



QUEANBEYAN PLAYERS POLICY LIBRARY

COPYRIGHT POLICY

Copyright relates to anything recorded in a material form – books, journal articles, diagrams, photographs, sound and video recordings – whether in “hard” copy or in digital form.

Copyright law gives creators a range of exclusive and fair rights that permit them to be rewarded for their creative effort. The law also ensures reasonable access by users in creating exceptions to the owners’ exclusive rights.

All members are to ensure they abide by the [Copyright Act 1968](#). Reproduction of copyright material is not to happen without the express permission of the rights holders.

Members are to ensure that any photography or other materials issued for advertising through various platforms are not modified beyond fair use. Please contact the QP Committee with any further enquiries related to this policy.

This policy was last updated on **07 May 2021**.

This policy is to be reviewed bi-annually at a minimum.



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QP CODE OF CONDUCT

All members have a responsibility towards the QP organisation.

The purpose of the QP Code of Conduct is to provide members with guidance on the standards of behaviour expected of them, as members, in their dealings with fellow members and the community. The QP Code of Conduct provides a general framework of principles to be adopted by members with respect to their conduct while involved with the organisation. The QP Code of Conduct is not intended to address specific situations that may arise with respect to what is acceptable and unacceptable behaviour.

The standards of conduct required to be met under the QP Code of Conduct exist alongside the normal standards of behaviour and performance expected of members. The QP Committee may alter the QP Code of Conduct at any time. Members will be notified of any changes and must observe the QP Code of Conduct as amended.

This Code of Conduct aims to:

- Create a working environment which is free from harassment, and where everyone is treated with dignity, courtesy and respect
- Increase the awareness and understanding of what kind of behaviour or conduct constitutes harassment, and the problems associated with harassment as outlined in the QP Bullying, Harassment and Anti-discrimination Policy
- Work towards the elimination of harassment in QP activities.
- Always set and maintain appropriate standards of behaviour, which protect everyone from harassment
- Provide effective, fair, timely and confidential procedures for dealing with harassment complaints if they arise
- Ensure Queanbeyan Players complies with its legal obligations concerning harassment
- Ensure nobody is victimised or disadvantaged if they report behaviour which breaches this Code of Conduct and related policies

Standards to be observed and applied by all members:

- Treat all other members with fairness, courtesy, respect and without discrimination.
- Always act with honesty and integrity.
- Always act in a professional, responsible and diligent manner.
- Ensure to behave in a manner promoting safety, health and wellbeing at all times.



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- Do not act or speak in an inappropriate manner to fellow members, cast, crew, production and all others involved in a QP show.
- Failure to adhere to the standards outlined above may result in the Committee discontinuing your membership.
- Read and abide by the following policies:
 - Child Protection Policy
 - Bullying, Harassment and Anti-discrimination policy
 - Privacy Policy

I have read and agree to abide by the QP Code of Conduct in all my dealings with QP.

Signed:.....

Name:

Date:



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CHILD PROTECTION POLICY

Purpose

This policy is designed to:

- Ensure that Queanbeyan Players (QP) meets its responsibilities for the safety welfare and well-being of children and young people.
- Guide all members in appropriate conduct for contact with children and young people during all facets of a production.
- Provide clarity for relevant members around their legal responsibilities as mandatory reporters of harm to children and young people under section 27 of the *Children and Young Persons (Care and Protection) Act 1998*
- Specify procedures applied in the event a member is the subject of a reportable allegation.

Scope

- This policy applies to all members, production teams, cast and crew, and any other persons involved in QP activities.
- Adherence to this policy is a requirement for all members of QP under the Code of Conduct policy.
- This policy is in effect during all activities and engagements relating to QP.

Policy

Queanbeyan Players (QP) is committed to promoting the safety, welfare and well-being of children and young people to whom the organisation provides a service or with whom the organisation has contact. The safety, welfare and well-being of the child or young person is the paramount consideration in service delivery to any members or patrons under 18 years.

All persons involved in QP activities are required to conduct themselves in a manner that respects the right of all children to safety and protection from all forms of abuse and neglect. Unless there are reasonable practical obstacles to doing so, members having direct contact with a child or young person should ensure that either another QP member or other responsible adult (e.g.: parent, carer or teacher) is present at all times. It is QP's policy that all rehearsals and shows with children under the age of 16, will have a parental supervisor at all times.

Specific positions in the organisation, who will be involved in productions and/or other activities involving children, will be required to present or undergo a Working with Children check.

Risk of significant harm to children will be reported in accordance with the law. Section 27 of the *Children and Young Persons (Care and Protection) Act 1998*



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requires all members to report to the QP Committee if they suspect that a child is at risk of significant harm.

In addition, members who in the course of their duties, observe or receive information that leads them to form the belief that a child or young person is at risk of significant harm, are required to report the matter to the Committee.

Allegations of convictions of reportable conduct made against members or others will be reported and responded to in accordance with the law.

Records kept in relation to child protection matters will be maintained in separate secure storage. Access to such records will be strictly limited and controlled, and confidentiality of parties involved will be maintained.

QP will comply with the *Children and Young Persons (Care and Protection) Act 1998* for the engagement of children for events, photography or other entertainment.

For further, more detailed information and current requirements, reference should be made to the following NSW and ACT legislation:

[Child Protection \(Working With Children\) Act 2012](#)

[Child Protection \(Working With Children\) Act Regulation 2013](#)

[Children and Young Persons \(Care and Protection\) Act 1998](#)

[Commission for Children and Young People Act 1998](#)

[Children and Young People Act 2008 \(ACT\) \(as QP sometimes rehearse and perform in the ACT, we have also listed this legislation\)](#)

This policy was last updated on **07 May 2021**.

This policy is to be reviewed bi-annually at a minimum.



QUEANBEYAN PLAYERS POLICY LIBRARY

QP BULLYING, HARASSMENT AND ANTI-DISCRIMINATION POLICY

Purpose

Queanbeyan Players (QP) recognises the diversity of its members and understands that for the organisation to function in the best way, all members must be respected and valued. As such QP endeavours to provide workers with a safe, respectful, inclusive and flexible work environment free from all forms of discrimination, harassment, sexual harassment and bullying.

All QP members and others involved in QP activities are required to treat others with dignity, courtesy and respect.

By implementing this policy, QP sets out that discrimination, harassment, sexual harassment and bullying will **not** be tolerated. Disciplinary action, up to and including termination of the engagement with QP, may be taken against members and others who breach this policy.

Scope

- This policy applies to all members, production and artistic teams, cast, crew, and any other persons involved in QP activities.
- Adherence to this policy is a requirement for all members of QP under the Code of Conduct policy
- This policy is in effect during all activities and engagements relating to QP.

Policy

Discrimination, harassment, sexual harassment and bullying are unlawful under state/territory and federal legislation. These include:

- *Sex Discrimination Act 1984* (Cth)
- *Racial Discrimination Act 1975* (Cth)
- *Disability Discrimination Act 1992* (Cth)
- *Age Discrimination Act 2004* (Cth)
- *Australian Human Rights Commission Act 1986* (Cth)
- *Fair Work Act 2009* (Cth)
- *Anti-Discrimination Act 1977* (NSW)
- *Work Health and Safety Act 2011* (NSW)

The above legislation references can be found and reviewed [here](#) (NSW) and [here](#) (Cth).

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by law, such as sex, age, race or disability.

It is unlawful to discriminate against someone because of a protected personal characteristic and this will not be tolerated at QP. Protected personal characteristics under federal discrimination law include, but are not limited to:

- A disability, disease or injury
- Parental status or status as a carer
- Race, colour, descent, national origin or ethnic background



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- Age
- Gender and gender identity
- Sexual orientation
- Religion
- Marital status
- Political opinion
- Social origin

Harassment is unwelcome and unsolicited behaviour that a reasonable person would consider to be offensive, intimidating, humiliating or threatening.

It is unlawful to harass an individual or group because of a protected characteristic (such as age, sex or race, outlined above). Harassment of any kind will not be tolerated at QP. Harassment that is not related to a protected characteristic is still inappropriate and QP will address incidents accordingly.

Harassment can be physical, spoken or written. It can include, but is not limited to:

- Intimidation, verbal abuse, repeated threats or ridicule
- Sending offensive messages by text, email or other means
- Derogatory comments
- Displaying offensive materials, pictures, comments or objects
- Ridiculing someone because of their accent or English-speaking ability
- Telling offensive jokes or making practical jokes based on a protected characteristic
- Belittling or teasing someone based on a protected characteristic
- Isolating, segregating or humiliating someone based on a protected characteristic.

Sexual harassment is any form of unwelcome behaviour of a sexual nature, which could be expected to make a person feel offended, humiliated or intimidated.

It is unlawful for a member to engage in sexual harassment, or encourage or allow another member to do so. Sexual harassment will not be tolerated at QP.

Sexual harassment can be physical, spoken or written. It can include, but is not limited to:

- Staring or leering at a person or parts of their body
- Excessive or unwelcome familiarity or physical contact, such as touching, hugging, kissing, pinching, massaging and brushing up against someone
- Suggestive comments, jokes, conversations or innuendo
- Insults or taunts of a sexual nature or obscene gestures
- Intrusive questions or comments about someone's private life
- Displaying or disseminating material such as posters, magazines or screen savers of a sexual nature
- Making or sending sexually explicit phone calls emails or text messages
- Inappropriate advances on social networking sites
- Accessing sexually explicit internet sites in the presence of others
- Unwelcome flirting, requests for sex or repeated unwanted requests to go out on dates



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- Inappropriate or unwanted gifts
- Behaviour that may also be considered to be an offence under criminal law, such as physical or sexual assault, indecent exposure, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour at the time, does not mean that they are consenting to the behaviour.

Behaviour can still be considered to be sexual harassment even if:

- It is a one-off incident;
- The person engaging in the behaviour did not intend to humiliate, intimidate or offend;
- Other people are not offended by the behaviour
- The behaviour was previously an accepted practice.

All incidents of sexual harassment – no matter how big or small or who is involved – should be reported to the Committee and/or Production Team (refer to the Complaints Handling Procedure)

What is not sexual harassment?

Where members engage in consensual, welcome and reciprocated behaviour, this is not sexual harassment. However, appropriate professionalism is expected of all members at all times, including in relation to members engaging in consensual behaviour.

Bullying is where an individual or group of individuals **repeatedly behave unreasonably** to another person or group of persons, which creates a **risk to health and safety**.

It is unlawful for a member to engage in bullying, or encourage or allow another member to do so. Bullying will not be tolerated at QP.

Bullying does not need to be intentional to be unlawful. Whilst one-off incidents of unreasonable behaviour may not be considered bullying, they are still inappropriate and may constitute discrimination or harassment.

Bullying can take many forms. It can be physical, spoken, written, overt or covert. Behaviours that may constitute bullying include, but are not limited to:

- Physical intimidation or abuse;
- Aggressive or intimidating conduct or threatening gestures;
- Manipulation, intimidation or coercion;
- Threats, abuse, offensive language, shouting or belittling;
- Innuendo, sarcasm and other forms of demeaning language;
- Ganging up;
- Public humiliation or belittling;
- Initiation activities;
- Practical jokes, teasing, or ridicule;
- Isolation, exclusion or ignoring people;
- Inappropriate blaming;
- Inappropriate emails/pictures/text messages;



QUEANBEYAN PLAYERS POLICY LIBRARY

- Unreasonable accusations or undue unconstructive criticism;

Victimisation is **subjecting or threatening to subject someone to a detriment** because they have made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, harassment, sexual harassment or bullying.

It is also victimisation to threaten someone (such as a witness) who may be involved in an investigation of a complaint.

It is unlawful to victimise another person. Victimisation will not be tolerated at QP.

Victimisation is a very serious breach of this policy and is likely (depending on the severity and circumstances) to result in formal disciplinary action against the perpetrator. The perpetrator may also be subject to legal proceedings under anti-discrimination or criminal law.

Vilification is **any public act that incites hatred, serious contempt, or severe ridicule** against another person or group of people due to their race (including ethno-religious origin), homosexuality, transgender status and HIV/AIDS status.

Vilification will not be tolerated at QP and is against the law in NSW and the ACT.

It is also unacceptable for members at Queanbeyan Players to talk with other members, suppliers, extended family or friends, or the media about any complaint of discrimination, harassment, sexual harassment or bullying that is the subject of a current complaint or investigation other than on a 'need to know' basis.

Breaching the confidentiality of a current complaint or investigation or inappropriately disclosing personal information obtained in the course of a complaint or investigation is a serious breach of this policy and may lead to formal disciplinary action.

Those directly involved in a complaint (i.e. complainant and respondent) are entitled to seek personal and professional support, and seeking of such support (for example, from someone who has knowledge of the complaint) is not considered a breach of confidentiality.

All members are entitled to:

- Involvement in QP activities free from discrimination, harassment, sexual harassment and bullying;
- The right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised;
- Request to have a support person (e.g. another member, friend, family member or other representative) present during the complaints process;
 - All members must:
 - Comply with the standards of behaviour outlined in this policy, the Code of Conduct and other related policies;
 - Treat everyone with dignity, courtesy and respect at all times;
 - Where appropriate, offer support to people who experience discrimination, harassment, sexual harassment and bullying, such as providing information about how to make a complaint;
 - Avoid gossip about historical matters or matters that are subject of a current complaint or investigation;
 - Respect the confidentiality of complaint resolution procedures;



QUEANBEYAN PLAYERS POLICY LIBRARY

- Where applicable, assist and cooperate in the investigation of complaints made under this policy;
- Take bystander action (if safe to do so) if they see or hear about discrimination, harassment, sexual harassment or bullying in the workplace.

In addition to the responsibilities of members, personnel in production teams and the Committee (e.g. producers, directors and other production team, stage managers, child supervisors,) must also:

- Model appropriate standards of behaviour;
- Take steps to raise awareness of members to their obligations under this policy, the Code of Conduct and other related policies, and the law;
- Treat all incidents seriously and take immediate action where a complaint is made;
- Inform a complainant that they can raise the matter with police, if the allegations are of a criminal nature and that the complainant will be provided with appropriate support to do so;
- Act fairly to resolve issues and enforce behavioural standards, making sure relevant parties are heard;
- Where appropriate, help members resolve complaints informally;
- Refer formal complaints about breaches of this policy to the Committee for investigation;
- Use their best endeavours to prevent members who raise an issue or make a complaint from being victimised and taking steps to address the issue where it occurs;
- Provide members (including bystanders) with information about the support available to them.

Furthermore Committee Members must:

- Monitor the effectiveness of this policy, the Code of Conduct and other related policies;
- Review and update the information within the policy, the Code of Conduct and other related policies so that it remains relevant;
- Promote this policy, the Code of Conduct and other related policies throughout QP

In order to promote a safe, equitable and respectful organisation, QP encourages all members to take appropriate action (in accordance with this policy) if they witness or hear about discrimination, harassment, sexual harassment and bullying.

- **See:** Know where the line is. If you see or hear something that makes you feel uncomfortable, don't ignore it.
- **Talk:** It takes courage to speak up. Talk with the production team, your fellow members or with the person who is crossing the line.
- **Support:** Don't underestimate the power of support. It can help a victim stand up and take action.

If a member engages in discrimination, harassment, sexual harassment, bullying, vilification or victimisation, or otherwise breaches this policy, they may be subject to disciplinary action which may lead to the termination of their membership or engagement with QP.

QP strongly encourages any member or other persons involved in QP activities who believes they have been discriminated against, harassed, sexually harassed, bullied, victimised or vilified to report this behaviour to the Committee and/or Production Team, as outlined in the Complaints Handling Procedure.

Any member or other persons involved in QP activities who has witnessed unlawful discrimination, harassment, sexual harassment or bullying is encouraged to report the complaint to the Committee or to the Production Team.



QUEANBEYAN PLAYERS POLICY LIBRARY

A complaint can be dealt with formally or informally depending on the circumstances. Whether a matter is dealt with informally or formally will depend on the nature of the incident.

Where a complaint is made, QP may have an obligation to deal with the complaint even if the person making the complaint decides that they do not wish to pursue the complaint or does not want to deal with the matter formally. In some situations, it may be appropriate to address a complaint without identifying a particular individual, such as by providing training to all workers.

QP encourages the reporting of behaviour that a member genuinely believes to be discrimination, harassment, sexual harassment, bullying, vilification or victimisation. Further a member will not be disadvantaged or treated unfairly for dealing with discrimination, harassment, sexual harassment, bullying, vilification or victimisation in accordance with this policy.

However, if a complaint is found to be frivolous, vexatious or malicious, then appropriate disciplinary action (which may lead to termination of membership) may occur against the complainant. Examples of frivolous, vexatious or malicious complaints include, but are not limited to:

- Fabricating a complaint;
- Making a complaint for the malicious purpose of deliberately harming someone;
- Seeking to re-agitate issues that have already been addressed or determined; and
- Making a complaint that the complainant does not genuinely believe to be true.

QP reiterates that discrimination, harassment and bullying are not tolerated in the organisation, and the health and well-being of those involved in QP productions is of the utmost priority.

QP sometimes rehearses and performs in the ACT, and will therefore follow the ACT legislation as required – more information can be found [here](#)

This policy was last updated on **07 May 2021**.

This policy is to be reviewed bi-annually at a minimum.



QUEANBEYAN PLAYERS POLICY LIBRARY

PRIVACY POLICY

Queanbeyan Players (QP) respects an individual's rights to privacy, and manages the personal information it collects, uses, holds and discloses in accordance with the [Australian Privacy Principles under the Privacy Act 1988](#).

Personal information: Personal information is information or an opinion about an identified or reasonably identifiable individual (or a person who is 'reasonably identifiable') Personal information can be:

- true or false
- verbal, written or photographic, or
- recorded or unrecorded

Types of personal information we collect and hold: Consistent with and for the purpose of day to day required activities and health and safety, QP may retain for example, an individual's name, address & contact details, date of birth, gender, and medical information. QP may request information defined as "Sensitive" in specific circumstances; however it is the right of the individual as to whether they disclose this information.

Purposes for which we hold, use and disclose information: We won't use or disclose personal information for any secondary purpose, unless that secondary purpose is related to the primary purpose for which we have collected that information, and you would reasonably expect the disclosure in the circumstances, or unless you consent to that use or disclosure.

The purposes for which we hold, use and disclose information can include:

- Conducting our business, for example completing our transactions with you, health and safety (i.e.: allergens or other medical concerns), advertising (name and contact details)

Security of personal information: Personal information is stored in either electronic or hard copy form. We take steps to ensure that all personal data we collect is held in an appropriately secure format and protected from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

Please direct all request for access and correction to The Committee.

More information on Privacy requirements for community non-for-profit organisations can be found [here](#).

This policy was last updated on **07 May 2021**.

This policy is to be reviewed bi-annually at a minimum.



QUEANBEYAN PLAYERS POLICY LIBRARY

QP COMPLAINTS HANDLING PROCEDURE

Purpose

This procedure outlines how Queanbeyan Players (QP) will deal with a complaint regarding discrimination, harassment, sexual harassment, bullying, vilification or victimisation.

Queanbeyan Players encourages any person who believes they have been subjected to or have witnessed a person being subjected to discrimination, harassment, sexual harassment or bullying to report the behaviour to the Committee or Production Team.

Scope

- This policy applies to all members, production and artistic teams, cast, crew, and any other persons involved in QP activities.
- Adherence to this policy is a requirement for all members of QP under the Code of Conduct policy
- This policy is in effect during all activities and engagements relating to QP.

Who can raise a complaint?

Any person can raise a concern or complaint if they believe there has been a breach of Queanbeyan Players' Bullying, Harassment and Anti-Discrimination Policy. A breach of the Child Protection Policy will be handled as per the legislative requirements outlined in *Children and Young Persons (Care and Protection) Act 1998* and *Children and Young Persons (Care and Protection) (Child Employment) Regulation 2015*.

A complaint may be raised by a person who is experiencing or is a witness to discrimination, harassment, sexual harassment or bullying.

This Complaints Handling Procedure only applies to complaints raised concerning a breach of Queanbeyan Players' Bullying, Harassment and Anti-Discrimination Policy.

How to raise a complaint

Members or persons should raise any concerns or complaints with a Committee Member and/or Production Team Member. If a person is not comfortable in raising an issue with the Committee or Production Team member, they may engage a support person to do so. However, the person involved must understand they may need to provide evidence either verbally or written in the course of an investigation, if needed.

If members do not feel comfortable raising a complaint with the above, they could also seek independent legal advice or raise the complaint with one of the following organisations:

- Australian Human Rights Commission
- Anti-Discrimination Board of New South Wales
- The police (if the allegations are of a criminal nature such as physical or sexual assault, some instances of sexual harassment)

While members may choose to raise a concern or complaint with one of the organisations listed above, it is QP's preference that any concern or complaint is raised internally with the appropriate person in the first instance, so that it can be addressed as soon as possible.



QUEANBEYAN PLAYERS POLICY LIBRARY

Members may raise concerns or complaints verbally or in writing. Depending on the nature of the complaint, the Committee may ask the complainant to document the complaint in writing (e.g. in an email or using QP's complaint form).

Confidentiality

When a complaint is raised, QP will maintain confidentiality to the maximum extent possible, taking into account its obligation to provide a safe environment and to afford natural justice to those against whom a complaint is made (respondent).

Members who are directly involved in a complaint or an accompanying investigation (whether as a complainant, respondent, witnesses or support person) must maintain confidentiality. A failure to do so may result in disciplinary action.

Natural justice and impartiality

Where an allegation is made against another person, that person is entitled to be afforded natural justice – a right to have their side of the story heard and respond to those allegations.

When a complaint is raised, QP will appoint someone (internal or external to the organisation) to investigate the complaint. This person will collect and consider all relevant evidence before making a determination.

Complaints Persons are to remain impartial, as far as is reasonably practicable.

No victimisation

Victimisation means adversely treating a member who has raised a complaint or has assisted someone in raising a complaint.

Victimisation is unlawful and will not be tolerated at QP. Any incidents of victimisation should be immediately reported to the Committee or Production Team.

A member who makes a complaint under this procedure will be treated with respect and the matter will be dealt with in the strictest confidence possible. QP will take all reasonable steps so that no member is treated poorly, victimised or disadvantaged as a result of:

- Making or intending to make a complaint;
- Providing information as a witness; or
- Providing support to a person who has made a complaint.

Availability of a support person

A participant in an investigation may wish to have a support person present during the process, such as another member, a friend, family member or other representative. The support person should not be a party to the complaint or a witness to the behaviour that is the subject of the complaint.

A support person's role is to provide emotional support; they should not act as an advocate or speak for the participant. A support person is required to keep all details of the complaint and investigation confidential.

The participant should notify the Committee, as soon as practicable, if they would like to have a support person present during an investigation. Reasonable efforts will be made to accommodate the availability of a participant's support person. However, if the support person's availability



QUEANBEYAN PLAYERS POLICY LIBRARY

unreasonably delays the formal complaint process, the participant will be advised to nominate another support person.

If a participant does not request to have a support person present during meetings, this should be recorded as well as whether the participant was offered a support person.

Deciding the most appropriate course of action

If a member believes they are experiencing discrimination, harassment, sexual harassment or bullying, and they feel comfortable doing so, they may wish to deal with the situation themselves – that is, the member tells the other person(s) that the behaviour is unreasonable or unacceptable, they are offended by the behaviour and want it to stop.

In many cases, while it may be uncomfortable raising the issue directly with the person(s) concerned, explaining why the behaviour is unwelcomed and asking for it to stop will be sufficient, particularly if the person(s) was/were unaware of the impact of their behaviour.

If a member's concerns remain unresolved or the member is not comfortable dealing with the situation themselves, the concern or complaint can be raised with the Committee and/or the Production Team.

Once a concern or a complaint has been raised, the Committee will outline to the complainant the options available for dealing with the concern or complaint. Options include following QP's internal informal or formal procedure, or raising the complaint with an external agency such as the Australian Human Rights Commission, Fair Work Commission, or the police if the allegations are of a criminal nature.

Informal procedures emphasise resolution rather than factual proof or substantiating a complaint. **Formal procedures** focus on proving whether a complaint is substantiated. A formal complaint procedure will be more appropriate where the alleged behaviour is of a serious nature and, if substantiated, would lead to disciplinary action (e.g. termination of membership).

It will not always be appropriate for the complainant to determine whether to use the informal or formal complaint procedure. For example, QP may determine that the nature of the complaint is serious and warrants a formal investigation.

It is important to note that a member cannot 'own' a complaint. QP recognises that sometimes a member may wish to inform QP of an issue or concern but not wish for QP to take any action in relation to the issue or concern. However, when QP is made aware of an issue, it may have a duty of care to act, regardless of whether or not a member has made a formal complaint, as other member's may be at risk.

Complainants wishing to remain anonymous

Where the complainant advises they wish to remain anonymous, QP will seek to establish why the complainant does not want their identity disclosed. QP will use its best endeavours to manage the complainant's concerns, while ensuring there is an appropriate balance in fairness to all parties concerned. In some cases, it will not be possible for the complainant to remain anonymous due to the right of the respondent to natural justice and to know the nature of the allegation(s) being made against them. While the complainant's wishes will be taken into account, they do not determine whether or how the complaint should be investigated. That is the responsibility of QP.

Dealing with complaints which may constitute a criminal offence

Some instances of unlawful conduct can also be criminal offences, including physical assault, sexual assault, stalking or cybercrime, which is where a carriage service is used to menace, harass or cause offence. This can include conduct that occurs over the phone, in text messages or online.



QUEANBEYAN PLAYERS POLICY LIBRARY

Where a member considers that the conduct involves a criminal offence, QP will provide appropriate support to the worker to report the matter to the police. In situations where QP becomes aware of or has reasonable grounds to believe that a criminal offence has been committed against a child or young person, QP has an obligation to, and will, report the matter to the police or relevant authority.

Under Work Health and Safety laws, QP also has an obligation to notify the relevant regulator of certain types of incidents.

If a complainant does not wish to report the matter to the police, QP will:

- respect this decision, unless QP is required to report the incident;
- enquire whether the complainant would like access to further support
- If appropriate, consider whether it is necessary to implement any changes to the environment provided to the member
- Deal with the complaint consistent with the procedures outlined in this section.

Reporting

Where a member raises concerns with QP and it is determined by QP that no action is required, as the situation has already been resolved or adequately dealt with, QP may record details of the concerns. The Committee will record essential information about the incident in a report including:

- time, date, location of the alleged incident;
- nature of the alleged incident;
- the people involved;
- what action was taken to resolve the alleged incident;
- why no further action was considered necessary; and
- that the matter was not investigated and no findings were made in relation to the alleged conduct.

If QP becomes aware of an incident (e.g. unusual tension in the rehearsal room) and believes it is necessary, an incident report may be prepared.

QP will only use this option if the incident is not serious and does not pose an immediate health and safety risk to workers.

Informal complaint procedure

There is no one-size-fits-all response to deal with complaints informally. The most appropriate response for dealing with complaints informally will depend on each individual circumstance and the nature of the complaint.

When will a complaint be dealt with informally?

QP may decide to deal with a complaint informally if:

- the complaint is of a less serious nature and can be most effectively dealt with informally;
- The Committee considers the complaint can be most effectively dealt with informally and the complainant agrees;
- the complainant requests that the matter be dealt with informally and the QP Committee (queanbeyanplayersinc@gmail.com) considers this appropriate; and
- the complaint has arisen from a misunderstanding or lack of, or unclear, communication.



QUEANBEYAN PLAYERS POLICY LIBRARY

How will a complaint be dealt with informally?

Informal ways of dealing with complaints will emphasise resolution rather than factual proof or substantiating of a complaint and can include, but are not limited to the following actions:

- A direct private discussion is held or mediated between the complainant and the respondent (where the parties agree to participate);
- An impartial third person conveys information between those involved;
- An impartial third person helps those involved to talk to each other and find a resolution;
- A complaint is made, the respondent admits the behaviour, investigation is not required, and the complaint can be resolved through conciliation or counselling;
- The complainant wants to deal with the situation themselves but may seek advice on possible strategies from the Committee or Production Team;
- The complainant asks the Committee or Production Team to speak to the respondent on their behalf – they privately convey the complainant’s concerns and reiterates QP’s policy to the respondent without assessing the merits of the case; or
- A by-stander observes unacceptable conduct and takes action even though no formal complaint has been made.

An informal complaint may also be dealt with without individually identifying a respondent. Informal ways of dealing with the complaint can also include collective actions such as:

- Providing a refresher induction to all members;
- Redistributing and again explaining the policies;

In some instances, QP may engage an independent mediator.

The Committee will document steps taken to address and resolve a complaint using an informal process.

An informal process may be formalised at any point where the Committee considers it appropriate, particularly where an informal process has been ineffective or new information is received.

Steps involved in a formal complaint and investigation

The usual process for dealing with formal complaints is set out below. However, where it is considered appropriate to do so, QP may alter the process and advise the complainant of the new complaint handling and investigation process.

As part of a formal complaint process, QP will appoint an impartial (‘outside’) person to investigate the complaint (Complaints Person).

Please note that QP will use its best endeavours to adhere to the timeframes outlined in this procedure. If changes to the timeframes need to be made, QP will advise the complainant and respondent of these changes.

Step 1: Obtain information from the complainant

As soon as practicable but within one week of receiving the complaint, the appointed Complaints Person will contact the complainant to better understand the complaint and obtain any additional information. At this time, the Complaints Person will also:

- Provide or confirm that the complainant has received a copy of QP’s Bullying, Harassment and Anti-Discrimination Policy and Complaints Handling Procedure;
- Provide information about the complaint process, potential outcomes, options for assistance/support and protections from victimisation;



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- Ensure the allegations are documented in writing, either by the complainant or the Complaints Person;
- Explain that the process is confidential, what this means and why it is important;
- Explain what records of the complaint will be kept, for how long and where;
- Explain the action that may be taken if the complaint is found to be vexatious or malicious; and
- Ask the complainant to provide relevant documents or details of witnesses that may support the allegations.

Where there is a concern about supporting information being destroyed or compromised, the Complaints Person should try to obtain this information before taking any further action.

Step 2: Advise the respondent about the complaint

As soon as practicable but within one week after receiving all necessary information from the complainant and understanding the scope of the complaint, the Complaints Person will inform the respondent that a complaint has been made. The Complaints Person will provide the respondent with details of the allegations, and if the Complaints Person considers it appropriate and necessary to do so, supporting information. The allegations may be provided to the respondent either in writing or verbally.

When the Complaints Person informs the respondent of the complaint, the Complaints Person will also:

- Provide or confirm that the complainant has received a copy of QP's Bullying, Harassment and Anti-Discrimination Policy and Complaints Handling Procedure;
- Confirm that the respondent will be given the opportunity to respond to the allegations;
- Provide information about the complaint process, potential outcomes and options for assistance/support;
- Explain that the process is confidential, what this means and why it is important;
- Explain what records of the complaints will be kept, for how long and where;
- Explain that it is unacceptable to victimise someone who has made a complaint.

If it is considered necessary to the investigation, QP may direct either the respondent or the complainant or both to remain away from rehearsals and not be involved in QP activities. Where QP does not direct the parties to remain away from work, QP may monitor the interactions between the complainant and the respondent to identify whether there are any issues that need to be addressed.

Step 3: Provide the respondent with the opportunity to respond to the allegation(s)

The respondent will be provided with an opportunity to respond to the allegation(s). This will normally occur within five (5) days of the respondent being notified of the allegation(s).

The Complaints Person will document the information obtained from the respondent, if it is not provided in writing, and the respondent will be asked to review and confirm the accuracy of the information.

Step 4: Interview any relevant witnesses

If the Complaints Person considers it necessary or appropriate, they will interview any relevant witnesses to the alleged conduct. To maintain confidentiality, witnesses should only be advised of the nature of the investigation insofar as it relates to them providing accurate and truthful evidence.

Step 5: Clarify contradictory or new evidence



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If new or contradictory evidence comes to light during the investigation, the Complaints Person will hold further discussions with the respondent and/or complainant to clarify information.

If either the respondent or complainant disputes any of the new or contradictory evidence, the Complaints Person may:

- Seek further information from the respondent and/or complainant;
- Seek further statements/information from any witnesses; and
- Gather any other relevant evidence.

The Complaints Person may continue to seek additional information or clarification from the respondent, complainant or witnesses on any outstanding matters until the Complaints Person is satisfied that there is no additional evidence to be collected or no further clarification is required.

Step 6: Assess the evidence and make a determination

The Complaints Person will assess the information and evidence gathered and form an opinion about the complaint. The Complaints Person may find one of the following:

- The complaint is substantiated;
- The complaint is not substantiated; or
- It is not possible to make a conclusive finding about whether discrimination, harassment, sexual harassment and/or bullying occurred.

The Complaints Person's findings and the standard of proof in the investigation are based on 'the balance of probabilities' – which means it is more likely than not that the conduct occurred.

If the respondent confirms the alleged conduct occurred, the Complaints Person should provide the respondent with the opportunity to comment on any proposed decision and outcome before a final decision is made.

Where the complaint is substantiated, the Complaints Person may recommend disciplinary action. If the Complaints Person identifies an area that could be improved to reduce or avoid such complaints in the future, the Complaints Person may recommend that QP consider implementing those improvements.

Step 7: Notify the complainant and respondent of the outcome

As soon as practicable and within one week of being notified of the Complaints Officer's determination, the Committee will notify the complainant and the respondent of the outcome of the complaint. A copy of the decision will be placed on file.

Variation to the timeframe

There may be occasions, when having regard to the complexity of the facts and the seriousness of the allegations, that the process takes longer or there is a departure from the process.

If the timeframes for the investigation are likely to differ greatly from those outlined above, the complainant and the respondent will be informed of this during the course of the investigation. However, QP will take all practicable steps to undertake and conclude investigations in a timely way.

Outcomes from the investigation

Substantiated complaints

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Last Updated – 07 May 2021



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Where the complaint is substantiated, the decision-maker will make a decision on the appropriate action to take, based on the Complaints Person's findings.

Outcomes of a formal investigation can include any combination of the following:

- Re-education on all QP policies and procedures;
- Formal written warning;
- Termination of membership
- QP facilitating a meeting between the complainant and the respondent to attempt to resolve the matter by direct discussion;
- Developing a process for 'moving forward';
- Regular monitoring of behaviour;
- A commitment by the respondent to change the behaviour or conduct that was the subject of the complaint;
- An apology.

The most appropriate outcome in each case will depend upon factors such as:

- The severity and frequency of the conduct;
- The weight of the evidence against the respondent;
- The wishes of the complainant (however this will not be singularly determinative of the matter);
- Whether the respondent has been given any prior warnings for the same or similar conduct; and
- Education previously provided to the respondent, specifically related to the subject matter of the complaint.

The disciplinary procedure will be applied in a manner that is consistent, clearly explained, fair and proportionate.

Unsubstantiated complaints

Where allegations have not been admitted or substantiated, QP may decide to take some action as a result of the complaint. For example, QP may:

- Re-issue the QP Bullying, Harassment and Anti-Discrimination Policy, the code of conduct and other related policies to all members.

Dealing with complaints that involve persons from another organisation

Members should not be deterred from raising complaints with QP that involve a person from another organisation while engaged with QP. The Committee will explain the options available to deal with the complaint.

If the Committee deems that the matter requires further action, QP will raise the matter with an appropriate representative from the other organisation. QP will work with the other organisation and determine an appropriate response to the deal with the complaint – either informally or formally, and consistent with the complaints handling policies and procedures of both organisations.

Frivolous, vexatious or malicious complaints

QP encourages the reporting of behaviour that a worker genuinely believes to be discrimination, harassment, sexual harassment or bullying. Further, any such member must not be disadvantaged or treated unfairly for making a complaint.

However, if a complaint is found to be frivolous, vexatious or malicious, then appropriate disciplinary action up to termination of membership may be taken against the complainant. The purpose of this is not to prevent a member from making a legitimate complaint, where they consider they have been



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subjected to discrimination, harassment, sexual harassment or bullying behaviour, but rather to prevent a member from making a complaint in order to create difficulties for another person.

Examples of frivolous, vexatious or malicious complaints include, but are not limited to:

- Fabricating a complaint;
- Making a complaint for the malicious purpose of deliberately harming another person;
- Seeking to re-agitate issues that have already been addressed or determined; and
- Making a complaint that the complainant does not genuinely believe to be true.

Additional information, support and advice

If you have a query about this procedure or would like to raise a concern or complaint, please contact the QP Committee. A copy of the complaints form can be sourced from the QP Website <https://queanbeyanplayers.com/>, or a hard copy from the Secretary.

This policy was last updated on **07 May 2021**.

This policy is to be reviewed bi-annually at a minimum.



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Auditions Policy

Queanbeyan Players Inc. (QP) Audition & Casting Policy

Purpose:

The purpose of this policy is to outline the requirements for auditioning and casting for QP productions.

Audition Process:

- Formal communications announcing open audition bookings will be called before the audition process.
- Auditions will be held at a nominated date, time and place of the Artistic Team's choosing, in agreement with the QP Committee. Reasonable effort will be made to accommodate the person auditioning's preference for audition times.
- All people who are to be auditioned will complete the QP audition form, and any supplementary documentation (i.e. Headshot) prior to the audition.
- Once auditions are completed and selections made, all auditionees will be contacted via email or phone and advised whether they are successful or not. At the **discretion of the Artistic Team**, successful and/or unsuccessful candidates who auditioned for principal roles, may be contacted via phone by the director.
- The provision of feed-back is at the discretion of the artistic team.

Audition Panel:

- The Audition Panel for a musical will usually include the following: The Artistic Team - Director, Musical Director and Choreographer. Further panel members (i.e.: Assistant Director, Production Manager, etc., may attend at the discretion of the Director). The final make-up of the Audition Panel will be discussed in advance among all panel members.
- A representative of the QP Committee, **not** on the artistic team, will also be present to ensure the audition procedures are adhered to, and to make certain fair opportunity and integrity of all auditions. The QP Representative will not be a part of the role selection process.
- The auditioning process and selection criteria are at the sole discretion of the Artistic Team.
- If call backs are necessary, the call back process is at the discretion of the Artistic Team
- Selection for role/roles in a production is at the discretion of the Artistic Team, however review and ratification of the cast by the QP Committee will be required.

Principles for Auditions:



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- Selection for a role in a QP production is done through the Audition process. Where asked, a person will come prepared to audition with material as identified by the Audition Panel.
- Where the Audition Panel has not identified specific material, the person auditioning should come prepared to present their acting/singing ability to their best advantage and, where possible, with relevance to the production.
- Auditions will be conducted at the Artistic Team's discretion.
- The Audition Panel and the person auditioning will participate in good faith in the audition process.
- The person auditioning will be given an equal opportunity to audition for a role/chorus. The person auditioning will be given the opportunity to nominate for specific role/roles. The person auditioning will be given the opportunity to take on a role for which they did not audition if, in the opinion of the Artistic Team, they are suited to that role.
- The person auditioning will have the option to decline to participate in either a role for which they auditioned or another role for which they have been selected.
- Whole production life-cycle dates and requirements, will be outlined in the audition pack. The Artistic Team reserve the right to adjust the schedule where required, within reasonable circumstances.
- Failure to attend a nominated audition time will, in general, exclude the person auditioning from the production at the discretion of the Audition Panel. However, if known in advance, QP will endeavour to reschedule the audition.

Principles for Casting:

- The Audition Panel will consider suitability of the person auditioning for specific roles in the production having regard but not limited to, acting ability, singing ability, age, gender, team work, work ethic etc. with the objective of selecting the best person for the role and the overall look and feel of the production. QP however will strive, where possible, to increase and encourage diversity and opportunity in its productions.
- All those involved in a QP production must be current financial members of QP within the first two weeks of the rehearsal period and for the duration of the production.

All QP Members, Activities & Shows:

- All QP Members, Activities & Shows must comply with all QP Policies, including QP's Child Protection Policy and Code of Conduct.

Exclusions/Exceptions:

Roles:



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- Where the Audition Panel is unable to cast role/roles due to a lack of suitable person presenting for audition, they are required to advise the President and Committee of QP and where agreed by the QP Committee, the Director may personally approach QP members or others and canvass their interest in participating in a particular role. Any potential cast will need to be ratified by the Committee as per normal procedure.

General Chorus/Ensemble:

- Where the Audition Panel considers that they require additional, non-speaking part chorus members, the Director is required to advise the QP President and Committee. The Director (with agreement from the Committee) will canvass QP members or others for interest in participating in the production as a non-speaking part chorus member and those people may be auditioned. Any potential cast will need to be ratified by the Committee as per normal procedure.

Conflict Of Interest:

- Given that QP is a community theatre organisation in a small state/territory there will be time to time, situations where certain auditionees may be a relative of an Audition Panel Member.
- In the event that a **family member** of the production team is auditioning for a **principle or major supporting role/s** in a QP production, the following procedures will apply.
 - The affected panel member may witness and participate as normal for the initial audition. The QP Representative will ensure that all procedures are followed, and the auditionee does not benefit from/or is burdened by the process any more than any other auditionee.
 - In the event of a call-back, the affected panel member may witness and participate as normal for the duration of the call back.
 - The affected panel member **will remove** themselves from the Audition Panel to allow discussion among other panel members without the influence of the affected panel member in regards to that particular role/s.
 - The affected panel member **may give** personal opinions to the rest of the Audition Panel in regards to the auditionee's performance, and may make a **recommendation for casting** the role/s.
 - The Audition Panel must reach a consensus on casting that particular role before seeking the QP Committee's ratification.

The above procedure **does not apply** to general ensemble casting.

Disputes:

- The President and Committee of QP will be advised immediately of any dispute arising from the auditioning and casting process for a production.



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- The President or delegate (if required) will contact the aggrieved party to gain a full understanding of the issue.
- Disputes will be managed in keeping with the QP Complaints Handling Procedure.

Final Casting:

- Once a cast has been ratified and successful auditionees are contacted, they are not to announce their casting prior to QP's official public announcement. This is to ensure all unsuccessful candidates have been contacted prior, and there are no surprises.

Advertising:

- Calls for open auditions to be in a QP production will be advertised in the community including but not limited to:
- The QP Web Site
- The QP Newsletter – 'Prologue'
- The QP Social Media Pages – Facebook/Instagram

This policy was last updated **06 March 2021**

This policy to is to be reviewed and updated (if required) bi-annually.