



Policy 4.01 Standards of Care

Introduction

Provision of services/activities with children, young people, Individuals, families and communities at a level of care that is ethical, respectful and professional is paramount to the Club.

Policy Statement

Wanderers Football Club will ensure that all services/activities provided to children, young people, families, staff (paid and unpaid), external stakeholders and the community are conducted in a manner and to a level which complies with the Club's code of ethics, other ethical and legal requirements and responsibilities, service agreements and relevant legislation, including, but not limited to, the *Child Protection Act 1999*, *Human Rights ACT QLD*.

Principles

Wanderers Football Club will use its best endeavours to provide a standard of care based on the following underlying principles to:

- Not exclude service users or erect barriers preventing access by individuals who require a response;
- Treat individuals with respect, recognising the inherent dignity and uniqueness of each individual;
- Protect the confidentiality of all records, materials and communications in accordance with Wanderers Football Club Confidentiality and Privacy Policy and legislative requirements;
- Uphold individuals ethical, cultural, legal and Human Rights, including their right to make their own decisions.
- Take all reasonable steps to prevent discrimination.
- Encourage and support individuals to participate in decisions that affect their lives;
- Facilitate individuals access to information and resources that enable them to better understand their options and to make informed decisions regarding their own welfare and wellbeing;
- Encourage the enhancement of the abilities, skills and opportunities of individuals in order to make valued contributions to their community;
- Encourage all staff (paid and unpaid) to practice and understand self-care that includes an ability to draw limits and boundaries around the extent of their personal involvement with individuals;

Ensure that staff (paid and unpaid) adhere to Child Youth Risk Management Strategy and current Legislation at all times.



Related Legislation or Standards / Departmental Documents

Human Rights Act 2019 (Qld)

Wanderers Football Club Child Youth Risk Management Strategy

Related Policies and Documents

4.1.1 Legal Rights, Protection and Recognition of Harm and Abuse

4.02 Child Protection Policy

4.03 Prevention Of Harm and Abuse

4.04 Anti-discrimination and Harassment

4.05 Duty Of Care

5.01 Complaints, Disputes and Appeals