optimal experience for players
- optimal development of talent to encompass squash, body and mental and away from squash activities
- players stay involved in clubs
- promote squash through players achievements and stories

## HOW

The following are the initiatives that Squash NZ commit to support player wellbeing

- Keep players and coaches updated with timely and relevant information
- HP Manager meets with Development and Emerging Pro players upon induction and at least once a year to complete plan that includes barriers and stresses
- Psychology and Athlete Life support is available and funded by Squash NZ for Emerging Pros, Pros and HP Pros
- Junior selectors consider maturity and readiness of players
- Develop quality assured and continuously improve selection policies
- The End-to-End pathway shifted a lot of the development to districts or regions rather than national based camps
- Athlete Commission group has been established where athletes can contribute their views on decisions which affect them or raise serious concerns.
- Alignment with Balance is Better, such as a constant review of the calendar, encouraging multiple sports and only playing within your age groups

Individuals who wish to report an alleged breach of this policy should either raise concern with someone from the Athletes Commission or follow the complaints procedure outlined in the Complaint's Policy and Procedures