



# **ARAFURA DRAGONS PADDLERS CLUB Inc.**

## **Code of Conduct and Member Protection Policy**

**2015 - 2017**



## **ARAFURA DRAGONS PADDLERS CLUB Inc.**

### **CODE OF CONDUCT AND MEMBER PROTECTION POLICY 2015-2017**

#### **CONTENTS**

1. Purpose of Our Policy
  2. Who Our Policy Applies To
  3. Extent of Our Policy
  4. Club Responsibilities
  5. Individual Responsibilities
  6. Anti-Harassment, Discrimination and Bullying
  7. Inclusive Practices
    - 7.1 People with a Disability
    - 7.2 People from Diverse Cultures
    - 7.3 Sexual & Gender Identity
    - 7.4 Pregnancy
  8. What is a Breach of this Policy?
  9. Responding to Complaints
    - 9.1 Complaints
    - 9.2 Member Protection Officer
    - 9.3 Complaint Handling Process
    - 9.4 Disciplinary Measures
  10. Protection of Children
    - 10.1 Child Protection
    - 10.2 Supervision
    - 10.3 Transportation
    - 10.4 Taking Images of Children
  11. Policy Review
- 
- |               |  |
|---------------|--|
| ATTACHMENT 1: | Recommended Penalties                    |
| ATTACHMENT 2: | Working With Children Check Requirements |
| ATTACHMENT 3: | Codes of Behaviour                       |
| ATTACHMENT 4: | Reporting Forms                          |

**ARAFURA DRAGONS PADDLERS CLUB Inc.**

**CODE OF CONDUCT AND MEMBER PROTECTION POLICY  
2015-2017**

**1. Purpose of Our Policy**

The main objective of our Member Protection Policy (policy) is to maintain responsible behaviour and the making of informed decisions by participants in this club. It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from abuse. Our policy informs everyone involved in our club of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required. It also covers the care and protection of children participating in our club's activities.

**2. Who Our Policy Applies To**

Our policy applies to everyone involved in the club including committee members, administrators, coaches, officials (referees, judges, team managers), participants, parents and spectators.

**3. Extent of Our Policy**

Our policy covers unfair decisions (e.g. team selection) and actions, breaches of our code of behaviour and behaviour that occurs at practice, in the club rooms, at social events organised or sanctioned by the club (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings our club or sport into disrepute or there is suspicion of harm towards a child or young person.

**4. Club Responsibilities**

We will:

- implement and comply with our policy;
- promote our policy to everyone involved in our club;
- promote and model appropriate standards of behaviour at all times;
- respond to breaches or complaints made under our policy promptly, fairly, and confidentially;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to Dragon Boat NT

Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, child abuse) and any other issues that our state or national body request to be referred to them.

**5. Individual Responsibilities**

Everyone associated with our club must:

- comply with the standards of behaviour outlined in our policy;



- treat others with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for own actions and behaviour;
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour.

## **6. Anti-harassment, Discrimination and Bullying**

Our club opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourably because of a particular characteristic; imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or

via communication technologies such as mobile phone and computers. Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race, and marital status.

Our club takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the club (see Responding to Complaints).

## **7. Inclusive practices**

Our club is welcoming and we will seek to include members from all areas of our community.

### **7.1 People with a disability**

Where possible we will include people with a disability in our teams and club. We will make reasonable adaptations (e.g. modifications to equipment and rules) to enable participation.

### **7.2 People from diverse cultures**

We will support and respect people from diverse cultures and religions to participate in our club and where possible will accommodate requests for flexibility (e.g. modifications to uniforms).

### **7.3 Sexual & Gender Identity**

All people, regardless of their sexuality and gender identity, are welcome at our club. We strive to provide a safe environment for participation where everyone is treated fairly and with dignity and respect.

### **7.4 Pregnancy**

Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of utmost importance in their decision making



about the way they participate in our sport. We recommend pregnant women to consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation. The club recommends that in first 12 weeks of pregnancy you do not paddle, and after that you should only paddle with permission from your doctor. All pregnant paddlers should notify the coach so that any necessary modifications can be made.

## **7.5 Health and Wellbeing**

All people regardless of age are welcome at our club. All people should be aware of their own health and wellbeing, and of their own medical, physiological and psychological needs important in their decision making about the way they participate in our sport (eg heart condition). We recommend that people consult with their medical advisers, make themselves aware of the facts about their medical, physiological and psychological needs in relation to our sport, and ensure that they make informed decisions about participation. All people should declare at membership or as becomes known any chronic conditions that might adversely affect his/her health and wellbeing so that any necessary modifications can be made by the coach. All people should notify the coach and/or sweep of an urgent, unexpected and/or temporary medical, physiological and psychological circumstance that is affecting or would affect a paddling training session so that immediate action can be taken if necessary (eg. diabetic hypo or asthma attack).

## **8. What is a Breach of this Policy?**

It is a breach of this policy for any person or organisation to which this policy applies, to do anything contrary to this policy, including but not limited to:

- 8.1** Breaching the Codes of Behaviour (Attachment 3 to this policy).
- 8.2** Bringing the sport and/or the Club into disrepute, or acting in a manner likely to bring the sport and/or the Club into disrepute.
- 8.3** Failing to follow Club policies (including this policy) and procedures for the protection, safety and welfare of children.
- 8.4** Discriminating against, harassing or bullying (including cyber bullying) any person.
- 8.5** Victimising another person for reporting a complaint.
- 8.6** Engaging in a sexually inappropriate relationship with a person that they supervise, or have influence, authority or power over.
- 8.7** Verbally or physically assaulting another person, intimidating another person or creating a hostile environment within the sport.
- 8.8** Disclosing to any unauthorised person or organisation any Club information that is of a private, confidential or privileged nature.
- 8.9** Making a complaint they knew to be untrue, vexatious, malicious or improper.
- 8.10** Failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy; or
- 8.11** Failing to comply with a direction given to the individual or organisation during the discipline process.

## **8.12 Making vexatious, malicious or improper complaint.**

## **9. Responding to Complaints**

### **9.1 Complaints**

Our club takes all complaints about on and off-water behaviour seriously. Our club will handle complaints based on the principles of procedural fairness (natural justice), that is:

- all complaints will be taken seriously;
- both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- irrelevant matters will not be taken into account;
- decisions will be unbiased and fair; and
- any penalties imposed will be agreed by the committee to be fair and reasonable.

More serious complaints may be escalated to Dragon Boat NT.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority.

### **9.2 Member Protection Information Officer**

The committee will appoint a Member Protection Information Officer (MPIO) who:

- will provide an avenue for members to raise concerns and make complaints
- will wherever possible, be trained in complaint handling
- will receive complaints and give advice on options and the complaint handling process
- will refer concerns and complaints to the committee
- will advise the committee on the need to update this policy

### **9.3 Complaint Handling Process**

When a complaint is received by our club, the person receiving the complaint (e.g. President, Member Protection Information Officer, or Complaints Handler) will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;
- take notes; and
- maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:



- supporting the person complaining to talk to the person being complained about
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from our state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency
- where mediation fails to resolve the dispute, the issue may go to arbitration
- where the complaint involves a breach of the club's code of conduct, the member may be disciplined (see Disciplinary Measures below)

At any stage of the process, a person can seek advice from or lodge a complaint with an antidiscrimination commission or other external agency.

Details of the club's complaint handling process are set out in Part 8 of the club constitution.

#### **9.4 Disciplinary Measures**

Our club will take disciplinary action against anyone found to have breached this policy or made false and malicious allegations. Any disciplinary measure imposed under this policy must:

- Be applied consistent with any contractual and employment rules and requirements
- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach
- Be determined by our Constitution, By Laws and the rules of the game.

Possible measures that may be taken include:

- verbal and/or written apology;
- counselling to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any competitions, activities or events held or sanctioned by our club;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently; or
- any other form of discipline that our club considers reasonable and appropriate.

Attachment 1 sets out the penalties that would ordinarily apply for breaches of this policy. Every circumstance is different, so these penalties may be increased or decreased in a particular case in line with the nature of the breach. The penalties stated, however, give an indication of the seriousness with which various breaches are viewed.

If the committee considers that it may be necessary to take disciplinary action against a member:

- written notice will be given to the member describing the reasons and explaining the member's rights
- the written notice will give the member at least 30 days to respond
- the member's response may be in writing and/or in person
- the committee may set up a disciplinary sub-committee to investigate and make recommendations on any penalties that should apply
- the sub-committee will normally be 3 club members, however if warranted by the circumstances, non-members may be appointed
- the committee will make the final decision on any penalties
- if the member disagrees with the committee's decision, they may:
  - request the committee to review the decision. This should be done in writing within 7 days of the decision
  - appeal to a general meeting of members. This should be done in writing within 14 days of the original decision. The decision of the general meeting is final and binding on all parties. Where the appeal is unsuccessful, it is expected that the penalty imposed by the committee will be increased by 50% wherever practical (eg a period of suspension)

Details of the club's disciplinary procedures are set out in Clause 23 of the club constitution.

## **10. Protection of Children**

### **10.1 Child Protection**

The Club is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of the child and will act without hesitation to ensure a child safe environment is maintained at all times. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

The Club acknowledges that our members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport. The Club aims to continue this and to take measures to protect the safety and welfare of children participating in our sport by:

#### **10.1.1: Identify and Analyse Risk of Harm**

The Club will develop and implement a risk management strategy, which includes a review of existing child protection practices, to determine how child-safe and child-friendly the organisation is and to determine what additional strategies are required to minimise and prevent risk of harm to children because of the action of a member, volunteer or another person.

#### **10.1.2: Develop Codes of Conduct for Adults and Children**



The Club will ensure that the organisation has codes of conduct that specify standards of conduct and care when dealing and interacting with children, particularly those in the organisation's care. The organisation will also implement a code of conduct to address appropriate behaviour between children.

The code(s) of conduct will set out professional boundaries, ethical behaviour and unacceptable behaviour. (See Part B)

#### 10.1.3: Choose Suitable Employees and Volunteers

The Club will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children (in prescribed positions).

This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

The Club will ensure that working with children checks/criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law.

If a criminal history report is obtained as part of their screening process, the Club will ensure that the criminal history information is dealt with in accordance with relevant state requirements. (See Part C)

#### 10.1.4: Support, Train, Supervise and Enhance Performance

The Club will ensure that volunteers and employees who work with children or their records have ongoing supervision, support and training such that their performance is developed and enhanced to promote the establishment and maintenance of a child-safe environment.

#### 10.1.5: Empower and Promote the Participation of Children In Decision-Making And Service Development

The Club will promote the involvement and participation of children and young people in developing and maintaining child-safe environments.

#### 10.1.6: Report and Respond Appropriately To Suspected Abuse and Neglect

The Club will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

The Club will make all volunteers and employees aware of their responsibilities under respective state laws if they have suspicion on reasonable grounds that a child has been or is being abused or neglected. (See Part E)

In addition to any legal obligation, if any person feels another person or organisation bound by this policy is acting inappropriately towards a child or is breaching the code's of practice set out they may make an internal complaint. Please refer to our complaints procedure outlined in section 10 of this policy. This will explain what to do about the behaviour and how the Club will deal with the problem.

## **10.2 Supervision**

Members under the age of 16 must be supervised at all times by a responsible adult. Our club will provide a level of supervision adequate and relative to the members' age, maturity, capabilities, level of experience, nature of activity and nature of venue. If a member finds a member under the age of 16 is unsupervised, they should assume responsibility for the member's safety until the parent/guardian or supervisor can be found.

Parents must turn up on time to collect their child for reasons of courtesy and safety. If it appears a member will be left alone at the end of a training session with just one child, they will ask another member to stay until the child is collected.]

## **10.3 Transportation**

Parents/guardians are responsible for transporting their children to and from club activities (e.g. practice and regattas). Where our club makes arrangements for the transportation of children (e.g. for away or overnight trips), we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate licence for the vehicle being used and appropriate safety measures are available (e.g. fitted working seatbelts)]

## **10.4 Taking Images of Children**

Images of children can be used inappropriately or illegally. The club requires that members, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. This will preferably be via a signed permission form which state how the image will be used. We also require the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If the club uses an image of a child it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname. We will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent/guardian. We will not display information about hobbies, likes/dislikes, school, etc as this information can be used as grooming tools by paedophiles or other persons. We will only use appropriate images of a child, relevant to our sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

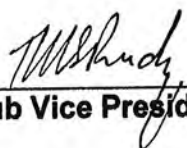


## 11.0 Policy Review

This Policy will be reviewed bi-annually to ensure that it remains relevant to club operations.

### Signature

Signed:

  
Club Vice President

Date:

26/10/2015

Signed:

  
Club Secretary

Date:

26/10/2015.

Next Policy Review Date:

October 2017.

**ATTACHMENT 1 - RECOMMENDED PENALTIES**

Misconduct	Recommended Penalty		Recommended Penalty (repeated misconduct in 12 month period)	
	Member	Coach or committee member	Member	Coach or committee member
Vilification of Individual	2 weeks suspension	4 weeks suspension	2 months suspension	4 months suspension
Vilification of officials	3 weeks suspension	6 weeks suspension	3 months suspension	6 months suspension
Minor breach of code of behaviour (as per Attachment 3)	1 week suspension	2 weeks suspension	1 month suspension	2 months suspension
Serious breach of code of behaviour (as per Attachment 3)	3 week suspension	6 weeks suspension	3+ month suspension	6+ months suspension and possible loss of accreditation

**MEANING OF KEY WORDS**

**Vilification** involves a person or organisation doing public acts to incite hatred towards, serious contempt for, or severe ridicule of a person or group of persons having any of the attributes or characteristics within the meaning of discrimination. Public acts that may amount to vilification include any form of communication to the public and any conduct observable by the public.

**Victimisation** means subjecting a person or threatening to subject a person to any detriment or unfair treatment because that person has or intends to pursue their rights to make any complaint including a complaint under government legislation (e.g. anti-discrimination) or under this Policy, or for supporting such a person.

**Suspension** means non-involvement in any activity relating to dragon boating including paddling, sweeping coaching and off-water activities..



## **ATTACHMENT 2 : WORKING WITH CHILDREN CHECK REQUIREMENTS**

Under NT law, all persons employed in child related work, either paid or as a volunteer, must hold a valid clearance notice, known as an Ochre Card, issued by the SAFE NT Screening Authority. There are penalties for failure to comply. Sports coaches, trainers, team administrators, officials and volunteers of Sporting Organisations that deal with children are included under the legislative requirements.

The Club takes seriously its obligation to ensure that all officials of the Club who work or volunteer to work with children, comply with current Northern Territory legislation.

The Club requires that people meeting all of the following criteria must be holders of a current Ochre Card:

- club officials over 15 years of age
- involved in the sport of dragon boating in any way under the jurisdiction of the Club - have direct and unsupervised contact with people under the age of 18 years.

"Officials" includes all coaches, assistant coaches, and team managers, as well as anyone who supervises or has regular unsupervised contact with members or visitors.

"Officials" excludes parent helpers, if under the direct supervision of a current Ochre Card holder.

## **ATTACHMENT 3: CODES OF BEHAVIOUR**

### **GENERAL CODE OF BEHAVIOUR**

As a member of Dragon Boat Northern Territory, a member association or an affiliated club or a person required to comply with ASC member protection policy, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by DBNT, ADPC, AusDBF and IDBF, a member association or an affiliated club and in any role you hold within dragon boat a member association or an affiliated club:

1. Respect the rights, dignity and worth of others.
2. Be fair, considerate and honest in all dealing with others.
3. Be professional in, and accept responsibility for, your actions.
4. Make a commitment to providing quality service.
5. Be aware of, and maintain an uncompromising adhesion to, standards, rules, regulations and policies.
6. Operate within the rules of the sport including national and international guidelines that govern the sport of dragon boat, the member associations and the affiliated clubs.
7. Do not use your involvement with dragon boat, a member association or an affiliated club to promote your own beliefs, behaviours or practices where these are inconsistent with those of dragon boat a member association or an affiliated club.
8. Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are an example.
9. Avoid unaccompanied and unobserved activities with persons under 18 years of age, wherever possible.
10. Refrain from any form of harassment of others.
11. Refrain from any behaviour that may bring dragon boating, a member association or an affiliated club into disrepute.
12. Provide a safe environment for the conduct of the activity.
13. Show concern and caution towards others who may be sick or injured.
14. Be a positive role model.
15. Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.

### **PADDLER'S CODE OF BEHAVIOUR**

In addition to dragon boat's General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by DBNT, AusDBF and IDBF, a member association or an affiliated club and in your role as a player/participant in any activity held by or under the auspices of DBNT, a member association or an affiliated club:

1. Respect the rights, dignity and worth of fellow players, coaches, officials and spectators.
2. Do not tolerate acts of aggression.
3. Respect the talent, potential and development of fellow players and competitors.
4. Care for and respect the equipment provided to you as part of your program.
5. Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements.
6. At all times avoid intimate relationships with your coach (excluding recognised partnerships)
7. Conduct yourself in a professional manner relating to language, temper and punctuality.
8. Maintain high personal behaviour standards at all times.
9. Abide by the rules and respect the decision of the official, making all appeals through the formal process and respecting the final decision.
10. Be honest in your attitude and preparation to training. Work equally hard for yourself and your team.
11. Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level.



### **COACH CODE OF BEHAVIOUR**

In addition to dragon boating's General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by DBNT, ADPC, AusDBF and IDBF, a member association or an affiliated club and in your role as a coach appointed by DBNT, a member association or an affiliated club:

1. Do not tolerate acts of aggression.
2. Provide feedback to players and other participants in a manner sensitive to their needs. Avoid overly negative feedback.
3. Recognise players' rights to consult with other coaches and advisers. Cooperate fully with other specialists (for example, sports scientists, doctors and physiotherapists).
4. Treat all players fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socioeconomic status and other conditions.
5. Encourage and facilitate players' independence and responsibility for their own behaviour, performance, decisions and actions.
6. Involve the players in decisions that affect them.
7. Encourage players to respect one another and to expect respect for their worth as individuals regardless of their level of play.
8. Ensure that the tasks and/or training set are suitable for age, experience, ability, and physical and psychological conditions of the players.
9. Ensure any physical contact with players is appropriate to the situation and necessary for the player's skill development.
10. Be acutely aware of the power that you as a coach develop with your players in the coaching relationship and avoid any sexual intimacy with players that could develop as a result.
11. Avoid situations with your players that could be construed as compromising.
12. Actively discourage the use of performance enhancing drugs, and the use of alcohol, tobacco and illegal substances.
13. Do not exploit any coaching relationship to further personal, political or business interests at the expense of the best interest of your players.
14. Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules.
15. Know and abide by rules, regulations and standards, and encourage players/team members to do likewise and to respect those they compete against and discourage any form of negative actions in either word or action. Accept both the letter and the spirit of the rules.
16. Be honest and ensure that qualifications are not misrepresented

### **OFFICIALS/COMMITTEE CODE OF BEHAVIOUR**

In addition to dragon boating's General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by DBNT, AusDBF and IDBF, a member association or an affiliated club and in your role as an official appointed by DBNT a member association or an affiliated club:

1. Place the safety and welfare of the players/participants above all else.
2. Accept responsibility for all actions taken.
3. Be impartial.
4. Avoid any situation that may lead to a conflict of interest.
5. Be courteous, respectful and open to discussion and interaction.
6. Value the individual in sport.
7. Be honest with members. Don't misrepresent or withhold the truth





## Contd. REPORTING FORM / RECORD OF COMPLAINT

<p>9. Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<div> <input type="checkbox"/> Harassment or    <input type="checkbox"/> Discrimination         </div> <div> <input type="checkbox"/> Sexual/sexist    <input type="checkbox"/> Selection dispute    <input type="checkbox"/> Coaching methods         </div> <div> <input type="checkbox"/> Sexuality    <input type="checkbox"/> Personality clash    <input type="checkbox"/> Verbal abuse         </div> <div> <input type="checkbox"/> Race    <input type="checkbox"/> Bullying    <input type="checkbox"/> Physical abuse         </div> <div> <input type="checkbox"/> Religion    <input type="checkbox"/> Disability    <input type="checkbox"/> Victimisation         </div> <div> <input type="checkbox"/> Pregnancy    <input type="checkbox"/> Child Abuse    <input type="checkbox"/> Unfair decision         </div> <div> <input type="checkbox"/> Other .....         </div>
<p>10. What they want to happen to fix issue</p>	
<p>11. Information provided to them</p>	
<p>12. Resolution and/or action taken</p>	
<p>13. Follow-up action</p>	