



Staff Code of Behaviour

Coach, Manager, Official, Volunteer and Program Staff Guidelines

Everyone involved with Wide Bay Sports Academy (WBSA) has the right to feel safe, respected and included. Staff play a major role in shaping the Academy environment and are expected to act with integrity, care, professionalism and respect at all times.

Staff must place athlete safety, welfare and development at the centre of every decision. Conduct should reflect positively on WBSA, protect children and young people, and support a fair, inclusive and respectful sporting environment.

1. Purpose

This Code of Behaviour provides practical expectations for WBSA staff. It supports consistent decision-making, athlete safety, respectful relationships and the professional delivery of WBSA programs. It should be read alongside WBSA policies relating to child safety, member protection, social media, privacy, health and safety, and program participation.

2. Who this code applies to

This code applies to all WBSA staff and people acting in a paid, contracted, volunteer, appointed or representative capacity, including coaches, assistant coaches, managers, officials, support staff, selectors, consultants, program partners and volunteers.

3. Behaviour expected of staff

Staff are expected to act as responsible community role models and support WBSA values through their conduct.

- Treat athletes, parents/guardians, staff, volunteers, officials, schools, clubs and partners with dignity and respect.
- Carry out duties diligently, impartially, conscientiously and to the best of their ability.
- Provide safe, inclusive, athlete-centred and developmentally appropriate coaching and support.
- Promote fairness, equity, good sportsmanship, honesty and integrity.
- Make decisions consistently, promptly, respectfully and without discrimination.
- Use appropriate language, tone, physical contact and communication at all times.
- Maintain professional boundaries with athletes, particularly children and young people.
- Protect confidential information and treat uncertain information as confidential until authorised to share it.
- Declare actual, potential or perceived conflicts of interest.
- Care for WBSA property, equipment, facilities and shared spaces.

4. Child safety and athlete welfare

WBSA staff must actively protect the safety, welfare and wellbeing of children and young people.

- Follow WBSA child safety, member protection, reporting and supervision procedures.
- Report suspected child abuse, neglect, grooming, harassment, assault or risk of harm to the WBSA Executive Officer, Chairperson, Member Protection Information Officer or another authorised person as soon as possible.
- Avoid one-on-one situations that are private, isolated or unnecessary. Where possible, keep interactions observable and interruptible.
- Do not enter athlete changing rooms, accommodation rooms or private spaces unless there is a clear safety reason and it is appropriate, authorised and documented where required.
- Be alert to how words, actions, body language, jokes, messages or physical contact may be perceived by others.

5. Professional communication and social media

Staff must communicate in ways that are respectful, transparent, age-appropriate and consistent with WBSA policies.

- Use approved WBSA communication channels wherever practical.
- For junior athletes, include parents/guardians in communication where appropriate and avoid private, secretive or unnecessary direct messages.
- Do not post, share or comment online in a way that brings WBSA, athletes, families, partners or staff into disrepute.
- Do not publish identifiable images, videos, personal information, injury details or locations of minors unless WBSA consent and child-safety requirements have been met.

6. Unacceptable behaviour

The following conduct is unacceptable and may result in disciplinary action, suspension, removal from a WBSA role, referral to a relevant sporting body, or referral to authorities.

- Bullying, harassment, intimidation, discrimination, vilification or derogatory remarks.
- Sexual comments, sexual advances, grooming behaviour or any conduct that makes another person feel unsafe, humiliated or uncomfortable.
- Insulting comments relating to age, race, gender, ability, disability, cultural background, sexuality, religion or personal characteristics.
- Possessing or distributing offensive, inappropriate or unlawful material at WBSA activities.
- Gambling, wagering or betting at, or in connection with, WBSA activities.
- Knowingly circulating false, misleading or damaging information about a WBSA member or stakeholder.
- Misrepresenting, concealing or minimising an injury, illness or medical concern to allow an athlete to train or compete against appropriate medical advice.
- Borrowing money from athletes or entering inappropriate personal, financial or dependent relationships with athletes.
- Disrespecting WBSA property, accommodation, facilities, uniforms, equipment or the property of others.
- Poor sportsmanship, abuse of officials, aggressive conduct or behaviour that damages the reputation of WBSA.

7. Confidentiality and privacy

- Do not disclose confidential information gained through WBSA unless authorised by the Executive Officer, Chairperson, Board or required by law.
- Protect athlete medical, performance, selection, family and personal information.
- Store documents, digital files, images, messages and records securely and only share them with people who need access for an authorised purpose.

8. Reporting concerns

Staff must report unfair, discriminatory, unsafe, inappropriate or unlawful behaviour. Where it is safe and appropriate, staff should also take reasonable steps to stop or reduce immediate harm.

- Report behavioural concerns to the WBSA Executive Officer or Chairperson.
- Report child-safety concerns immediately to the WBSA Executive Officer, Chairperson, Member Protection Information Officer or relevant authority where required.
- If there is immediate danger, contact emergency services.

9. Supervision and accountability

WBSA staff will provide supervision and duty of care as far as reasonably practicable. Athletes and parents/guardians should understand that direct 24-hour supervision is not always possible. Staff and WBSA members remain accountable for their own conduct at all times, whether under direct supervision or not.

10. Breaches and consequences

Breaches of this Code may be investigated by WBSA and may result in education, direction, warning, removal from duties, suspension, termination of engagement, referral to a sporting body, police or another relevant authority. Outcomes will depend on the seriousness, risk and circumstances of the behaviour.

Acknowledgement

Staff are expected to read, understand and comply with this Code of Behaviour. Where the code does not address a specific situation, staff must act in the spirit of social responsibility, child safety, fairness, respect and the best interests of athletes.