

MAROOCHY BEACH GYMNASTICS

Complaints & Grievances Policy

1. Purpose

Child Safety is Paramount

The safety, welfare and best interests of children and young people are paramount. This principle takes precedence over confidentiality, reputation, procedural convenience, and internal complaint processes.

Nothing in this Policy prevents any person from reporting concerns directly to Police, Child Safety Services Queensland, Gymnastics Australia, Sport Integrity Australia, or any other relevant authority, at any time.

This Policy is intended to ensure that Maroochy Beach Gymnastics (the Club) handles complaints fairly, efficiently and effectively.

The Club has established a complaint management system that is intended to:

- Make it straightforward for members, participants, families and the public to raise complaints and concerns
- Ensure complaints are responded to in a timely, cost-effective and consistent manner
- Maintain public and member confidence in the Club
- Ensure complaints are recorded and used to inform continuous improvement of Club programs and services
- Clearly distinguish between operational/service complaints (managed by the Club) and integrity/prohibited conduct matters (managed under the Gymnastics Australia National Integrity Framework)

The policy and associated processes are underpinned by the following commitments: Respectful Treatment; Information and Accessibility; Good Communication; Taking Ownership; Timeliness; and Transparency.

2. Scope

This Policy applies to all staff, coaches and volunteers receiving or managing complaints from members, participants, families and the public about Club programs, services and operations. The following matters are outside scope and are managed separately:

- Employment grievances raised by staff — managed under the HR Manual and applicable employment law
- Allegations of Prohibited Conduct under the NIF — managed under the GA Complaints, Disputes and Discipline Policy (CDDP). See section 4.
- Matters where there is a specific legal remedy or formal right of appeal under legislation

Note: while the initial subject of a complaint may be outside scope, the Club's handling of that complaint may itself be a legitimate cause for complaint under this Policy.

3. Definitions

Term	Definition
Complaint	An expression of dissatisfaction made to or about the Club relating to its programs, services, staff, coaches or volunteers, or the handling of a previous complaint, where a response or resolution is expected.
Complainant	A person making a complaint. May be a member, participant, parent/guardian, spectator, volunteer or committee member.
Respondent	The person or organisation about whom a complaint has been made.
Complaints Manager	The person appointed by the Club to oversee the complaint management system. The Complaints Manager holds overall responsibility for the complaint management system, triages all complaints, manages Track A matters, and refers Track B matters to Gymnastics Australia.
Member Protection Information Officer (MPIO)	The Club's designated contact for members seeking information or guidance about member protection, child safety and NIF integrity matters. Provides information, support and referral — not investigation, mediation or decision-making. See section 6A for full role description and contact details.
NIF / Integrity complaint	A complaint involving alleged Prohibited Conduct under the Gymnastics Australia National Integrity Framework. Managed under the GA CDDP, not this Policy.
Operational complaint	A complaint about Club programs, services, communication, facilities or administration that does not involve Prohibited Conduct under the NIF.
Dispute	An unresolved complaint escalated within or outside of the Club.
Feedback	Opinions, comments or expressions of concern where no formal response is expected.

4. National Integrity Framework — mandatory referral

4.1 The NIF and CDDP

Gymnastics Australia has adopted the National Integrity Framework (NIF), developed by Sport Integrity Australia. The NIF is binding on the Club and all of its members, participants, coaches, staff and volunteers as a condition of GA/Gymnastics Queensland affiliation.

The NIF Complaints, Disputes and Discipline Policy (CDDP) sets out the binding process for how allegations of Prohibited Conduct are managed and resolved. This Policy operates alongside and does not replace or limit the CDDP. In any inconsistency between this Policy and the CDDP, the CDDP prevails.

4.2 What is an NIF / integrity complaint?

An integrity complaint involves alleged Prohibited Conduct under any of the following NIF policies:

- Safeguarding Children and Young People Policy — including child abuse, grooming, harm, or risk of harm to a child

- Member Protection Policy — including harassment, bullying, abuse (physical, emotional or sexual), vilification, and discrimination on the basis of age, disability, race, sex, gender identity, sexual orientation or religion
- Improper Use of Drugs and Medicine Policy
- Competition Manipulation and Sport Gambling Policy
- Any other conduct defined as Prohibited Conduct under the CDDP — including failure to report, withholding information, or breaching confidentiality obligations

4.3 Mandatory referral and NIF jurisdiction

NIF integrity complaints must not be managed solely through the Club's internal complaint pathway. They must be directed to Gymnastics Australia or Sport Integrity Australia in accordance with the CDDP.

Allegations falling within the jurisdiction of the NIF may be assessed, managed and determined by Gymnastics Australia and/or Sport Integrity Australia. The Club will cooperate fully with any externally managed process, including by providing information, facilitating access, and complying with any interim or final determination.

For NIF complaints, contact (see also section 10 for full external contacts list):

Club MPIO — for initial guidance, support and referral	mpio@maroochybeachgymnastics.com.au
Sport Integrity Australia	www.sportintegrity.gov.au Safe Sport Hotline: 1800 161 361 (7am–7pm, 7 days)
Gymnastics Australia	www.gymnastics.org.au (integrity/complaints section)

4.4 Immediate child safety

If a child is at immediate risk of harm — act immediately. Do not wait. Do not investigate first. Do not notify the alleged perpetrator.

- Call 000 (police or emergency services) immediately.
- Ensure the child's safety. Remove the child from risk where it is safe to do so.
- Notify the Complaints Manager info@maroochybeachgymnastics.com.au
- Report to Child Safety Services Queensland: 1800 811 810.
- Report to Sport Integrity Australia as soon as practicable: 1800 161 361.

4.5 Responding to a child's disclosure

If a child makes a disclosure to a staff member, coach or volunteer, that person should:

- Listen calmly and without interruption
- Avoid asking leading questions — do not probe, prompt or suggest answers
- Reassure the child that they have done the right thing by speaking up
- Explain honestly that the information may need to be shared with others to keep the child safe
- Document the disclosure accurately and promptly — using the child's own words where possible, noting the time, date and any others present
- Report through the relevant external pathway set out in section 4.4 above

Club personnel are not responsible for investigating allegations of child abuse, grooming, sexual misconduct or criminal conduct. The role of staff and volunteers is to listen, document and report — not to assess, verify or pursue the allegation.

4.6 Club obligations under the NIF

The Club and all Relevant Persons must:

- Report any conduct reasonably likely to be Prohibited Conduct to GA or Sport Integrity Australia as soon as practicable
- Cooperate fully with any NIF complaint process or investigation
- Not withhold or provide false or misleading information during a complaint process
- Maintain confidentiality of NIF complaint information as required under the CDDP
- Comply with any sanction issued under the CDDP

Failure to comply with any of these obligations is itself Prohibited Conduct under the CDDP and may result in disciplinary action by Gymnastics Australia.

5. Complaint triage — which pathway applies?

On receipt of any complaint or concern, the Club will first determine which pathway applies. Members who are unsure should contact the Complaints Manager for guidance or the Club MPIO — see section 6A.4 for contact details.

Matter type	Examples	Pathway
Track A — Operational / service	Class queries, fees, scheduling, communication, program administration, facility concerns, staff	Club internal pathway — Annex A of this Policy
Track B — NIF integrity matter	Safeguarding, harassment, abuse, discrimination, bullying, drugs, match fixing, prohibited conduct under GA policies	GA National Integrity Framework (CDDP) — report to Gymnastics Australia or Sport Integrity Australia directly
Track B — Immediate child safety	A child is at immediate risk of harm	Call 000 immediately. Then notify Club Manager and report to Child Safety Services QLD (1800 811 810) and Sport Integrity Australia. See section 4.4.
Track B — Serious safeguarding concern	Child safety, abuse, grooming, sexual misconduct, criminal conduct, significant harm, or any matter posing an immediate safety risk to any participant	Immediate safety assessment required. Direct to external authority without delay — do not progress through the standard Track A process. See sections 4.4 and 4.5.

If the pathway is unclear, the complaint should be treated as a potential NIF matter and the Complaints Manager must consult with Gymnastics Queensland before taking any further action.

6. Roles and responsibilities

Role	Responsibilities
Committee / Board	Promote a culture valuing feedback and complaints. Provide adequate support to the Complaints Manager and MPIO. Review complaint trend reports. Support continuous improvement. Ensure sufficient resources for complaint handling.
Complaints Manager	Overall responsibility for the complaint management system. Triage complaints to the correct pathway. Manages formal investigations for Track A matters. Refers NIF (Track B) matters to GA immediately. Appoints independent handlers where a conflict of interest exists. Provides regular complaint trend reports to the Committee. Contact: info@maroochybeachgymnastics.com.au
Member Protection Information Officer (MPIO)	Designated contact for members seeking information, guidance or support about member protection, child safety and NIF integrity matters. Provides information, support and referral only — does not investigate, mediate or make findings. Full role description: see section 6A. Contact: mpio@maroochybeachgymnastics.com.au
All staff, coaches and volunteers	Treat all people with respect. Be alert to complaints and assist with early resolution. Refer complaints to the Complaints Manager or MPIO. Assist with investigations when requested. Maintain confidentiality. Comply with this Policy and the NIF.
Persons with specific complaint handling duties	In addition to the above: receive and record complaints in the register; conduct initial triage; manage or coordinate investigations (Track A only); communicate with complainants; escalate where required.

6A. The Member Protection Information Officer (MPIO)

The MPIO's role is to provide information, support and referral. Members may report concerns directly to Gymnastics Australia, Sport Integrity Australia, Child Safety Services Queensland or police at any time — contacting the MPIO first is not required and does not delay or replace external reporting.

6A.1 What the MPIO does

Information and guidance

- Explains the Club's complaint process and what options are available
- Helps people understand the difference between an operational complaint (Track A) and an NIF/integrity matter (Track B)
- Explains what will and will not happen if a complaint is formally lodged
- Provides information about external bodies and how to access them directly — see section 10 for the full list
- Can provide all of this without a formal complaint being lodged. A conversation with the MPIO does not trigger any formal process unless the person chooses to proceed

Support

- Listens to the person, helps them feel heard and safe, and assists them to understand their options without pressure

- Supports vulnerable persons — including children (through their parent or carer) — throughout the complaint process
- Can provide information and support to either the complainant or the respondent — but not to both parties in the same matter (see section 6A.3)
- Ensures the person is aware they will not be disadvantaged or victimised for raising a concern in good faith

Referral

- Refers formal complaints to the Complaints Manager once the person decides to proceed with a club-level complaint
- Refers NIF/integrity matters directly to Gymnastics Australia or Sport Integrity Australia — the MPIO does not manage NIF complaints internally
- Refers people to an alternative contact if the MPIO has a conflict of interest
- Refers people to external support services where appropriate, including counselling or wellbeing support

Confidentiality

- Keeps all information shared with them confidential — including the fact that a person has approached them
- Shares information only on a strict need-to-know basis and in accordance with legal obligations

6A.2 What the MPIO does NOT do

The MPIO does not:

- Investigate complaints — that is the role of the Complaints Manager (Track A) or GA/Sport Integrity Australia (Track B)
- Make findings or determine outcomes
- Act as a mediator between parties
- Represent either party as an advocate or legal representative
- Contact the respondent on the complainant's behalf without the complainant's express knowledge and consent
- Decide whether a matter is serious enough to pursue — the MPIO explains options but does not gatekeep access to the formal process
- Support both parties in the same matter — see section 6A.3
- Act where a conflict of interest exists — see section 6A.3
- Take any action that could prejudice an investigation

6A.3 MPIO conflicts of interest

The MPIO must not support both parties in the same dispute. If approached by a second person about the same matter, they must refer that person to another contact without disclosing that the first person has already made contact.

A conflict of interest exists — or may be perceived — if the MPIO has a close personal or professional relationship with either the complainant or the respondent. When a potential conflict exists, the MPIO must:

- Ask the person to describe the matter generally — without naming anyone — before any identifying details are shared.
- Assess whether a conflict exists based on the general description.
- Declare the conflict openly and explain what this means for their ability to assist.
- Offer to refer the person to the Complaints Manager, another MPIO, Gymnastics Queensland, or an external body.
- Not proceed if either party is not fully confident in the MPIO's impartiality.

6A.4 MPIO contact

MPIO email	mpio@maroochybeachgymnastics.com.au
Availability	Available to any member, participant, parent or carer, coach, volunteer or committee member. No appointment needed and no formal complaint needs to be lodged.
If MPIO unavailable or has a conflict	Complaints Manager info@maroochybeachgymnastics.com.au Gymnastics Queensland Integrity Unit integrity@gymnastics.qld.org.au

7. Guiding principles

7.1 Facilitating complaints

The Club is committed to receiving feedback and resolving complaints. People making complaints will be provided with information about the process, given accessible ways to lodge a complaint, listened to and treated with respect, and provided with reasons for decisions and any options for review.

No person will be disadvantaged for raising a concern in good faith. Anonymous complaints will be accepted where sufficient information is provided, noting that limited information may restrict the Club's ability to investigate.

7.2 Objectivity and fairness

All complaints will be managed with integrity, in an equitable, objective and unbiased manner.

- The person handling a complaint must not be the person whose conduct is being complained about
- Internal reviews must be conducted by a person other than the original decision-maker.
- All complaints will be assessed on their merits

If a potential conflict of interest is identified, the person concerned must declare it to the Complaints Manager immediately.

Where the subject of a complaint is the Club Manager or Complaints Officer, the matter must be directed to the Committee President, who will arrange for an independent person to manage it. Where the subject is a committee member, the remaining committee members will manage the process or appoint an independent person.

7.3 Timeliness

Stage	Commitment
Initial contact	Where practicable, within 24 hours of receipt — particularly where the complainant appears distressed or the matter is urgent
Acknowledgement	Written acknowledgement within 2 business days of receipt
Initial assessment	Within 5 business days — complainant notified of category, process and expected timeline. Note: matters involving child safety, abuse, grooming, sexual misconduct, criminal conduct or significant harm require immediate escalation — the 5-business-day window does not apply.
Resolution target	Within 14 business days for straightforward matters
Complex matters	Complainant notified promptly if 14-day target cannot be met, with revised estimate and reason
Final outcome	Communicated in writing to complainant and respondent at case closure

Where a matter is referred to GA, GQ or Sport Integrity Australia, their own timeframes under the CDDP apply.

7.4 Confidentiality

The identity of complainants and the content of complaints will be protected where practical and appropriate. Personal information will only be disclosed as permitted under the Privacy Act 1988 (Cth), the Queensland Information Privacy Act 2009, and any applicable confidentiality obligations.

Confidentiality obligations do not prevent the Club from making mandatory disclosures required by law, or from referring a matter to GA, GQ, Sport Integrity Australia, Child Safety Services Queensland or police.

7.5 Managing unreasonable conduct

Where a person behaves unreasonably in their dealings with the Club — in ways that unreasonably affect staff, resources or the efficient management of other complaints — the Club may take reasonable steps to manage that conduct, consistent with the principles of fairness and accessibility.

7.6 Procedural fairness

Consistent with section 47A of the Associations Incorporation Act 1981 (Qld), any person who is the subject of a complaint under this Policy is entitled to:

- Be informed of the substance of the allegations relevant to them, in sufficient detail to enable a meaningful response
- Be given a reasonable opportunity to respond to those allegations before any decision is made
- Have any actual, perceived or potential conflicts of interest in the complaint process identified and appropriately managed

These entitlements apply to all formal complaint processes under this Policy. They do not prevent the Club from taking interim protective measures where required for child safety — see section 8.4A.

8. Complaint handling procedure

8.1 Five key stages

Stage	Name	Description
Stage 1	Receipt	Complaint received and recorded in the complaints register. Unique reference assigned. Document: contact details, issues raised, outcome sought, any support needs.
Stage 2	Acknowledgement	Written acknowledgement sent within 2 business days. Confirms receipt, reference number, name of person managing the complaint, and expected process.
Stage 3	Initial assessment	Within 5 business days (Track A): determine scope; assess seriousness, urgency and complexity; identify conflicts of interest; determine resolution pathway. For matters involving child safety, abuse, grooming, sexual misconduct, criminal conduct, significant harm or immediate risk: immediate escalation required — refer to external authority without delay. The 5-business-day window does not apply.
Stage 4	Decision / response	Complaint resolved through informal resolution or formal investigation. Complainant kept informed. Findings documented. Outcome communicated to both parties in writing.
Stage 5	Closure and review	Complaint closed and recorded. Outcome implemented and monitored. Register reviewed periodically for trends and continuous improvement.

8.2 Three levels of complaint handling

Level	Type	Description
Level 1	Frontline resolution	Resolved at first point of contact. Staff are empowered to address concerns promptly and informally. Details recorded in the register.
Level 2	Internal review	Escalated to a more senior officer. Includes assessment, possible investigation, and facilitated resolution. Reviewed by a person not connected with the original decision.
Level 3	External review / NIF referral	Where internal resolution is not possible, or where the matter involves NIF Prohibited Conduct, the complaint is referred to Gymnastics Queensland, Gymnastics Australia, Sport Integrity Australia, or other relevant authority.

8.3 Informal resolution

Where appropriate and safe, operational complaints may be resolved informally through clarification, discussion, education, mediation or restorative process. Informal resolution will not be used where:

- A safeguarding risk to a child exists

- Prohibited Conduct under the NIF may be involved — the matter must be referred under section 4
- Breaches of laws or affiliation policies are alleged
- Serious misconduct is alleged
- Previous warnings have not resulted in improvement

8.3A When a person will not name the respondent

If a person raises a concern but is unwilling to name the respondent, the Complaints Manager or MPIO should:

- Explore the reason for their reluctance — they may fear victimisation, retaliation or not being believed
- Explain that without a name it may be difficult to take formal action, but that options remain available
- Offer to refer them to an external body — GA, GQ, SIA, police or Child Safety Services Queensland — where they may feel more comfortable disclosing
- If the matter appears serious — particularly involving a child or repeated conduct — seek advice from Gymnastics Queensland about steps available without a formal complaint
- Monitor the situation and ensure the person knows they can return at any time if they change their mind

Anonymous complaints or concerns about patterns of behaviour will still be recorded in the register and may inform future decisions about training, supervision or management.

8.4 Formal investigation

Where a formal investigation is required, the Club will:

- Provide the respondent with written notice of the allegation and a reasonable opportunity to respond
- Appoint an impartial person to assess the evidence — different from whoever conducted the initial assessment
- Consult relevant witnesses where appropriate
- Document all findings
- Communicate the outcome and any action to both parties in writing

Investigations will consider context, frequency, impact, evidence and prior conduct.

8.4A Interim protective action

Upon becoming aware of any allegation involving child safety, abuse, sexual misconduct, grooming, violence, significant misconduct or any conduct that may pose a risk to participants, MBG may implement interim risk management measures pending assessment or investigation.

The implementation of risk management measures is not a disciplinary finding and does not imply wrongdoing.

Interim protective measures may include:

- Additional supervision requirements for the person concerned
- Temporary redeployment to a role without direct contact with children or young people
- Suspension of duties or involvement in Club activities on a temporary basis
- Restrictions on contact with specific participants or groups
- Modification of duties pending the outcome of assessment or investigation

Any interim action must be proportionate to the risk identified and reviewed promptly if circumstances change. The Committee should consult with Gymnastics Queensland before imposing interim action where possible, particularly for matters with NIF implications.

8.5 Outcomes

Possible outcomes for operational complaints include:

- No action — where the complaint is not substantiated
- Explanation, clarification or apology
- Education, guidance or a behaviour agreement
- Access restrictions or supervision requirements
- Suspension or termination of membership (in accordance with the Constitution)
- Referral to GA, GQ, Sport Integrity Australia or relevant external authority

Where the respondent is an employee, outcomes will be managed under the HR Manual and applicable employment law. Findings under this Policy may also result in action under the Club's Code of Conduct, Constitution, employment policies, or the Gymnastics Australia National Integrity Framework, depending on the nature of the conduct and the applicable governance framework.

9. Accountability and learning

9.1 Complaints register

The Club will maintain a complaints register recording for each complaint:

- Date received
- Complainant (or anonymous)
- Category (Track A or Track B)
- Summary of concern
- Name of the person managing the complaint
- Key dates and actions (acknowledgement, initial assessment, resolution, closure)
- Outcome and any actions or sanctions
- Whether referred externally and to whom
- Date closed.

Where the respondent is an employee, outcomes will be managed under the HR Manual and applicable employment law.

9.2 Analysis and reporting

Regular reports to the Committee will include:

- Number of complaints received (by category)
- Outcomes of complaints
- Issues or patterns identified
- Number of matters referred externally
- Any systemic issues identified

9.3 Continuous improvement

The Club is committed to improving the effectiveness and efficiency of its complaint management system. The Committee will:

- Review the complaints register at least annually
- Identify patterns or systemic issues and implement appropriate changes
- Review following any relevant legislative or NIF policy change

This section forms part of the Club's obligations under Queensland Child Safe Standard 9 (continuous improvement).

10. External contacts and alternative avenues

Members may raise concerns directly with any of the following bodies at any time, regardless of whether they have first used the club-level process:

Body	Contact
Club MPIO	mpio@maroochybeachgymnastics.com.au
Complaints Manager	info@maroochybeachgymnastics.com.au
Gymnastics Australia	www.gymnastics.org.au — integrity/complaints section
Sport Integrity Australia	www.sportintegrity.gov.au 1800 161 361 (7am–7pm, 7 days)
Child Safety Services QLD	1800 811 810
Police	000 (emergency) 131 444 (non-urgent)
Queensland Human Rights Commission	www.qhrc.qld.gov.au

11. Acknowledgement

Participation in Club activities, and membership of the Club, constitutes agreement to comply with this Policy and all related policies, including the Gymnastics Australia National Integrity Framework. Failure to comply may result in action under the Club's governing documents or under the NIF.

Making a complaint to the Club is free of charge. Knowingly false, malicious or vexatious complaints may constitute a breach of the Code of Conduct.

Annex A — Club-level operational complaints (routine service matters only)

This Annex sets out the escalation pathway for routine Track A operational complaints — class queries, fees, scheduling, communication, program administration and facility concerns. It does not apply to NIF integrity matters, which are managed under section 4.

A.1 Scope of this Annex

This Annex applies to routine operational complaints including:

- Class scheduling, group allocation or program content queries
- Fee, payment or enrolment administration
- Facility or equipment concerns
- Communication or general member relations
- Coaching approach or feedback (where not involving Prohibited Conduct)

This Annex does not apply where the matter may involve Prohibited Conduct. If in doubt, refer to section 5 (triage) and treat the matter as Track B.

A.2 How to raise a routine complaint

Members may contact external authorities — including Gymnastics Australia, Sport Integrity Australia, Child Safety Services Queensland and police — directly at any time, without first going through the internal process. Contacting the MPIO for guidance is available but not required.

Routine operational complaints may be raised verbally or in writing. Written complaints are preferred for all but the most straightforward matters:

- By email — to the relevant contact in the escalation table below
- Via the complaints form on the Club website: www.maroochybeachgymnastics.com.au (under Member Information)
- In person — request to speak with the relevant contact

A.3 Escalation pathway

Contact point	Appropriate for	Contact
MPIO	Guidance, information or support about complaints, member protection or child safety — at any stage	mpio@maroochybeachgymnastics.com.au
Coach / Head Coach	Class queries, athlete progress, training matters, routine coaching issues	office@maroochybeachgymnastics.com.au with availability to meet. A meeting time will be arranged.
Complaints Manager	All formal complaints — triages to Track A or Track B; manages operational matters; refers NIF matters to GA/GQ	info@maroochybeachgymnastics.com.au
Committee	Complaints about the Club Manager, governance concerns, or where a conflict of interest requires the Club Manager to step aside	president@maroochybeachgymnastics.com.au secretary@maroochybeachgymnastics.com.au

If the complaint involves the Club Manager or Complaints Manager, direct it to the Committee President immediately — do not contact the Club Manager or Complaints Officer about that complaint. The MPIO can assist you to navigate this if needed.

A.4 Timeframes

The Club will apply the timeframes set out in section 7.3: acknowledgement within 2 business days; initial assessment within 5 business days; resolution target 14 business days.

A.5 Records

All operational complaints, even those resolved informally at Level 1, will be recorded in the Club's complaints register in accordance with section 9.1.

Amendment Register — v1 April 2026 to v2 June 2026

The following table records all amendments incorporated into this version of the Policy, their source and location.

Ref	Amendment	Location in Policy
1	Child safety paramount — express statement that child safety takes precedence over confidentiality, reputation and procedure; confirmation that external reporting is always permitted.	Section 1 (Purpose)
2	MPIO repositioned as support/referral resource — clarified that members may contact external authorities directly at any time without first going through the MPIO.	Section 6A (opening paragraph); Section 6A.1 (Referral); Annex A.2
3a	Serious matters escalation — new Track B (Serious safeguarding concern) row added to triage table; Stage 3 of procedure updated to require immediate escalation for serious matters. Serious matters note also added to timeliness table (section 7.3).	Section 5 (triage table); Section 8.1 (Stage 3); Section 7.3
3b	Interim risk management — Section 8.4A expanded to cover assessment phase as well as investigation; express wording added that measures are protective, not disciplinary.	Section 8.4A
4	Child disclosure guidance — new section on responding if a child makes a disclosure; confirmation that club personnel are not responsible for investigating abuse or criminal allegations.	Section 4.5 (new)
5a	NIF jurisdiction — express statement that GA/SIA may manage matters externally and that the Club will cooperate fully.	Section 4.3
5b	Procedural fairness — new section expressly recognising obligations under s.47A Associations Incorporation Act 1981 (Qld) and setting out minimum entitlements for respondents.	Section 7.6 (new)
C1	Consolidation — immediate child safety steps in Sections 5 and 8.1 now cross-reference Section 4.4 rather than restating the full sequence.	Sections 5, 8.1
C2	Consolidation — external contacts list consolidated to Section 10; other sections cross-reference rather than repeat.	Sections 4.3, 6A.1, 8.3A
C3	Consolidation — MPIO contact details consolidated to Section 6A.4; other sections cross-reference.	Sections 5, 6A.1