WAIKATO TOUCH ASSOCIATION

GOVERNANCE, OPERATIONS & HEALTH AND SAFETY MANUAL

Governance • Operations • Financial Management • Safety • Protection

Compiled 2026

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This manual brings together WTA's governance, operational, financial, health and safety, transport, safeguarding and disciplinary framework. Each policy retains its own approval and review record.

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Document control: The signed approval table within each policy records its formal status. Where legislation, WTA's Constitution or a binding governing-body requirement sets a higher standard, that requirement prevails.

GOVERNANCE POLICY

EXECUTIVE COMMITTEE

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operations Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	WTA Constitution; Committee Roles and Responsibilities; Governance Procedures

Constitutional priority: If this policy conflicts with the WTA Constitution or applicable law, the Constitution or law takes precedence. Quorum, elections, terms, removal and member voting must be determined under the Constitution.

1. Purpose

This policy establishes the governance standards for the Waikato Touch Association Incorporated (WTA) Executive Committee. It explains how the Executive Committee provides leadership, makes accountable decisions, oversees organisational performance and protects the interests, purpose, assets and reputation of WTA.

2. Scope

This policy applies to all officers and members of the Executive Committee. Relevant requirements also apply to General Committee members, subcommittees and other people exercising delegated governance authority for WTA.

3. Governance structure

The Executive Committee comprises the President, Vice President, Secretary and Treasurer, subject to the WTA Constitution. It provides governance leadership and oversight on behalf of WTA.

General Committee members lead designated portfolios and contribute to WTA operations and wider committee decision-making in accordance with the Constitution, approved delegations and the WTA Committee Roles and Responsibilities document.

The Executive Committee governs collectively. Individual officers do not have authority to direct staff, commit WTA, approve expenditure or make decisions unless that authority arises from the Constitution, this policy or a recorded delegation.

4. Collective governance responsibilities

- Set and monitor WTA's strategic direction, priorities and organisational outcomes.
- Ensure WTA acts consistently with its Constitution, purposes, values and legal obligations.
- Maintain a fit-for-purpose policy framework and monitor compliance with approved policies.
- Oversee WTA's financial viability, budgets, significant commitments, assets, risk and internal controls.
- Oversee health and safety, safeguarding, member wellbeing, organisational integrity and reputation.
- Appoint, support, monitor and hold accountable any senior staff or contractors who report to the Executive Committee.
- Ensure members and stakeholders receive appropriate information and that statutory and governance records are maintained.
- Monitor organisational performance and take timely corrective action where required.

5. Duties of Executive Committee members

Each Executive Committee member must meet the duties applying to officers under the Incorporated Societies Act 2022 and any other applicable law. Each member must:

- Act in good faith and in what they believe to be the best interests of WTA.
- Exercise powers for a proper purpose and in accordance with the Constitution.
- Exercise the care and diligence that a reasonable person with the same responsibilities would exercise.
- Not agree to, cause or allow WTA activities that are likely to create a substantial risk of serious loss to creditors, or obligations WTA cannot perform, contrary to law.
- Use WTA information, property, position and opportunities only for proper WTA purposes.
- Prepare for meetings, apply independent judgement, ask appropriate questions and support decisions once properly made.
- Comply with this policy, approved codes, delegations and lawful Committee decisions.

6. Governance principles

- Purpose-led: decisions advance WTA's purposes and benefit the sport and community WTA serves.
- Future-focused: the Committee balances immediate delivery with long-term sustainability.
- Evidence-informed: decisions use relevant financial, operational, legal, risk and stakeholder information.
- Inclusive and respectful: different perspectives are welcomed and considered fairly.
- Transparent and accountable: decisions, reasons, conflicts, delegations and actions are recorded appropriately.
- Collective: the Committee debates openly, decides properly and accepts shared responsibility for its decisions.
- Proportionate: governance effort, controls and reporting reflect the significance and risk of the matter.

7. Code of conduct

Executive Committee members must demonstrate ethical, lawful, respectful and professional conduct whenever acting for or representing WTA. Members must:

- Treat other members, staff, contractors, volunteers, participants and stakeholders with dignity and respect.
- Avoid bullying, harassment, discrimination, intimidation, retaliation and behaviour that may bring WTA into disrepute.
- Respect meeting processes, allow fair participation and challenge ideas without personal attack.
- Not misuse authority, seek improper advantage, favour family or associates, or use their role to obtain special treatment.
- Raise concerns honestly and through appropriate WTA processes.
- Attend and participate reliably, or give timely apologies and explanations where unable to attend.

8. Conflicts of interest

A conflict may be actual, potential or perceived, and may be financial or non-financial. Members must disclose an interest as soon as they become aware that it relates to a matter being considered by WTA.

- The Secretary or delegated officer must record the disclosure in WTA's interests register and meeting minutes.
- The non-interested decision-makers must determine how the conflict will be managed, consistently with the Act and Constitution.
- Unless participation is lawfully authorised, the interested member must not vote, sign related documents, or take part in the decision and should leave the meeting for the relevant discussion.
- Standing interests must be reviewed at least annually, but annual disclosure does not replace immediate disclosure of a specific conflict.
- Related-party payments or benefits must be lawful, reasonable, transparent, properly authorised and consistent with WTA's Constitution and financial controls.

9. Confidentiality and information use

Members must protect confidential, personal, commercially sensitive, safeguarding, employment and legally privileged information obtained through their role. Information may be disclosed only where authorised, required by law or reasonably necessary for a proper WTA purpose.

Confidential information must not be used for personal gain, shared through unauthorised channels or retained after it is no longer required. Governance records remain the property of WTA and must be stored in approved systems.

10. Decision-making

- The Committee will seek informed discussion and, where practical, consensus before deciding.
- Formal decisions must be made using the voting, quorum and meeting requirements in the Constitution.
- Members must receive information reasonably sufficient to understand the matter, risks, financial effect and proposed decision.
- Material decisions, conflicts, dissent where requested, delegations and action owners must be accurately minuted.

- Urgent decisions between meetings may occur only through a process permitted by the Constitution and must be recorded and reported at the next meeting.
- The President may exercise a casting vote only where the Constitution permits it.

11. Role of the President

The President leads the governance process and chairs general and Executive Committee meetings. The President helps set the annual Committee agenda in line with member priorities, WTA's Constitution and agreed strategy, and keeps the Committee focused on its responsibilities.

- Promote effective, fair, orderly and inclusive meetings.
- Support constitutional compliance and sound governance practice.
- Guide strategic priorities and monitor agreed progress with the Committee.
- Act as an official spokesperson where authorised and appropriate.
- Support effective relationships between the Executive Committee, General Committee and Operations Co-ordinator.
- Facilitate escalation of serious governance, legal, financial, safety or reputational matters.

The President does not replace collective Committee authority and may not make unilateral decisions outside the Constitution or an approved delegation.

12. Other Executive roles

The Vice President, Secretary and Treasurer perform the responsibilities described in the WTA Committee Roles and Responsibilities document and any further responsibilities set by the Constitution or recorded delegation. Role responsibilities support—but do not remove—the collective accountability of the Executive Committee.

13. Delegation and accountability

The Executive Committee may delegate responsibilities or authority to officers, General Committee members, subcommittees, staff or contractors where permitted. Delegations must be clear, proportionate and recorded, including scope, limits, reporting expectations and any expiry or review date.

- Delegation does not remove the Executive Committee's responsibility to supervise and monitor the delegated function.
- Delegates must act within the authority provided and promptly escalate matters outside their authority or presenting material risk.
- Individual Committee members must not direct the Operations Co-ordinator or other workers contrary to agreed reporting lines or collective decisions.
- The Committee must review material and standing delegations regularly.

14. Committee capability and performance

- Provide appropriate induction to all new Committee members, including the Constitution, duties, policies, strategy, finances, risks and role expectations.
- Maintain a balanced mix of skills, experience, diversity, community understanding and institutional knowledge.

- Budget reasonably for governance training, independent advice, assurance and audit where needed.
- Review governance performance at least annually, including meeting effectiveness, attendance, strategy oversight, conflicts, capability and follow-through.
- Use review findings to agree specific improvements, responsibilities and timeframes.

15. Concerns and breaches

A concern about a possible breach should be raised with the President. If the concern involves the President, it should be raised with the Vice President or another non-conflicted Executive Committee member. WTA will respond fairly, promptly and consistently with the Constitution, applicable policies, natural justice and law.

Responses may include guidance, mediation, training, formal warning, removal of delegation, referral to a disciplinary or dispute process, or a recommendation concerning removal from office where permitted by the Constitution or law. Serious matters may be referred to an appropriate regulator, insurer, professional adviser or enforcement agency.

16. Records, monitoring and review

- Maintain accurate minutes, an interests register, officer consents and other records required by law and the Constitution.
- Monitor outstanding governance actions, material risks, policy reviews and Committee decisions.
- Present required interest disclosures and governance information to members at the AGM.
- Review this policy at least every two years, following significant governance concerns, or when the Constitution or law changes.

17. Approval

Approved by	Waikato Touch Association Committee
Approval date	18 August 2026
Effective date	18 August 2026
Next review date	30 June 2028
Version	1.0

EXECUTIVE AND GENERAL COMMITTEE PROCEDURES

Waikato Touch Association Incorporated

Owner	WTA Executive Committee
Operational lead	Operations Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	WTA Constitution; Executive Committee Governance Policy; Committee Roles and Responsibilities

Constitutional priority: These procedures support the Constitution. The Constitution controls committee composition, elections, terms, quorum, voting, general meetings and removal from office where it addresses those matters.

1. Purpose and application

These procedures explain how the WTA Executive Committee and General Committee organise their work, prepare for meetings, make and record decisions, manage conflicts, use delegations, report on portfolios and review governance performance.

They apply to Executive and General Committee members, subcommittees and people supporting committee administration. They do not replace the Constitution or create authority beyond an approved delegation.

2. Roles and working relationships

Group or role	Procedural responsibility
Executive Committee	Provide governance leadership; determine reserved or escalated matters; oversee strategy, finance, risk, staff accountability and policy.
General Committee	Lead portfolios; contribute to wider committee decisions; report progress, risks, budgets and required decisions.
President	Set the governance agenda with the Secretary and Operations Co-ordinator; chair meetings; support fair process and escalation.
Vice President	Support the President; chair or act where the President is unavailable or conflicted.
Secretary	Coordinate notices, agendas, papers, minutes, decisions, interests and governance records.
Treasurer	Provide financial oversight and explain financial information, risks, forecasts and recommendations.
Operations Co-ordinator	Coordinate operational reporting and implementation; advise on feasibility and risk; carry out approved responsibilities within delegation.
Portfolio directors	Plan and report on their portfolios; operate within approved plans, budgets and delegations; escalate material issues promptly.

3. Annual governance work programme

At the beginning of each governance year, the Executive Committee will approve a forward work programme. It should schedule:

- Strategic-plan monitoring and annual planning.
- Annual budget approval, periodic financial review and year-end reporting.
- Health and safety, safeguarding, risk and insurance oversight.
- Policy and constitutional reviews.
- Major representative programme and event decisions.
- Staff or contractor performance and workforce matters requiring governance oversight.
- Funding, sponsorship, contracts and significant commitments.
- AGM preparation and statutory reporting.
- Committee induction, capability development and annual self-review.

4. Meeting schedule and notice

- The Committee will adopt a regular meeting schedule consistent with the Constitution and operational needs.
- The President may request an additional meeting where an urgent or significant matter cannot reasonably wait.
- The Secretary will issue meeting notice and papers with enough time for informed consideration; five working days is the normal target unless urgency requires otherwise.
- Members must advise apologies and any known conflicts as soon as possible.
- Meetings may be held in person or by an electronic method permitted by the Constitution.

5. Agenda and meeting papers

5.1 Agenda preparation

1. The Secretary seeks agenda items from members and the Operations Co-ordinator.
2. The President, Secretary and Operations Co-ordinator classify items as decision, discussion, monitoring or information.
3. The President confirms the agenda, ensuring priority is given to strategic, financial, legal, safety and material-risk matters.
4. The Secretary distributes the agenda and papers and securely retains the controlled record.

5.2 Paper requirements

A decision paper should be proportionate to the matter and normally state:

- The decision requested and recommended resolution.
- Background, purpose and alignment with strategy or policy.
- Options considered and why the recommendation is preferred.
- Financial, legal, safety, safeguarding, privacy, operational and reputational implications.
- Relevant consultation and conflicts of interest.
- Implementation responsibility, timeframe and monitoring.

Late papers: A material paper received too late for proper consideration should normally be deferred unless delay presents greater risk and the Committee agrees it has sufficient information to decide.

6. Meeting process

1. Confirm the chair, attendance, apologies and whether quorum exists under the Constitution.
2. Ask members to declare interests relating to agenda items and agree how each conflict will be managed.
3. Confirm the agenda and approve the previous minutes, including any corrections.
4. Review outstanding actions and matters arising.
5. Consider decision and monitoring items, allowing fair participation and focused discussion.
6. State each proposed resolution clearly before voting.

7. Confirm decisions, action owners, due dates, communications and any confidentiality classification.
8. Complete an in-camera session where necessary and close the meeting.

7. Quorum, participation and voting

- Quorum and voting requirements are determined by the Constitution. No formal decision may be made without quorum.
- A member present through an approved electronic method is treated in accordance with the Constitution.
- Members should prepare, participate constructively, ask questions and exercise independent judgement.
- The chair should summarise the issue and test that members understand the proposed resolution before a vote.
- Abstentions, conflicts and any requested dissent must be recorded accurately.
- A casting vote is available only if the Constitution expressly permits it.

8. Conflicts of interest procedure

1. Disclose an actual, potential or perceived interest as soon as it becomes known, before discussion or decision where possible.
2. The Secretary records the nature and extent of the interest in the interests register and meeting minutes.
3. Non-interested members decide the management response, applying the Act, Constitution and Governance Policy.
4. Unless lawfully authorised, the interested member leaves the discussion, does not vote or sign related documents, and is not counted where the law or Constitution excludes them.
5. The minutes record when the member left and returned, the management decision and the outcome.
6. Update standing declarations annually and whenever circumstances change.

Minimum rule: A general annual declaration does not replace disclosure of a specific interest in a matter before the Committee.

9. Decisions between meetings

A decision between meetings may be used only where the Constitution permits it and waiting for the next meeting is impractical. The process must:

- Provide all eligible decision-makers with the same information and proposed resolution.
- Identify and manage conflicts before participation.
- Apply the required quorum or voting threshold.
- Set a clear response deadline.
- Record votes, abstentions, the outcome and reasons.
- Enter the decision in the decision register and confirm it in the minutes of the next meeting.

Informal conversations, text messages or an individual officer's approval do not constitute a Committee decision unless the approved process is completed.

10. Minutes and records

- Minutes are a record of decisions and material governance process, not a transcript.
- Minutes must record date, place or meeting method, attendance, apologies, chair, quorum, declared interests, resolutions, voting outcomes where required, actions and due dates.
- Draft minutes should normally be circulated within five working days. Corrections are approved at the next meeting or through an authorised process.
- In-camera minutes and sensitive attachments must be separately secured with restricted access.
- Approved minutes, meeting papers, interests records and decisions must be retained in WTA's approved record system.
- The Secretary must ensure AGM minutes, officer consents, interests records and other statutory governance records are maintained.

11. Action and decision monitoring

The Secretary maintains an action and decision register. Each action must have an owner, due date and status. At each meeting the Committee will:

- Review overdue and high-priority actions.
- Confirm completion rather than simply removing an action.
- Escalate barriers, changed risk or resource needs.
- Record changes to scope, owner or due date.
- Verify effectiveness where an action addresses a material risk, incident or control failure.

12. Delegations

12.1 Creating a delegation

A delegation must be permitted by the Constitution and recorded in the minutes or delegations register. It must identify:

- The delegate and authority granted.
- Any financial, contractual, subject-matter or time limits.
- Matters reserved for Committee approval.
- Consultation, reporting and record requirements.
- Expiry or review date and how the delegation may be withdrawn.

12.2 Using a delegation

- The delegate acts only within its scope and approved budget.
- Material risk, legal uncertainty, conflict, overspend or reputational concern must be escalated.
- A delegate must not subdelegate unless expressly authorised.
- The Committee remains responsible for monitoring delegated authority.
- Standing delegations are reviewed at least annually.

13. Reserved and escalated matters

Subject to the Constitution, the following matters should normally be reserved for the Executive Committee or full Committee as appropriate:

- Strategy, annual plans, budgets and material departures from them.
- Constitutional changes, significant policies and governance appointments.
- Employment or engagement of a senior role reporting to the Committee.
- Unbudgeted or contractual commitments above delegated authority.
- Borrowing, significant asset transactions and material legal commitments.
- Serious incidents, possible notifiable events, safeguarding concerns and significant complaints.
- Material conflicts of interest or related-party transactions.
- Matters likely to cause significant financial, legal, safety or reputational impact.

14. Portfolio reporting

General Committee members and portfolio leads provide concise, exception-based reporting. A report should cover:

Reporting area	Minimum information
Progress	Key work completed and progress against approved priorities.
Decisions	Specific approval or direction requested.
Finance	Budget, actual position, forecast and material variance.
Risk and safety	New or changed risks, incidents, safeguarding and overdue controls.
People and delivery	Capacity, contractors, volunteers, dependencies and delivery concerns.
Next period	Planned work, milestones and matters requiring coordination.

Escalation: Urgent financial, legal, safety, safeguarding or reputational matters must be reported immediately rather than waiting for the next scheduled report.

15. Direction to staff and contractors

- The Executive Committee sets collective direction through approved decisions, plans, policies, budgets and delegations.
- The President is the normal governance liaison with the Operations Co-ordinator unless another arrangement is formally approved.
- Individual Committee members must not direct staff or contractors outside agreed reporting lines.
- Portfolio members may coordinate directly where this is part of their approved role, but must not create unapproved obligations or conflicting instructions.
- Concerns about performance or conduct are raised through the President or the approved reporting manager and handled confidentially.

16. Induction and succession

New Committee members will receive an induction promptly after appointment. It will include:

- The Constitution, Governance Policy, these procedures and role description.
- Officer duties, conflicts, confidentiality and conduct.
- Strategy, current work programme, major risks and key policies.

- Current budget, financial position, insurance and approval controls.
- Health and safety and safeguarding responsibilities.
- Meeting calendar, records access, communication channels and key relationships.

Outgoing members must return WTA property, transfer records and provide an orderly handover. Access to confidential systems must be removed promptly when a role ends.

17. Attendance and conduct concerns

- The Secretary monitors attendance and apologies.
- The President contacts a member where attendance, preparation or participation is becoming a concern.
- Support, role clarification or an improvement plan may be agreed.
- Persistent or serious concerns are referred to the Executive Committee and managed under the Constitution, Governance Policy and applicable dispute or disciplinary process.
- No member may be removed from office except through a process authorised by the Constitution or law.

18. Annual governance review

1. Survey or discuss Committee effectiveness, meeting quality, information, participation, skills, strategy oversight, conflicts and follow-through.
2. Review attendance, actions, policy compliance, delegations and significant decisions.
3. Identify capability gaps and succession needs.
4. Agree improvement actions, owners and timeframes.
5. Report material outcomes to members where appropriate and review progress during the following year.

19. Required governance records

- Committee and general-meeting agendas, papers and minutes.
- Interests register and annual declarations.
- Officer consent and eligibility records.
- Attendance, decision and action registers.
- Delegations register.
- Committee induction records.
- Annual governance review and improvement plan.
- Current Constitution, policies and approved role descriptions.

20. Approval and review

Approved by	Waikato Touch Association Committee
Approval date	18 August 2026
Effective date	18 August 2026

Next review date	30 June 2028
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COMMITTEE ROLES & RESPONSIBILITIES

Purpose A practical reference outlining the governance and operational responsibilities of Waikato Touch Association committee roles.

EXECUTIVE COMMITTEE

Membership

- President
- Vice President
- Secretary
- Treasurer

Collective governance responsibilities

- Maintain and review association policies and procedures.
- Oversee health and safety governance.
- Set and monitor the strategic plan.
- Manage constitutional matters and ensure decisions align with the constitution.
- Ensure the financial viability and responsible stewardship of the association.

PRESIDENT

The President provides leadership to the committee, sets the annual committee agenda in line with member priorities and the Association's constitution, helps the committee prioritise its goals, and keeps the committee focused on the agreed direction.

Key responsibilities

- Chair general and Executive Committee meetings.
- Guide the committee's strategic priorities and monitor progress.
- Support effective governance and constitutional compliance.
- Act as an official spokesperson for the Association, where appropriate.

VICE PRESIDENT

The Vice President supports the President and helps coordinate the activities of the Association.

Key responsibilities

- Preside at general or Executive Committee meetings when the President is absent or unable to act.
- Act as President when required.
- Act as an official spokesperson in conjunction with the President.
- Support coordination across committee portfolios and Association activities.

SECRETARY

The Secretary supports the Chair and Executive Committee to ensure the effective and orderly administration of the Association.

Key responsibilities

- Organise meetings and distribute relevant meeting information.
- Accurately record and maintain meeting minutes.
- Maintain effective governance records and committee administration.
- Support correspondence and statutory administration as required.

TREASURER

The Treasurer provides financial oversight and helps ensure the Association maintains accurate, transparent, and well-understood financial records.

Key responsibilities

- Ensure proper records are maintained for all payments and money received.
- Ensure financial reports are available and clearly explained at committee meetings.
- Verify that money received is banked and supporting documentation is retained for all payments.
- Support the Operations Co-ordinator or other staff member responsible for day-to-day finance tasks, where necessary.
- Act as an authorised account signatory and support payment approvals with another authorised signatory, where required.

GENERAL COMMITTEE

General Committee members share responsibility for the overall operation of the Association. Members are expected to be self-motivated, contribute actively to day-to-day activities, and support the continued improvement and growth of Waikato Touch.

JUNIOR DIRECTOR

The Junior Director is responsible for overseeing the Association's junior programme and supporting the development of junior Waikato Touch members.

Key responsibilities

- Oversee the main junior events attended by, or involving, junior Waikato Touch members, including the Tamariki Touch Classic and Youth Nationals.
- Propose and, where approved, implement junior programmes.
- Create opportunities for the continued development of junior members.
- Liaise with the committee regarding junior trials, including dates and venues.
- Liaise with the Treasurer to establish an appropriate seasonal budget.

EVENT / PROGRAMME INVOLVEMENT

- *Junior programme and development days*
- *Youth trials*
- *Tamariki Touch Classic*
- *Youth Nationals*
- *Implementation of junior programmes*
- *Engagement with regional development personnel to support junior programmes*

SENIOR DIRECTOR

The Senior Director is responsible for overseeing the Association's senior programme and supporting the development of senior Waikato Touch members.

Key responsibilities

- Oversee the main senior events attended by, or involving, senior Waikato Touch members, including senior trials, Super Touch, and Opens/Masters Nationals.
- Propose and, where approved, implement senior programmes.
- Create opportunities for the continued development of senior members.
- Liaise with the committee regarding senior trials, including dates and venues.
- Liaise with the Treasurer to establish an appropriate seasonal budget.

EVENT / PROGRAMME INVOLVEMENT

- *Senior trials*
- *Super Touch*
- *Opens/Masters Nationals*
- *Implementation of senior programmes*
- *Engagement with regional development personnel to support senior programmes*

COACHING DIRECTOR

The Coaching Director is responsible for overseeing the Association's coaching programme and supporting the development and accreditation of Waikato Touch coaches.

Key responsibilities

- Lead the appointment and management of Waikato Touch coaches.
- Propose and, where approved, implement coaching programmes and policies.
- Provide development opportunities for current and active coaches.
- Arrange interviews, reference checks, and other appointment requirements for coaches.
- Meet regularly with coaches to discuss performance and provide feedback.
- Provide ongoing support to all appointed coaches.
- Liaise with the Treasurer to establish an appropriate seasonal budget.

EVENT / PROGRAMME INVOLVEMENT

- *Waikato Touch coaching workshop*
- *Junior programme days*
- *Tamariki Touch Classic*
- *Youth Nationals*
- *Opens/Masters Nationals*
- *Coaching debrief and feedback sessions*

REFEREE DIRECTOR

The Referee Director is responsible for overseeing the Association's referee programme and supporting the development and accreditation of Waikato Touch referees.

Key responsibilities

- Develop programmes that recruit, retain, and improve the officiating standards of referees.
- Support referees to attain available qualifications, training, and education throughout the season.
- Promote a professional standard of conduct whenever referees represent Waikato Touch or officiate in an official capacity.
- Ensure adequate referee coverage at Waikato Touch events and, where possible, allocate referees appropriately for the grade of each game.
- Liaise with the Treasurer to establish an appropriate seasonal budget.

EVENT / PROGRAMME INVOLVEMENT

- *Waikato Touch referee workshop*
- *Module referee programme*
- *Junior programme days*
- *Tamariki Touch Classic*
- *Youth Nationals*
- *Opens/Masters Nationals*
- *Referee debrief and feedback sessions*

FINANCIAL MANAGEMENT

POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operations Co-ordinator
Financial lead	WTA Treasurer
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	WTA Constitution; Governance Policy; Delegations Register; Annual Budget; Representative Programme Policy; Fraud and Incident Procedures

Financial authority: No person may commit WTA to expenditure, funding, sponsorship, fundraising or a contract unless authorised by the approved budget, this policy and WTA's current delegations.

1. Purpose and principles

This policy protects WTA's funds, assets and reputation and supports responsible, transparent and sustainable financial management. WTA will:

- Use funds only for lawful purposes consistent with its objectives and any donor or funder conditions.
- Maintain accurate, timely and complete records.
- Separate requesting, approving, paying and reconciling duties wherever practicable.
- Apply documented budgets, delegations and competitive purchasing.
- Identify and manage conflicts, fraud risks and related-party transactions.
- Report financial performance and material risks to the Executive Committee.

2. Scope

This policy applies to Committee members, employees, contractors, volunteers, teams, programmes and any person receiving, holding, spending or committing WTA money or assets. Player deposits, refunds and withdrawals are governed by the Representative Programme Policy; this policy governs the related financial controls and records.

3. Responsibilities

Role	Responsibility
Executive Committee	Approve budgets, financial policies, delegations, fees, material contracts, funding and sponsorship; monitor performance, solvency and risk.
Treasurer	Provide financial oversight; review reconciliations and reports; explain variances, cash flow, reserves and financial risks.
Operations Co-ordinator	Administer budgets, invoices, payments, receivables, grants, contracts, records and reporting within delegation.
Budget holder	Plan and monitor an approved area; verify business purpose, receipt and coding; escalate variances.
Payment approver	Independently check authority, evidence, coding, bank details and conflicts before approval.
All personnel	Protect WTA assets, obtain approval before commitment, retain evidence and promptly report errors or concerns.

4. Annual budget and financial planning

- The Executive Committee approves an annual operating and capital budget before or as soon as practicable after the financial year begins.
- The budget must use reasonable assumptions and identify expected income, programme costs, staffing, assets, grants, sponsorship, commitments, cash flow and reserves.
- Programme and event budgets must be approved before material commitments are made.
- Budget holders monitor actual and forecast results and explain material variances.

- An unbudgeted or materially changed commitment requires approval under the delegations register and, where necessary, a revised forecast.
- Fees and levies are approved by the Executive Committee based on programme cost, affordability, sustainability, reserves and strategic purpose.

5. Delegations and approval controls

- The Executive Committee maintains a written delegations register stating financial limits, permitted commitments, contract authority and reporting requirements.
- A person must not split an order or invoice to avoid an approval limit.
- No person may approve their own payment, reimbursement, benefit or related-party transaction.
- Payments require appropriate independent approval and supporting evidence. WTA will use two-person bank authorisation wherever the banking facility permits.
- Only authorised signatories may open, close or change bank accounts, borrowing, investments or payment facilities.
- Emergency expenditure must be necessary to protect people, property or continuity, remain within any emergency delegation and be reported promptly.

No blank authority: Blank cheques, pre-signed approvals, shared banking credentials and undocumented verbal commitments are prohibited.

6. Purchasing and contracting

- Purchases must have a genuine WTA purpose, available budget and approval before commitment.
- Value for money considers price, quality, service, safety, reliability, contractual risk and whole-of-life cost.
- Competitive quotes should be obtained for material purchases in accordance with the delegations register or funder conditions. A single-source decision must be justified and recorded.
- Contracts must clearly identify scope, price, term, cancellation, ownership, privacy, health and safety, insurance and other material obligations.
- Only an authorised person may sign a contract or accept supplier terms for WTA.
- Personal loyalty schemes, rebates or benefits must not influence supplier selection or be retained where they properly belong to WTA.

7. Invoices, payments and reimbursements

1. Confirm the goods or services were authorised, received and correctly invoiced.
2. Check supplier identity, bank details, tax information, coding, budget and any conflict. Changes to bank details require independent verification using a trusted contact method.
3. Obtain approval from a person with sufficient delegation who is not the beneficiary.
4. Pay through WTA's approved banking or accounting system and retain the audit trail.
5. Reconcile the transaction and resolve duplicates, credits, overpayments or discrepancies promptly.

- Reimbursements require an itemised receipt, WTA purpose and timely submission.
- A person cannot approve their own expense; the President or another authorised non-beneficiary approves Executive-member claims.

- Cash advances are exceptional, must be approved, recorded and fully accounted for with unused funds returned.
- Credit or fuel cards may be issued only to approved users, remain WTA property and must not be used for personal expenditure.

8. Koha and donations

WTA may provide koha or donations to individuals, organisations or groups where appropriate and where the payment supports, acknowledges or contributes to WTA activities, values or objectives.

- Koha or donations may acknowledge voluntary support such as refereeing, event assistance, photography or other contributions provided to WTA.
- Every koha or donation must be reasonable, have a genuine WTA purpose, be supported by an available budget and be approved in accordance with WTA's current financial delegations.
- Koha must not be used to avoid an employment, contractor, invoice, tax or other payment obligation where the arrangement is properly a payment for goods or services.
- A Koha/Donation Received Acknowledgement Form must be completed for every koha or donation paid by WTA and signed by both the recipient and an authorised WTA representative.
- The completed acknowledgement, approval and evidence of payment must be retained together in WTA's financial records as supporting documentation.
- No person may approve koha or a donation to themselves, a related party or an organisation in which they have an interest. Any conflict must be declared and managed before approval.

9. Banking, cash and receivables

- WTA money must be deposited promptly into an approved WTA bank account and must not pass through a personal or team member's account.
- Electronic payment is preferred. Cash collection requires two people where practicable, a count record, receipts or source reconciliation and prompt deposit.
- Bank and card accounts must be reconciled at least monthly by a person with suitable access; reconciliation should receive independent review.
- Invoices and payment reminders must be issued and followed up consistently. Credits, refunds and write-offs require documented authority.
- Old, unusual or disputed receivables must be reported to the Treasurer and Executive Committee with recommended action.

10. Financial reporting and oversight

- The Executive Committee receives regular reports showing actual results against budget, balance sheet, cash position, receivables, payables, forecast and material commitments.
- Reports must highlight material variances, restricted funds, grant obligations, overdue debts, tax or filing obligations and emerging risks.
- The Treasurer and Operations Co-ordinator investigate unusual balances, unreconciled items and control weaknesses.
- Annual financial statements, review or audit, statutory returns and AGM reporting are completed as required by law, the Constitution and funders.
- The Executive Committee monitors whether WTA can pay debts as they fall due and maintains an appropriate approach to reserves.

11. Grants and external funding

- No team, committee or individual may apply using WTA's name, legal identity or activity without prior written WTA approval.
- The Operations Co-ordinator coordinates the funding calendar and checks eligibility, organisational priorities, conflicts with other applications and capacity to meet conditions.
- Applications require appropriate Executive Committee authority and must be accurate, supportable and consistent with approved budgets.
- Grant funds must be separately identifiable, used only for approved purposes and supported by invoices, evidence, outcomes and acknowledgements.
- Changes of purpose, underspends, refunds and extensions require funder and WTA approval where applicable.
- All applications, decisions, agreements, reports and acquittals must be centrally retained and available for audit.

12. Sponsorship

- Prospective sponsors and proposals must be disclosed to and approved by WTA before an approach or commitment is made in WTA's name.
- Sponsorship must align with WTA values and must not compromise safety, independence, legal obligations, sporting integrity or reputation. Tobacco sponsorship is prohibited.
- A sponsor receives only the rights documented in an approved written agreement and may not control WTA governance, selection or disciplinary decisions.
- Material sponsorship arrangements must be documented in a contract approved under WTA's delegations.
- Cash and in-kind benefits must be valued, recorded and monitored; deliverables such as signage, apparel, media and hospitality must be assigned and completed.
- Sponsor branding on apparel or gear must comply with the Brand, Logo, Uniform and Gear Policy and KBS requirements.

13. Fundraising

- All team or programme fundraising requires prior written approval from WTA.
- The proposal must identify organiser, purpose, method, dates, target, costs, risks, legal requirements and handling of money.
- Promotional material using WTA's name or logo requires separate prior written Executive Committee approval under the branding policy.
- Records of income and expenses must be kept; funds must be deposited into WTA's account and allocated to the approved purpose.
- No employee, contractor or volunteer may receive an undisclosed commission, bonus or personal payment from WTA fundraising.
- WTA may condition, stop or cancel an activity that is unlawful, unsafe, misleading, inconsistent with agreements or detrimental to WTA.

14. Team and programme finances

- Every team or programme operates under a WTA-approved budget and payment schedule.

- Team management must not open independent accounts, borrow, sign contracts, set fees, promise refunds or commit WTA without authority.
- Income, fundraising, sponsorship, grants and expenditure associated with a team are WTA funds and records.
- Approved team-management allowances, reimbursements or campaign benefits must be budgeted, consistently applied, documented and approved by a non-beneficiary.
- Any surplus, deficit, cancellation or uncommitted balance is managed by WTA. No team or individual has ownership of WTA funds.

15. Assets, inventory and records

- WTA maintains records for material equipment, vehicles, uniforms, technology, trophies and other assets.
- Assets must be safeguarded, used for approved purposes, maintained and returned when a role or programme ends.
- Sale, transfer, disposal or write-off requires approval and a record of method and proceeds.
- Financial records, contracts, grant evidence, payroll and tax information are retained securely for the legally or contractually required period.
- Access to accounting, banking and storage systems is role-based and removed promptly when no longer required.

16. Conflicts, related parties, fraud and errors

- A financial conflict or related-party interest must be declared before discussion, supplier selection, approval or payment.
- Non-conflicted decision-makers determine participation and approval and record the interest, management and outcome.
- Suspected theft, fraud, bribery, falsification, misuse of funds or serious control breach must be reported immediately to the President, Treasurer or another non-conflicted Executive member.
- Records and access must be preserved. A person must not investigate their own conduct or confront a suspected person where this may increase risk.
- WTA may suspend access, notify insurers, banks, Police, funders, auditors or regulators and seek recovery.
- Errors and overpayments must be reported and corrected promptly; concealment may be treated as misconduct.

17. Review and approval

The Executive Committee reviews this policy, delegations and key financial controls at least every two years and after a material fraud, loss, system change or audit finding.

Approved by	Waikato Touch Association Committee
Approval date	18 August 2026
Effective date	18 August 2026
Next review date	30 June 2028

Version	1.0

Appendix 1 – Koha/Donation Received Acknowledgement Form.

Koha/Donation Received Acknowledgement Form

Recipient Details	
Full Name of Recipient:	
Organisation / Group (if applicable):	
Contact Phone:	
Email:	
Koha/Donations Details: Ie: refereeing, event support, photography etc	
Koha/Donation amount:	
Bank account details (if applicable): Name and bank number	

Acknowledgement: I confirm that I have received the donation described above. I understand that it has been provided as a voluntary contribution.

Recipient Signature:	
Print Name:	
Date:	

Waikato Touch Representative Signature:	
Name:	
Date:	

MODULE FEES, REFUNDS AND WITHDRAWAL POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operations Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	24 August 2026
Review cycle	Next review: 30 June 2028
Related documents	Financial Management Policy; Health and Safety Policy and Procedures Manual; Member Code of Conduct; Child and Vulnerable Persons Protection Policy; Complaints and Disciplinary Procedure; applicable competition rules and registration terms

Alignment note: This policy applies the governance, financial, safety, safeguarding and conduct requirements in WTA's wider policy framework to WTA-run modules and module tournaments.

1. Purpose

This policy sets clear and fair requirements for team registration, withdrawal, defaults, refunds and unpaid fees in Waikato Touch Association (WTA) modules. It supports reliable competition planning, responsible financial management and consistent communication with teams, schools and organisations.

2. Scope

This policy applies to all teams, schools and organisations entering WTA-run modules or module tournaments, together with their authorised contacts and team officials. Event-specific rules may add requirements but cannot override this policy unless the Executive Committee approves the variation.

3. Definitions

Term	Meaning
Module	A WTA-run league, competition or series of scheduled fixtures.
Module tournament	A WTA-run tournament operated as part of the competition pathway.
Module start date	The date of the first scheduled round or fixture.
Working day	A weekday excluding New Zealand public holidays.
Default	Failure to attend a fixture, or withdrawal from a fixture without the required notice.
Written notice	Email or another approved written communication method accepted by WTA.

4. Team registration commitment

- Submitting a team registration commits the team to participate for the full module and to pay the applicable entry fee.
- The registering person must be authorised by the team, school or organisation and must provide accurate contact and invoicing information.
- WTA relies on registrations to set formats, draws, venue requirements, referee allocations and operational plans.
- Teams must comply with applicable competition rules, conduct requirements, safeguarding expectations and reasonable health and safety instructions.
- Registration acceptance remains subject to available capacity, eligibility, outstanding accounts and WTA approval.

5. Team withdrawal and entry fees

Timing	Financial treatment
More than three weeks before the module start date	No team entry fee is charged. Any entry fee already paid will be refunded.
Within three weeks of the module start date	The full team entry fee is payable or retained because competition planning and costs have been committed.
After the module has started	The full team entry fee remains payable. The team must notify WTA as soon as possible and complete any required handover.

Replacement or transfer: A replacement team or transfer of an entry does not automatically remove the original team's liability. Any change must be approved in writing by WTA and will depend on the costs and competition impacts that can reasonably be avoided.

6. How to withdraw

1. Give written notice to WTA as soon as the decision or risk of withdrawal is known.
2. State the team, grade, module, withdrawal date, reason and the authorised contact person.
3. Provide reasonable supporting information if an exceptional-circumstances assessment is requested.
4. Return any WTA property and complete any administrative handover requested by WTA.
5. WTA will confirm the financial assessment and any refund or outstanding balance in writing.

7. Defaults

A default occurs when a team fails to attend a scheduled match or withdraws from a scheduled match without providing at least two working days' written notice.

- A $50 default fee applies for each defaulted fixture unless WTA approves a waiver for genuine exceptional or unforeseen circumstances.
- A defaulted match may be recorded as a loss, with the score determined under the applicable competition rules.
- A team that defaults two or more fixtures may be reviewed and may be removed from the competition after fair consideration of the circumstances.
- Removal from the competition does not cancel outstanding entry fees, default fees or other approved charges.

8. Refunds, credits and cancellations

- Refund requests must be made in writing to WTA and include the information reasonably required to assess the request.
- A full entry-fee refund applies when a team withdraws more than three weeks before the module start date.
- If WTA cancels an entire module before it starts, the Executive Committee will determine the refund after considering committed costs and recoveries.
- If WTA removes or cannot accommodate a team for an operational reason outside the team's control, WTA will provide an appropriate refund or credit.
- No refund is normally provided for withdrawal within three weeks of the start date, withdrawal after commencement, or removal for disciplinary or competition-rule breaches.
- Cancellation of individual rounds or fixtures because of weather, venue availability, health and safety concerns or circumstances outside WTA's reasonable control does not automatically create a refund. WTA may offer a credit, replacement fixture or other fair outcome.

9. Module tournaments

- Published entry deadlines, eligibility requirements, formats and tournament-specific regulations apply.
- Fees must be paid by the published due date unless WTA approves a written arrangement.
- The withdrawal, default and refund provisions in this policy apply unless approved tournament-specific terms state otherwise.
- WTA may alter formats, schedules, venues or participation arrangements where reasonably required for safety, weather, numbers or operational delivery.

10. Non-payment and payment arrangements

- Invoices must be paid by the stated due date.
- A school or organisation experiencing difficulty should contact WTA before the due date to request a payment arrangement.
- A payment arrangement is effective only when approved by WTA in writing and may be revised or cancelled if it is not followed.
- WTA may place a team, school or organisation on hold, decline a future registration or take reasonable recovery action after appropriate notice while an amount remains overdue.
- All fees, refunds, credits, waivers and recovery actions must be administered and recorded under the Financial Management Policy. Team officials cannot privately alter fees or promise refunds.

11. Exceptional circumstances and decisions

- WTA may consider serious illness or injury, bereavement, emergencies or another genuine unforeseen circumstance on a case-by-case basis.
- Routine calculations and communications may be administered by the Operations Co-ordinator under delegation.
- Material waivers, disputed outcomes and departures from the standard rules require an authorised decision under WTA's financial delegations; the Executive Committee has final authority.
- The decision-maker must manage conflicts of interest, act consistently, consider committed costs and competition impacts, and record the decision and reasons.
- A person may ask WTA to correct a factual or calculation error. Conduct or process concerns may be raised under the Complaints and Disciplinary Procedure.

12. Safety, safeguarding and conduct

WTA may postpone, relocate, alter or cancel activity where reasonably required for health and safety, safeguarding or operational reasons. Teams and officials must follow WTA's health and safety instructions, Member Code of Conduct, Child and Vulnerable Persons Protection Policy and applicable competition rules. Serious safety, safeguarding or conduct concerns may be managed immediately under the relevant policy and complaints process.

13. Records, privacy and communication

- WTA will retain registrations, invoices, notices, refund calculations, approvals and decision records securely and only for authorised purposes.
- Personal information will be limited to what is reasonably required and handled in accordance with applicable privacy requirements.
- Official module decisions and changes will be communicated through the registered team contact or another authorised channel. Teams are responsible for keeping contact details current and sharing information with their members.

14. Approval

Approved by	Waikato Touch Association Committee
Approval date	24 August 2026
Effective date	24 August 2026
Next review date	30 June 2028
Version	1.0

The Executive Committee may review this policy earlier where legislation, governing-body requirements, operational experience or material incidents indicate that a change is required.

HEALTH AND SAFETY POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operations Co-ordinator / delegated Health and Safety Lead
Approved by	WTA Executive Committee
Approval date	18 August 2026
Effective date	18 August 2026
Next review date	30 June 2028

Policy statement: WTA is committed to providing, so far as is reasonably practicable, healthy and safe environments and activities for its workers and ensuring that other people are not put at risk by WTA work.

1. Purpose

This policy sets out Waikato Touch Association Incorporated's (WTA) commitment and approach to health and safety. It provides the governance framework for WTA's Health and Safety Procedures Manual, forms, registers and activity-specific safety plans.

2. Scope

This policy applies across all WTA work and workplaces, including offices, homes used for authorised work, sports fields, clubrooms, storage areas, vehicles, modules, programmes, trials, trainings, tournaments, meetings and travel.

It applies to WTA officers, employees, contractors, volunteer workers and other volunteers. It also guides how WTA protects players, officials, spectators, visitors, suppliers and members of the public who may be affected by WTA activities.

3. Principles

WTA will apply the following principles:

- Health and safety is integrated into planning, decision-making and delivery, not treated as a separate administrative task.
- Risks are eliminated so far as is reasonably practicable and, where elimination is not reasonably practicable, minimised so far as is reasonably practicable.
- Workers and relevant volunteers are engaged in decisions that may affect their health and safety and are given reasonable opportunities to participate.
- WTA consults, cooperates and coordinates with other organisations that share health and safety duties, including venue operators, councils, contractors, schools and tournament organisers.
- Incidents, injuries, illnesses, near misses and hazards are reported, reviewed and used to improve systems rather than concealed or ignored.

- Physical health, mental health, wellbeing, dignity, inclusion and child and participant safety are treated as connected responsibilities.

4. Our commitments

So far as is reasonably practicable, WTA will:

- provide and maintain work environments, facilities, vehicles, equipment and systems of work that are without risks to health and safety;
- provide suitable information, instruction, training, supervision and resources;
- identify reasonably foreseeable risks before activities begin and when circumstances change;
- maintain effective emergency, first aid, incident and notifiable-event arrangements;
- consider the needs of children, young people, disabled people and others who may require additional support;
- select, induct and monitor contractors appropriately and coordinate shared risks with other duty holders;
- support the safe and sustainable return to work of people affected by injury or illness;
- protect the privacy and confidentiality of health and safety information;
- monitor health and workplace conditions where exposure to a risk makes this necessary and lawful; and
- review controls, performance and this system regularly and after significant incidents or material change.

5. Responsibilities

5.1 Executive Committee and officers

The Executive Committee governs WTA health and safety. Officers must exercise due diligence by taking reasonable steps to:

- understand WTA operations and the health and safety risks arising from them;
- keep current knowledge of health and safety matters relevant to WTA;
- ensure WTA has and uses appropriate resources and processes to eliminate or minimise risks;
- ensure WTA has processes for receiving, considering and responding to incident, risk and compliance information; and
- verify that WTA is meeting its duties and that agreed actions are completed.

5.2 Operations Co-ordinator and delegated Health and Safety Lead

The operational lead is responsible for coordinating implementation of this policy, including maintaining procedures and registers, supporting risk assessments, arranging induction and training, escalating significant issues, coordinating incident reviews and reporting health and safety performance to the Executive Committee.

Delegation of these tasks does not remove the duties held by WTA, its officers or other duty holders.

5.3 Event, programme and activity leads

A person leading an event, module, programme, trip or other activity must ensure that appropriate planning, venue checks, risk controls, emergency arrangements, communication and supervision are in place and remain effective throughout the activity.

5.4 Workers, contractors and volunteers

Everyone participating in WTA work must:

- take reasonable care of their own health and safety and ensure their actions or omissions do not adversely affect others;
- follow reasonable WTA instructions, procedures, safety plans and agreed control measures;
- use vehicles, equipment and protective equipment safely and only when authorised and competent;
- promptly report hazards, unsafe conditions, incidents, injuries, illnesses and near misses;
- stop or pause work where there is a serious and immediate safety concern and seek guidance; and
- participate honestly in induction, consultation, training and incident review processes.

6. Risk management

WTA will use a planned and proportionate process to identify hazards, assess risks, select controls, implement those controls and check that they remain effective. Risk assessments will reflect the activity, people, environment and reasonably foreseeable changes, including weather, travel, equipment, fatigue, workload, behaviour and venue conditions.

Where WTA cannot eliminate a risk, it will minimise it using the most effective reasonably practicable controls. Administrative rules and personal protective equipment will not be relied on where a more effective control is reasonably practicable.

7. Worker engagement and participation

WTA will share relevant information and engage with workers when identifying hazards, proposing changes, selecting controls, developing procedures, planning training and reviewing incidents. Workers may raise concerns directly with the Operations Co-ordinator, Health and Safety Lead, President or another Executive Committee member without fear of disadvantage for raising a genuine concern.

8. Incidents and notifiable events

All incidents, injuries, illnesses, near misses and significant safety concerns connected with WTA work must be reported promptly. WTA will provide appropriate assistance, preserve evidence, investigate proportionately, identify corrective actions and monitor completion.

Where an event may be notifiable, WTA will preserve the site as required, notify the appropriate regulator as soon as possible and retain the required records. Emergency services attending does not replace WTA's notification obligations.

9. Emergency preparedness and first aid

WTA will maintain emergency arrangements suited to its workplaces and activities. Plans will identify responsibilities, communication methods, emergency contacts, evacuation or shelter arrangements,

first aid capability and support for people needing assistance. Event and venue-specific plans will be prepared where the general procedure is not sufficient.

10. Training, competency and supervision

WTA will ensure people carrying out work have the information, instruction, training, competency and supervision reasonably required for their roles. Training and authorisations will be recorded where appropriate and refreshed when risks, duties, equipment or procedures change.

11. Health, wellbeing and respectful conduct

WTA recognises that health includes physical and mental health. WTA will identify and manage, so far as is reasonably practicable, risks arising from fatigue, workload, stress, bullying, harassment, violence, traumatic events, manual work, workstation design and remote or isolated work. Concerns will be handled promptly, fairly and with appropriate confidentiality.

12. Contractors and shared workplaces

WTA will assess contractors according to the risk of the work, communicate relevant hazards and requirements, and monitor agreed controls. Where duties overlap, WTA will consult, cooperate and coordinate with the other PCBU or organisation. WTA will not assume that a contract transfers or removes its legal responsibilities.

13. Records and privacy

WTA will keep health and safety records that are accurate, secure, accessible to authorised people and retained for an appropriate period. Personal, medical, emergency-contact, incident and vetting information will be collected, used, disclosed, retained and disposed of in accordance with the Privacy Act 2020 and applicable requirements.

14. Monitoring, reporting and review

Health and safety will be a standing governance and operational consideration. The Executive Committee will receive proportionate reporting on incidents, risks, overdue corrective actions, training, contractor matters, emergency preparedness and improvement priorities.

This policy and the supporting system will be reviewed at least every two years and earlier following a notifiable or significant event, material operational or legislative change, identified weakness, or request from the Executive Committee. Workers will be consulted where proposed changes directly affect them.

15. Related documents

- WTA Health and Safety Procedures Manual
- WTA Motor Vehicle Policy
- WTA Police Vetting and Child Safeguarding Policy
- WTA Bullying, Harassment and Complaints Policy
- WTA event and venue safety plans, forms and registers

16. Key legislation and guidance

- Health and Safety at Work Act 2015 and applicable regulations
- Privacy Act 2020
- Fire and Emergency New Zealand Act 2017 and applicable evacuation requirements
- Children's Act 2014 and other child-safety requirements relevant to WTA activities
- Current WorkSafe New Zealand guidance relevant to WTA work

17. Approval

Approved by	Waikato Touch Association Committee
Position	
Signature	
Date	

HEALTH AND SAFETY PROCEDURES MANUAL

Waikato Touch Association Incorporated

Document control	Current detail
Owner	WTA Executive Committee
Operational lead	Operations Co-ordinator
Status	Approved
Effective date	18 August 2026
Next review date	30 June 2028
Related policy	WTA Health and Safety Policy

How to use this manual: Use the relevant procedure before work begins, during an incident and when reviewing performance. Forms and live registers referred to in this manual are maintained separately as Section 3 of the WTA health and safety system.

Contents

- 1. Purpose and application
- 2. Responsibilities and escalation
- 3. Induction, information, training and supervision
- 4. Risk management
- 5. Hazard, incident and near-miss reporting
- 6. Notifiable events
- 7. Emergency management
- 8. First aid
- 9. Events, modules, programmes and tournaments
- 10. Venue, field and severe-weather safety
- 11. Contractors and shared workplaces
- 12. Vehicles and work-related travel
- 13. Working alone, after hours and personal security
- 14. Office, workstation and working-from-home safety
- 15. Manual handling, equipment and PPE
- 16. Psychosocial risks, fatigue and respectful conduct
- 17. Child and participant safety
- 18. Health, illness, rehabilitation and infection control
- 19. Records, privacy and document control
- 20. Monitoring, reporting and review
- Appendix A: Immediate-response guide
- Appendix B: Required forms and registers

Document boundary: This manual describes procedures. It does not replace emergency-services instructions, venue evacuation schemes, professional medical advice, WTA insurance requirements or activity-specific plans.

1. Purpose and application

This manual explains how WTA implements its Health and Safety Policy. It applies to WTA work at offices, homes, fields, clubrooms, storage areas, vehicles, meetings, trainings, modules, programmes, trials, tournaments and travel.

The Operations Co-ordinator maintains the manual. Activity leads apply the relevant procedures and ensure that workers, contractors and volunteers understand what is expected.

2. Responsibilities and escalation

Role	Core procedural responsibility
Executive Committee	Provide oversight, resources and assurance; review material risks, notifiable events and overdue high-priority actions.
President	Approve/sign controlled documents where required; provide an escalation point and lead governance response to serious matters.

Role	Core procedural responsibility
Operations Co-ordinator	Maintain procedures and registers; coordinate risk, induction, training, incident, emergency, contractor and reporting processes.
Activity or Event Lead	Plan and control the specific activity; brief people; check the venue; maintain emergency arrangements; stop or change unsafe activity.
Workers, contractors and volunteers	Follow instructions and controls, take reasonable care, report concerns and stop or pause where serious and immediate danger exists.

2.1 Escalation thresholds

Level	Examples	Action
Immediate	Life-threatening injury, missing child, fire, violence, serious and immediate danger.	Call 111 where required; protect people; notify the Event Lead and Operations Co-ordinator immediately.
Urgent	Possible notifiable event, serious injury, unsafe venue, significant safeguarding concern, major vehicle incident.	Stop affected work; preserve the site/evidence; notify the President and Operations Co-ordinator immediately.
Routine	Minor injury, near miss, new hazard, maintenance issue, low-level wellbeing concern.	Make safe; record promptly; assign and monitor corrective action.

3. Induction, information, training and supervision

3.1 Before a person starts

1. Confirm the person's role, duties, experience, supervision needs and any required licence, qualification, police vetting or first aid certificate.
2. Provide an induction proportionate to the role and risks, including reporting, emergencies, first aid, safeguarding, behaviour, vehicles, equipment and contacts.
3. Check understanding and allow questions. Provide information in a form the person can readily understand.
4. Record completion and any expiry dates or further training required.
5. Do not allow unsupervised higher-risk work until competence and authorisation are confirmed.

3.2 Ongoing training

- Refresh training when work, risks, equipment, venues or procedures change.
- Review training after incidents, observed unsafe practice or extended absence.
- Maintain a Training and Competency Register, including certificate expiry dates.
- Brief casual volunteers on the specific activity even where a full worker induction is not required.

4. Risk management

4.1 When an assessment is required

- Before a new event, programme, task, venue, journey, contractor engagement or significant change.
- When planning work involving children, vehicles, crowds, weather exposure, equipment, manual handling or remote work.
- After an incident, near miss, complaint, control failure or new information.
- When an existing assessment is due for review or conditions differ from what was planned.

4.2 Risk-management process

1. Define the activity: who, what, where, when, equipment, interfaces and expected conditions.
2. Identify reasonably foreseeable hazards and who may be harmed, including workers, volunteers, players, children, officials, spectators and the public.
3. Assess the risk using WTA's approved likelihood-and-consequence matrix. Consider existing controls and uncertainty.
4. Eliminate the risk so far as is reasonably practicable. If it cannot be eliminated, minimise it using the most effective reasonably practicable controls.
5. Assign each action to a named owner with a due date. Communicate controls to affected people.
6. Check controls before and during work. Stop, change or postpone the activity if controls are absent or ineffective.
7. Record and review the assessment after the activity or when circumstances change.

4.3 Hierarchy of controls

- Eliminate the hazard or risky activity.
- Substitute for a lower-risk activity, item or method.
- Isolate people from the hazard.
- Use engineering or physical controls.
- Use administrative controls such as procedures, scheduling, training and signage.
- Use PPE for remaining risk; do not rely on PPE where a more effective control is reasonably practicable.

Dynamic assessment: Activity leads must continue assessing conditions in real time. A completed form never overrides changing weather, field conditions, participant behaviour or other emerging risk.

5. Hazard, incident and near-miss reporting

5.1 Immediate response

1. Protect life and prevent further harm. Provide first aid and call 111 where required.
2. Stop or isolate the affected activity, equipment or area where safe to do so.

3. Notify the Activity Lead and Operations Co-ordinator promptly.
4. Preserve evidence and do not disturb a possible notifiable-event site except for permitted reasons such as helping an injured person or making the site safe.

5.2 Recording and review

- Submit the applicable Hazard Report or Incident, Injury and Near-Miss Form as soon as practicable.
- Record events in the relevant register, including people affected, immediate actions and privacy classification.
- Investigate in proportion to actual and potential harm. Focus on underlying systems and contributing factors, not blame alone.
- Assign corrective actions, owners, priorities and due dates. Verify completion and effectiveness.
- Share lessons with affected people while protecting personal information.

6. Notifiable events

Urgent legal process: If an event may be notifiable, contact the Operations Co-ordinator and President immediately. When uncertain, use WorkSafe's current notification guidance or seek advice.

1. Arrange emergency assistance and protect people.
2. Preserve the site so far as required. Do not disturb it except to save life, relieve suffering, prevent serious damage, maintain public access where essential, or as directed by Police or an inspector.
3. The Operations Co-ordinator, President or authorised delegate must notify the appropriate regulator as soon as possible by the fastest available means.
4. Record the regulator reference, advice received and people notified. Emergency-services attendance does not replace WTA notification.
5. Keep the required notifiable-event record for at least five years and preserve relevant documents, photographs and communications.
6. Coordinate communications, support affected people and undertake a formal investigation without obstructing any regulator process.

A notifiable event is a work-related death, notifiable injury or illness, or notifiable incident as defined by the Health and Safety at Work Act 2015. Only serious events meet the statutory threshold, but all WTA incidents and near misses must still be reported internally.

7. Emergency management

7.1 Planning requirements

Every regular workplace must have an emergency plan. Events and temporary venues require an Event or Venue Emergency Action Plan proportionate to their risks. The plan must be accessible, communicated, maintained and tested.

- Emergency contacts and the precise venue address or location reference.
- Who has authority to stop activity, call emergency services and communicate with participants.

- Evacuation, shelter, assembly, head-count and re-entry arrangements.
- First aiders, kits, AED access and ambulance entry point.
- Arrangements for children, disabled people and anyone needing assistance.
- Communication if mobile coverage, power or public-address systems fail.
- Relevant scenarios: medical emergency, fire, earthquake, severe weather, lightning, flooding, missing child, violence, bomb threat, utility failure and unsafe ground.

7.2 During an emergency

1. Raise the alarm and call 111 where required.
2. Follow emergency-services and venue-controller instructions.
3. Move people from danger without creating additional risk.
4. Account for workers and, where practicable, participants under WTA supervision.
5. Provide first aid within the responder's competence.
6. Do not re-enter or resume activity until authorised and conditions are safe.
7. Record the event and complete a debrief and plan review.

8. First aid

8.1 Determining provision

First aid provision must reflect the nature of the work and sport activity, participant numbers and needs, known hazards, venue size and location, operating hours, travel time for emergency services and availability of other first aid resources.

- Provide accessible, clearly identified and appropriately stocked kits.
- Ensure access to enough trained first aiders for the activity and foreseeable absences.
- Record certificate expiry dates and arrange refresher training before expiry.
- Identify AED locations and check accessibility; do not represent an AED as available unless access has been confirmed.
- Inspect kits regularly and after use; replace expired, damaged or used items.
- Record treatment confidentially and escalate injuries in accordance with incident and notifiable-event procedures.

8.2 Boundaries

First aiders must work within their training, use appropriate protective measures, seek professional assistance when required and not diagnose or provide treatment beyond their competence. Consent should be obtained where possible; emergencies involving children must be handled in line with safeguarding and emergency requirements.

9. Events, modules, programmes and tournaments

9.1 Planning before approval

- Appoint a responsible Event Lead and identify other key roles.

- Complete an Event Risk Assessment and Safety Plan early enough to influence venue, scheduling, staffing and equipment decisions.
- Consult the venue owner, council, contractors, schools, teams and other PCBUs about overlapping duties.
- Confirm field layout, access, traffic, toilets, drinking water, shelter, lighting, communications, first aid and emergency access.
- Assess children and vulnerable participants, crowds, alcohol, cash, equipment, weather, fatigue and safeguarding risks.
- Establish cancellation, postponement and evacuation authority and communication channels.

9.2 Before opening

- Complete and record a venue/field inspection.
- Confirm hazards and controls with staff, officials, contractors and team managers.
- Check emergency access, first aid, communications and incident-reporting arrangements.
- Resolve critical defects before participants enter the affected area.
- Record any change from the approved plan.

9.3 During and after

- Monitor conditions and workload continuously.
- Record and respond to incidents, complaints and emerging hazards.
- Use a clear command structure and keep emergency routes open.
- Complete a post-event review for significant events and carry lessons into future plans.

10. Venue, field and severe-weather safety

10.1 Venue and field inspections

- Playing surface: holes, debris, standing water, unsafe hardness or slipperiness, lines and run-off areas.
- Structures and equipment: posts, padding, marquees, barriers, electrical leads, lighting and temporary installations.
- Public interface: vehicle movement, parking, pedestrian routes, drop-off areas and emergency access.
- Facilities: exits, occupancy, toilets, drinking water, accessibility, storage and security.
- Environmental conditions: heat, cold, wind, lightning, air quality, flooding and visibility.

10.2 Weather decisions

The Event Lead must monitor reliable forecasts and actual conditions and may delay, modify, suspend, relocate or cancel activity. Decisions must prioritise safety over schedule or financial impact.

- Lightning: suspend outdoor activity when lightning presents a credible risk and move people to appropriate shelter; resume only when the Event Lead is satisfied it is safe under the event plan.
- Heat: adjust timing, breaks, duration and intensity; provide water and shade; monitor vulnerable participants and signs of heat illness.
- Wind: secure or remove marquees, signage and loose equipment; do not use temporary structures outside rated or supplier conditions.

- Flooding or poor ground: isolate unsafe areas and do not allow play, driving or pedestrian access through hazardous water or surfaces.
- Air quality or other civil emergency: follow official advice and reassess whether activity can safely continue.

11. Contractors and shared workplaces

11.1 Before engagement

- Define the work, risks, interfaces and required competencies.
- Select contractors using checks proportionate to the risk, such as licences, experience, insurance, safety systems and references.
- Agree who controls each risk and how information, incidents and changes will be communicated.
- Do not rely on a contract clause as a substitute for consultation, cooperation and coordination.

11.2 Induction and monitoring

- Provide site/activity information, emergency arrangements and WTA conduct requirements.
- Record induction and authorisation.
- Monitor higher-risk or changing work and intervene if controls are ineffective.
- Record contractor incidents and include them in WTA review and reporting where relevant.
- Close out hazards, keys, equipment, access and documentation when work finishes.

12. Vehicles and work-related travel

All use of WTA vehicles must comply with the WTA Motor Vehicle Policy and driver approval process. This manual adds the following journey controls:

- Plan routes, timing, rest breaks, loading, passenger needs, weather and communications.
- Do not drive while fatigued, impaired, unlicensed or distracted.
- Secure equipment and stay within vehicle and towing limits.
- For long or remote journeys, nominate check-in arrangements and alternatives if the driver becomes unfit.
- Report vehicle defects, infringements, damage, incidents and near misses promptly.
- Apply equivalent safety expectations to hired vehicles and private vehicles used for authorised WTA work.

13. Working alone, after hours and personal security

1. Assess whether lone or after-hours work is necessary and appropriate.
2. Identify foreseeable risks, including medical events, aggression, travel, poor lighting, isolation and inability to summon help.
3. Agree a check-in plan, expected finish time, escalation contact and response to missed contact.
4. Ensure the person has communication, safe access, emergency information and authority to leave unsafe conditions.
5. Record and review any security event, threat or failed check-in.

A person must not undertake lone work where the risk cannot be adequately controlled, including tasks requiring immediate assistance or where a credible violence or medical risk is present.

14. Office, workstation and working-from-home safety

14.1 Workstation setup

- Adjust chair, desk, screen, keyboard and pointing device to support a neutral and comfortable posture.
- Vary posture and tasks, take short movement breaks and report discomfort early.
- Manage lighting, glare, noise, temperature, cords and trip hazards.
- Use suitable equipment rather than improvised arrangements for sustained work.

14.2 Working from home

- Complete a Working-from-Home Assessment before regular home working and when the setup materially changes.
- Maintain a safe work area, emergency egress, electrical safety, security and communication.
- Agree availability, workload, contact and lone-work arrangements.
- Report work-related discomfort, incidents and psychosocial concerns in the same way as at other workplaces.
- Respect privacy: WTA will request only information reasonably needed to assess work risks.

15. Manual handling, equipment and PPE

15.1 Manual handling

- Eliminate unnecessary handling and use mechanical aids, team lifts or delivery changes where practicable.
- Assess load weight, size, stability, grip, route, frequency, posture and the individual's capability.
- Clear the route and avoid twisting, sudden movement and handling beyond personal capacity.
- Stop and seek assistance if conditions differ or pain occurs.

15.2 Equipment and PPE

- Select equipment that is fit for purpose and use it only as intended.
- Inspect before use; isolate, label and report defective equipment.
- Only competent and authorised people may use specialist or higher-risk equipment.
- Provide PPE suitable for the person and risk, including instruction, maintenance, storage and replacement.
- PPE is the last line of defence and does not replace more effective reasonably practicable controls.

16. Psychosocial risks, fatigue and respectful conduct

WTA will manage psychosocial risks as work health and safety risks. These may arise from workload, role conflict, poor support, low control, traumatic incidents, bullying, harassment, violence, fatigue, unreasonable hours, organisational change or difficult interactions.

16.1 Prevention

- Set clear roles, realistic workloads, adequate staffing and appropriate breaks.
- Consult people about changes and provide access to support and escalation.
- Plan travel, tournaments and peak periods to reduce excessive hours and fatigue.
- Address incivility, bullying, harassment, threats and violence early.
- Protect people from retaliation for raising genuine concerns.

16.2 Response

1. If there is immediate danger, move to safety and call 111.
2. Listen, record the concern accurately and assess immediate support and safety needs.
3. Notify the Operations Co-ordinator, President or another Executive Committee member where the normal contact is involved.
4. Use the applicable complaints, incident or safeguarding process; maintain appropriate confidentiality and procedural fairness.
5. Review work factors and controls even where individual support is also provided.

17. Child and participant safety

WTA's Police Vetting and Child Safeguarding Policy governs safeguarding requirements. Health and safety planning must also account for children and participants who may be affected by WTA work.

- Use appropriate supervision, role boundaries, communication and collection/release arrangements.
- Apply police vetting and screening requirements before a person begins a covered role.
- Avoid one-to-one isolated situations where practicable and follow approved communication channels.
- Respond immediately to missing-child, abuse, grooming, violence or serious welfare concerns under the safeguarding procedure.
- Protect medical, contact and safeguarding information and disclose only where authorised or necessary for safety or law.
- Ensure participation, emergency and accessibility arrangements account for age, disability, medical needs and cultural considerations.

18. Health, illness, rehabilitation and infection control

18.1 Fitness for work

People must not undertake work when illness, injury, medication, fatigue, alcohol or drugs make it unsafe. They should advise the appropriate lead of relevant work limitations without being required to disclose unnecessary medical detail.

18.2 Infection control

- Encourage hand hygiene, cleaning of shared equipment and appropriate respiratory etiquette.
- Do not require an unwell person to remain at work or an event where this creates risk.
- Follow current public-health advice for communicable disease or outbreak situations.

- Use gloves or other controls where exposure to blood or bodily fluids is foreseeable and arrange safe cleaning/disposal.

18.3 Rehabilitation and return to work

- Maintain early, respectful contact with the injured or ill worker.
- Use medical restrictions and functional capacity information to develop safe, meaningful duties where practicable.
- Consult the worker, treatment provider/ACC where authorised, and relevant manager.
- Review the plan regularly and protect medical confidentiality.
- Do not pressure a person to return to duties that conflict with medical advice or safe capacity.

19. Records, privacy and document control

- Use current approved forms and registers; archive superseded versions to prevent accidental use.
- Limit access according to role and sensitivity. Keep medical, safeguarding, vetting and investigation information separately restricted where appropriate.
- Collect only information reasonably necessary for the stated purpose and tell people how it will be used.
- Correct inaccurate information and dispose of records securely when the retention period ends.
- Keep notifiable-event records for at least five years; apply longer periods where another legal, insurance or operational requirement applies.
- Record document owner, version, approval, effective date and next review.

20. Monitoring, reporting and review

20.1 Operational monitoring

- Review incidents, near misses, hazards and corrective actions regularly.
- Track overdue actions, training and certificate expiries, first aid checks, emergency tests and contractor matters.
- Use inspections, feedback and event debriefs to test whether procedures and controls work in practice.

20.2 Governance reporting

The Operations Co-ordinator will provide the Executive Committee with proportionate reporting on significant events, trends, material risks, notifiable events, overdue high-priority actions, resource needs and improvement progress. Urgent matters must be escalated immediately rather than waiting for scheduled reporting.

20.3 Review

This manual will be reviewed at least every two years, after material incidents or operational change, and when legislation or guidance changes. Because HSWA amendments passed in July 2026 are scheduled to commence on 1 April 2027, WTA must review this manual before that date and update it where required.

Appendix A: Immediate-response guide

Situation	First actions	Notify / record
Life-threatening injury or emergency	Call 111; protect life; first aid; control further danger.	Event Lead and Operations Co-ordinator immediately; incident form.
Possible notifiable event	Emergency response; stop work; preserve site/evidence.	Operations Co-ordinator and President immediately; WorkSafe decision and record.
Missing child / safeguarding emergency	Activate event safeguarding response; search without leaving other children unsafe; call Police where required.	Event Lead, Operations Co-ordinator and safeguarding contact; secure record.
Severe weather / unsafe venue	Suspend affected activity; move people to safety; monitor conditions.	Event Lead; communicate decision; record material change/incident.
Violence or credible threat	Withdraw; do not escalate confrontation; call 111 if danger is immediate.	Operations Co-ordinator/President; incident and complaints process.
Minor injury / near miss / hazard	First aid or make safe; prevent recurrence.	Prompt internal report; register and corrective action.

Appendix B: Required forms and registers

- Health and Safety Induction Form
- Training and Competency Register
- Hazard and Risk Report Form
- Hazard and Risk Register
- Incident, Injury and Near-Miss Form
- Incident Register
- Incident Investigation Form
- Corrective Action Register
- Event Risk Assessment and Safety Plan
- Venue/Field Inspection Checklist
- Venue Emergency Action Plan
- Emergency Drill Record
- First Aid Kit Inspection Register
- Contractor Pre-Engagement and Induction Form
- Contractor Register
- Working-from-Home Assessment
- Workstation Assessment
- Worker Health and Safety Acknowledgement

Section 3 control: Forms and registers must use the same role titles, escalation thresholds and procedures as this manual. Changes to a process must be reflected in both places.

HEALTH AND SAFETY FORMS AND REGISTERS PACK

Section 3 of the WTA Health and Safety System

Owner	WTA Executive Committee
Operational lead	Operations Co-ordinator
Status	Approved
Effective date	18 August 2026
Related documents	WTA Health and Safety Policy and Procedures Manual
Review	With the Procedures Manual and before 1 April 2027

How to use this pack: Use the one-off forms for individual people, events or reports. Maintain registers as live controlled records, preferably in a restricted Google Sheet. Do not collect sensitive information unless it is needed for the stated purpose.

Template index

No.	Template	Best working format
1	Health and Safety Induction Form	Google Form or Word
2	Training and Competency Register	Google Sheet
3	Hazard and Risk Report Form	Google Form
4	Hazard and Risk Register	Google Sheet
5	Incident, Injury and Near-Miss Form	Google Form
6	Incident Register	Restricted Google Sheet
7	Incident Investigation Form	Word / Google Doc
8	Corrective Action Register	Google Sheet
9	Event Risk Assessment and Safety Plan	Word / Google Doc
10	Venue and Field Inspection Checklist	Google Form
11	Venue Emergency Action Plan	Word / Google Doc
12	Emergency Drill Record	Google Form or Word
13	First Aid Kit Inspection Register	Google Sheet or Form
14	Contractor Pre-Engagement and Induction Form	Google Form or Word
15	Contractor Register	Google Sheet
16	Working-from-Home Assessment	Google Form
17	Workstation Assessment	Google Form
18	Worker Health and Safety Acknowledgement	Google Form

Important: Possible notifiable events must be escalated immediately to the Operations Co-ordinator and President. A form submission does not replace calling 111, preserving the site, or notifying WorkSafe where required.

FORM 1 Health and Safety Induction Form

Purpose / use	Complete before a worker, contractor or regular volunteer begins unsupervised work.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Person	
Role / team	
Start date	
Inducted by	
Work locations / activities	

Induction checklist

☐ WTA Health and Safety Policy and Procedures	☐ Role responsibilities and supervision
☐ How to report hazards, incidents and near misses	☐ Emergency contacts, alarms, exits and assembly areas
☐ First aid arrangements and AED locations	☐ Event, venue and severe-weather controls
☐ Vehicle and travel requirements (if applicable)	☐ Child safeguarding and police vetting requirements
☐ Contractor/shared-workplace requirements (if applicable)	☐ Lone work, personal security and check-in arrangements
☐ Manual handling, equipment and PPE	☐ Psychosocial risks, respectful conduct and support contacts

Follow-up required

Training / action required	_____ _____ _____ _____
Owner and due date	
Restrictions until completed	
Person declaration	I understand the information provided, will follow WTA requirements and will report concerns promptly.
Person signature / date	
Inductor signature / date	

FORM 2 Training and Competency Register

Purpose / use	Live register of required training, qualifications, authorisations and expiry dates.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Person	Role	Training / competency	Provider / evidence	Completed	Expires	Status / action

Register control: Review monthly during active delivery periods. Arrange renewal before expiry and do not allocate unsupervised higher-risk work where required competency is not current.

FORM 3 Hazard and Risk Report Form

Purpose / use	For a new hazard, unsafe condition or risk concern that has not caused an incident.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Reporter / contact	
Date and time identified	
Location / activity	
Hazard or concern	_____ _____ _____ _____
Who could be harmed and how	_____ _____
Immediate action taken	_____ _____
Suggested control	_____ _____
Photo / evidence reference	

Operational review

Risk rating	Likelihood: _____ Consequence: _____ Overall: _____
Further controls / owner / due date	_____ _____ _____ _____
Outcome communicated to	
Closed by / date	
Effectiveness checked	☐ Yes ☐ No Date: _____ Notes: _____

FORM 4 Hazard and Risk Register

Purpose / use	Live record of material hazards, risk ratings, controls and reviews.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

ID / date	Activity / hazard	Who may be harmed	Initial risk	Controls / action owner	Residual risk	Review / status

Assessment rule: Eliminate risks so far as reasonably practicable. If elimination is not possible, minimise using the most effective reasonably practicable controls. Reassess when conditions, work or information change.

FORM 5 Incident, Injury and Near-Miss Form

Purpose / use	Report any work-related injury, illness, incident, damage or near miss as soon as practicable.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Immediate response: Protect life, call 111 if required, stop or isolate danger, notify the Activity/Event Lead and Operations Co-ordinator, and preserve a possible notifiable-event site.

Event type	☐ Injury/illness ☐ Near miss ☐ Damage ☐ Violence/security ☐ Safeguarding ☐ Other
Date / time / location	
Person affected	
Role / participant status	
Reporter / contact	
What happened	_____ _____ _____ _____
Immediate actions / first aid	_____ _____
Witnesses / contact details	_____ _____
Equipment / vehicle / property involved	
Photos or evidence retained	

Initial review

Potential severity	☐ Low ☐ Moderate ☐ High ☐ Critical
Possible notifiable event	☐ Yes ☐ No ☐ Unsure — escalated immediately
People notified / time	
Further action required	_____ _____
Received by / date	

FORM 6 Incident Register

Purpose / use	Restricted live register of incidents, injuries, illnesses and near misses.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

ID / date	Type / location	Brief description	Actual / potential harm	Notifiable decision	Actions / owner	Status / review

Privacy: Use a unique incident ID and keep detailed medical, safeguarding and investigation material in the restricted source record. Do not place unnecessary personal details in the register.

FORM 7 Incident Investigation Form

Purpose / use	For significant, repeated, high-potential or notifiable events. Focus on learning and system improvement.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Incident ID / date	
Investigation lead / team	
Scope and purpose	
People consulted	
Evidence reviewed	

Event analysis

What happened — verified sequence	
Immediate causes / conditions	
Contributing work factors	
Controls expected and why they failed	
Underlying system / organisational factors	

Findings and actions

Finding	Corrective action	Owner	Priority	Due	Verification

Finding	Corrective action	Owner	Priority	Due	Verification

Lessons to communicate	
Investigation approved by / date	
Effectiveness review date / outcome	

FORM 8 Corrective Action Register

Purpose / use	Track actions from reports, inspections, incidents, reviews and audits through to verified closure.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Action ID	Source / risk	Required action	Owner	Priority	Due date	Status	Verified by / date

Escalation: Overdue high-priority actions and controls that are absent or ineffective must be escalated to the Operations Co-ordinator. Stop or change affected work where serious and immediate danger remains.

FORM 9 Event Risk Assessment and Safety Plan

Purpose / use	Complete before WTA events, modules, programmes, trials and tournaments.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Event / activity	
Date / hours	
Venue / precise location	
Event Lead / mobile	
Other key roles	
Expected numbers / participant profile	
Other PCBUs / contractors consulted	
Plan prepared / reviewed by	

Planning confirmation

☐ Venue booking and field layout confirmed	☐ Emergency access, exits and assembly areas confirmed
☐ First aiders, kits and AED access confirmed	☐ Weather monitoring and decision authority set
☐ Traffic, parking and pedestrian controls set	☐ Children, accessibility and medical needs considered
☐ Toilets, water, shelter, lighting and communications confirmed	☐ Contractors and overlapping duties coordinated

Risk assessment

Hazard / who may be harmed	Existing controls	Initial risk	Further controls / owner / due	Residual risk

Operational arrangements

Weather forecast / monitoring source	
First aiders / kit / AED	
Emergency access and assembly area	
Traffic and pedestrian controls	
Children / accessibility / medical arrangements	
Contractors and other PCBUs	
Briefing and communication method	
Changes from the approved plan	

Decision and communication

Stop / postpone / evacuate authority	
Communication channels	
Pre-opening briefing time / attendees	
Approval / date	
Post-event review required	☐ Yes ☐ No Owner / due: _____

FORM 10 Venue and Field Inspection Checklist

Purpose / use	Complete before opening and repeat when conditions change.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Event / venue	
Date / time / weather	
Inspector	
Area(s) inspected	

Inspection item	OK	Issue / location	Immediate control / action
Playing surface, holes, debris, water, hardness and run-off			
Lines, posts, padding, goals and field equipment			
Marquees, barriers, signage and temporary structures			
Electrical leads, lighting and powered equipment			
Vehicle movement, parking and pedestrian routes			
Emergency access, exits and assembly area			
Toilets, drinking water, shelter and accessibility			
First aid kit, first aiders and AED access			
Weather, visibility, heat, wind, lightning and flooding			
Storage, waste, security and public interface			

Critical defects resolved before opening	☐ Yes ☐ No — affected area closed / event changed
Reinspection required / time	
Event Lead acceptance / date	

FORM 11 Venue Emergency Action Plan

Purpose / use	Venue-specific plan for emergencies during WTA work or events.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Venue / full address	
Event / dates	
Emergency co-ordinator / mobile	
Event Lead / mobile	
Emergency services location reference	
Assembly area	
Ambulance / emergency access point	
AED location and confirmed access	
First aiders / kit locations	
Venue controller / security contact	

Response arrangements

Scenario	Alarm / first actions	Evacuation or shelter	Lead / communication
Medical emergency			
Fire / smoke			
Earthquake			
Severe weather / lightning / flooding			
Missing child / safeguarding			
Violence / credible threat			
Utility failure / unsafe ground			
People needing assistance / arrangements	_____ _____ _____ _____		

Scenario	Alarm / first actions	Evacuation or shelter	Lead / communication
Head-count / participant accounting method			
Communication failure backup			
Re-entry / resumption authority			
Plan briefed / tested / date			

Site map and access notes

Mark or describe assembly area, emergency vehicle access, exits, hazards and key facilities	_____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____
Plan distributed to	
Approved by / date	
Review after event or drill	

FORM 12 Emergency Drill Record

Purpose / use	Record emergency-plan tests, drills and debrief actions.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Venue / workplace	
Date / time	
Scenario tested	
Drill lead	
People participating / observers	
Plan or objective tested	

Measure	Expected	Observed / result
Alarm raised		
Emergency contact / 111 simulation		
Evacuation or shelter		
Head count / accounting		
Communication		
Access for emergency services		

What worked well	_____ _____
Gaps / lessons	_____ _____ _____ _____
Corrective actions / owners / due dates	_____ _____ _____ _____
Plan updated by / date	
Next test due	

FORM 13 First Aid Kit Inspection Register

Purpose / use	Inspect each kit regularly and after use; replace expired, damaged or used items.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Kit ID / location	
Responsible person	
Inspection frequency	

Date	Seal / clean	Stock / expiry	Damage / missing	Items replaced / action	Checked by	Next due

Also confirm: The kit is accessible and clearly identified, emergency contact information is current, and any specialist items required by the risk assessment are present.

FORM 14 Contractor Pre-Engagement and Induction Form

Purpose / use	Complete checks proportionate to the risk before a contractor begins WTA work.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Contractor / business	
Contact person / mobile	
Work / location / dates	
WTA contact / supervisor	

Pre-engagement checks

Requirement	Confirmed / evidence	Expiry / notes
Experience and competence		
Relevant licences / qualifications		
Insurance		
Risk assessment / safe work method		
Equipment inspection / certification		
References or prior performance		
Police vetting / safeguarding (if applicable)		

Induction and coordination

☐ Scope, boundaries and authorisation	☐ Site hazards and WTA controls
☐ Emergency and first aid arrangements	☐ Incident and hazard reporting
☐ Child safeguarding and conduct	☐ Other PCBUs and overlapping duties
☐ Access, keys, security and vehicle movements	☐ Monitoring, changes and stop-work expectations

Additional controls / actions	_____ _____
Contractor acknowledgement / date	
WTA approval / date	
Close-out completed / date	

FORM 15 Contractor Register

Purpose / use	Live register of approved contractors and review requirements.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Contractor	Service / WTA contact	Insurance expiry	Licence / competency expiry	Vetting / safeguarding	Induction / last used	Status / review

Use: The register supports oversight but does not replace task-specific consultation, coordination, risk assessment or induction.

FORM 16 Working-from-Home Assessment

Purpose / use	Complete before regular home working and when the setup materially changes.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Person / role	
Home work area	
Assessment date / reviewer	
Typical work pattern	

Check	Yes / No / N/A	Issue or action required
Dedicated work area with adequate space		
Safe access, exit and emergency arrangements		
Chair, desk and screen support neutral posture		
Keyboard, mouse and frequently used items positioned well		
Lighting, glare, ventilation and temperature suitable		
Cords, flooring and trip hazards controlled		
Electrical equipment and outlets appear safe		
Noise, distraction and household interface manageable		
Secure storage, privacy and information security		
Communication, availability and lone-work plan agreed		
Workload, breaks, movement and psychosocial risks managed		
Incident, discomfort and concern reporting understood		

Actions / owner / due date	_____ _____ _____ _____
Assessment outcome	☐ Suitable ☐ Suitable with actions ☐ Not suitable until resolved
Person / reviewer sign-off	

FORM 17 Workstation Assessment

Purpose / use	Use for office or home workstations where discomfort exists or sustained computer work is undertaken.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Person / location	
Date / assessor	
Reason for assessment	

Area	Check / adjustment	Outcome / action
Chair	Height, back support, feet supported, comfortable posture	
Desk	Space, height, clear leg room, work close to body	
Screen	Directly ahead, suitable height/distance, glare controlled	
Keyboard / mouse	Close, relaxed shoulders, neutral wrists	
Laptop use	Separate screen/keyboard/mouse or suitable arrangement for sustained use	
Environment	Lighting, noise, temperature, cords and access	
Work pattern	Task variation, movement breaks, workload and early reporting	

Symptoms / limitations relevant to work	_____ _____ _____ _____
Equipment or changes required	_____ _____ _____ _____
Owner / due date	
Review date / outcome	

FORM 18 Worker Health and Safety Acknowledgement

Purpose / use	Record that an employee, contractor or regular volunteer has received and accepts WTA's core health and safety expectations.
Process owner	Operations Co-ordinator
Privacy	Store with access appropriate to the information recorded.

Name	
Role / relationship to WTA	
Date	

Acknowledgement

I confirm that I have received or been given access to the WTA Health and Safety Policy, Procedures Manual and the information relevant to my role. I understand that I must:

- ☐ Take reasonable care of my own health and safety and that of others
- ☐ Follow reasonable WTA instructions, procedures and agreed controls
- ☐ Work only within my competence and authorisation
- ☐ Report hazards, incidents, injuries, illnesses and near misses promptly
- ☐ Stop or pause work and seek help where serious and immediate danger exists
- ☐ Participate in induction, training, consultation and incident reviews as required
- ☐ Protect confidential medical, safeguarding and investigation information
- ☐ Tell WTA if a work limitation or change affects safe performance without providing unnecessary medical detail

Questions / support or training requested	_____ _____ _____ _____
Person signature / date	
WTA representative / date	

Record control: This acknowledgement supports—but does not replace—induction, consultation, supervision, training or WTA's responsibility to manage work risks.

MOTOR VEHICLE POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Approved by	WTA Executive Committee
Approval date	18 August 2026
Next review date	30 June 2028

1. Purpose

This policy sets the requirements for the safe, lawful and responsible use of motor vehicles owned, leased or otherwise provided by Waikato Touch Association Incorporated (WTA). It supports WTA's health and safety responsibilities, protects WTA property and clarifies the responsibilities of every approved driver.

2. Scope

This policy applies to WTA employees and approved contractors or volunteers who drive, have custody of, or travel in a WTA vehicle. It applies to the WTA Mazda BT-50 and to any replacement, additional, leased or hired vehicle where WTA authorises its use.

Vehicle covered: WTA Mazda BT-50. The vehicle registration and insurance details must be recorded in WTA's vehicle register and vehicle-use agreement.

3. Authorised drivers

A person may drive a WTA vehicle only when they:

- are a WTA employee or an approved contractor or volunteer;
- have prior approval from the WTA Operations Co-ordinator or another person delegated by the Executive Committee;
- hold a current full New Zealand Class 1 driver licence, or an accepted equivalent overseas licence, that is valid for the vehicle being driven;
- have provided WTA with the licence details and any information reasonably required by WTA or its insurer; and
- comply with all licence conditions and WTA's vehicle-use agreement.

A driver must immediately notify WTA if their licence is suspended, cancelled, disqualified, restricted or otherwise affected. They must not drive a WTA vehicle until WTA confirms that they remain authorised.

4. Approval and permitted use

WTA vehicles are primarily provided for approved WTA business, including programme delivery, development activities, meetings, events, tournaments and the transport of authorised people or equipment.

Personal use is permitted only when it has been approved in advance by the WTA Operations Co-ordinator or Executive Committee. The approval may specify the driver, purpose, dates, area of travel, fuel arrangements and any other conditions. Approval may be withdrawn at any time.

Unless expressly approved, a driver must not:

- allow another person to drive the vehicle;
- use the vehicle for private commercial activity, ridesharing, racing, driver training or any unlawful purpose;
- take the vehicle outside New Zealand;
- tow a trailer or carry a load beyond the manufacturer's rated limits; or
- keep the vehicle away from its approved storage location overnight.

5. Driver safety and conduct

Every driver must take reasonable care for their own safety and the safety of passengers, other road users and the public. Drivers must:

- comply with all road rules, speed limits, parking restrictions and lawful directions;
- ensure every occupant uses an available seat belt and that the number of occupants does not exceed the vehicle's legal capacity;
- not drive while impaired by alcohol, illegal drugs, medication, fatigue, illness or any other condition that makes driving unsafe;
- not use a handheld mobile phone while driving, including while stopped in traffic;
- plan journeys sensibly, take appropriate rest breaks and stop driving if they become tired or conditions are unsafe;
- drive to the conditions and take additional care when reversing, towing, travelling off-road or carrying equipment; and
- secure all equipment and loads so they cannot shift, fall or create a hazard.

Smoking or vaping in a WTA vehicle is prohibited.

6. Passengers

Only passengers connected with an approved WTA activity, or passengers expressly approved as part of authorised personal use, may be carried. The driver is responsible for ensuring passengers behave safely and do not distract the driver. Children must use an appropriate, legally compliant child restraint where required.

7. Fuel card and operating costs

The WTA fuel card may be used only for authorised vehicle fuel and other purchases specifically approved by WTA. The driver must:

- keep the card and PIN secure and never leave the PIN with the card;
- enter the correct odometer reading when required;
- retain and submit receipts in accordance with WTA's financial procedures;
- report a lost, stolen or compromised card immediately; and
- personally pay for fuel and other costs relating to approved personal use unless WTA has agreed otherwise in writing.

Using the fuel card for unauthorised personal purchases may be treated as serious misconduct or a serious breach of the driver's agreement.

8. GPS tracking and privacy

The Mazda BT-50 is fitted with GPS tracking. GPS information may include the vehicle's location, routes, dates and times of travel, speed and other available vehicle-use information.

WTA may collect and use GPS information to:

- protect the safety of drivers and respond to emergencies;
- locate and safeguard the vehicle and investigate loss or theft;
- manage vehicle availability, servicing, mileage and authorised use;
- investigate accidents, complaints, suspected misuse or repeated unsafe driving; and
- meet legal, insurance, audit and health and safety requirements.

Access will be limited to authorised WTA personnel and service providers who need the information for an approved purpose. GPS information will be stored securely, retained only as long as reasonably necessary and managed in accordance with the Privacy Act 2020. A driver may request access to or correction of personal information held about them.

GPS tracking remains active during approved personal use. WTA will not routinely monitor personal journeys but may access relevant information for safety, security, legal, insurance or suspected misuse purposes.

9. Vehicle condition, servicing and cleanliness

Before driving, the driver must make a reasonable visual check of the vehicle, including tyres, lights, windows, mirrors, fuel level, visible damage and any warning lights. A vehicle must not be driven if the driver believes it is unsafe or unlawful to use.

WTA will manage the vehicle's warrant of fitness, registration, servicing, road user charges where applicable, insurance and scheduled maintenance. Drivers must promptly report defects, warning lights, damage, overdue requirements or maintenance concerns.

Drivers must return the vehicle at the agreed time and location, reasonably fuelled, clean and tidy, with rubbish and personal belongings removed. Keys, fuel cards and supplied equipment must be returned securely.

No repairs, modifications, accessories or signage may be arranged without WTA's prior approval, except urgent work reasonably necessary to prevent further harm or secure the vehicle following an incident.

10. Accidents, damage, theft and breakdowns

Following an accident, damage, theft or other incident, the driver must:

- stop safely, check for injuries and call emergency services when required;
- comply with all legal reporting obligations and not admit liability or make promises of payment;
- obtain the names, contact details, registration numbers and insurance details of other parties, and details of witnesses where possible;
- take photographs and record the location, conditions and relevant circumstances where it is safe to do so;
- notify the WTA Operations Co-Ordinator or Executive Committee representative as soon as possible;
- complete WTA's incident and insurance forms promptly; and
- cooperate fully with WTA, the Police and WTA's insurer.

For a breakdown or safety-critical defect, the driver must move to a safe place if possible, stop using the vehicle and contact WTA or the approved roadside-assistance provider.

11. Fines, infringements, damage and insurance excess

The driver is personally responsible for parking charges, tolls, traffic infringements, fines, towing or impoundment costs arising from their use of the vehicle, unless WTA determines the cost resulted directly from an authorised operational requirement outside the driver's control.

Where the driver is at fault for an accident or damage for any reason, the driver must reimburse WTA for the applicable insurance excess. Fault may be determined from the available evidence, including Police or insurer findings and WTA's reasonable assessment. Any recovery from an employee will be managed lawfully and in accordance with their employment agreement and any required written consent.

The driver may be responsible for the full uninsured loss where insurance is declined or unavailable because of the driver's unlawful conduct, unauthorised use, dishonesty, deliberate damage, gross negligence, impairment, licence breach or material breach of this policy, subject to applicable law and contractual arrangements.

12. Vehicle security

When the vehicle is unattended, the driver must close the windows, lock the vehicle, secure the keys and fuel card, and remove or conceal valuable equipment where reasonably practicable. Keys must not be left in or on the vehicle. Loss or theft of the vehicle, keys, fuel card or WTA property must be reported immediately.

13. Breaches of this policy

WTA may suspend or withdraw driving approval where there is a safety concern, suspected misuse or breach of this policy. A breach may also result in repayment of costs, an insurance or Police referral, disciplinary action for an employee, termination of a contractor or volunteer arrangement, or other action appropriate to the circumstances.

14. Responsibilities

Role	Responsibility
Executive Committee	Approve the policy, oversee significant incidents and authorise delegations.
WTA Operations Co-Ordinator	Maintain vehicle, driver and licence records; coordinate bookings, servicing, insurance, fuel cards and incident reporting.
Approved driver	Follow this policy and the vehicle-use agreement; drive safely; protect WTA property; and promptly report changes, defects and incidents.

15. Related documents and legislation

- WTA Use of Vehicle Agreement
- WTA Incident Report Form and applicable insurance claim form
- Land Transport Act 1998 and applicable Land Transport Rules
- Health and Safety at Work Act 2015
- Privacy Act 2020

Important: This policy should be read alongside WTA's current motor vehicle insurance policy. If there is any conflict, WTA must obtain advice before relying on an insurance or liability provision.

CHILD AND VULNERABLE PERSONS PROTECTION POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operations Co-ordinator
Safeguarding lead	Person appointed by the WTA Executive Committee
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	WTA Constitution; Member Code of Conduct; Coaches and Managers Code of Conduct; Complaints and Disciplinary Procedure; Health and Safety Policy and Procedures Manual; Representative Programme Policy; Photography and Image Policy; Motor Vehicle Policy; New Zealand Police Vetting Request and Consent Form (Appendix A)

Safety comes first: Any concern about a child, young person or adult at risk must be taken seriously and acted on promptly. A person does not need proof before raising a genuine concern, and WTA approval is not required before contacting Police or Oranga Tamariki.

1. Purpose

Waikato Touch Association (WTA) is committed to providing safe, inclusive and positive environments for children, young people and adults at risk. This policy establishes preventative safeguards, expected professional boundaries and clear steps for responding to concerns, disclosures, allegations and suspected abuse or neglect.

2. Scope

This policy applies to all WTA Committee members, employees, contractors, volunteers, affiliated bodies, coaches, managers, referees, officials, team personnel, participants, parents, caregivers, supporters, suppliers and visitors involved in WTA-controlled or WTA-sanctioned activities.

1. It applies at trainings, trials, modules, tournaments, camps, travel, accommodation, meetings, social events, online communications and any other setting connected with a WTA role or activity.
2. It protects every person under 18 and adults at risk. The safeguards may also be applied to any participant whose circumstances create increased vulnerability or dependence.
3. Where legislation, WTA's Constitution, an external authority or a binding Touch New Zealand requirement sets a higher standard, that requirement prevails.

3. Definitions

Term	Meaning
Child or young person	Any person under 18 years of age for the purposes of this policy.
Adult at risk	A person aged 18 or over who, because of disability, age, illness, dependence, isolation, communication needs or particular circumstances, may have reduced ability to protect themselves from abuse, neglect or exploitation.
Safeguarding	Proactive measures that create safer environments, reduce opportunities for harm and promote wellbeing.
Child protection	The action taken when a particular child is experiencing, or is at risk of, abuse, neglect, exploitation or serious harm.
Abuse or harm	Physical, sexual, emotional or psychological abuse; neglect; grooming; exploitation; family violence exposure; bullying or other conduct that harms or creates an unacceptable risk of harm.
Grooming	A pattern of conduct used to build trust, access, secrecy, dependence or compliance for the purpose of abuse, exploitation or inappropriate relationships. It may target the child, an adult at risk, their whānau or an organisation.

Term	Meaning
Safeguarding Lead	The person appointed by the Executive Committee to receive concerns, coordinate risk action, maintain records and liaise with external agencies. This role does not replace Police, Oranga Tamariki or emergency services.

4. Safeguarding principles

4. **Best interests and safety:** The welfare, dignity, rights and voice of the child, young person or adult at risk are central to decisions.
5. **Listen and take seriously:** Concerns and disclosures are acknowledged without blame, disbelief or pressure.
6. **Act early:** Uncertainty is not a reason to ignore a concern. Advice may be sought from Oranga Tamariki, Police or a safeguarding specialist.
7. **Inclusive practice:** Culture, language, disability, neurodiversity, gender, sexuality, religion and communication needs are respected without reducing protection.
8. **Whānau involvement:** Parents, caregivers and whānau are involved where appropriate, unless doing so may increase risk, compromise an investigation or conflict with the person's wishes and legal rights.
9. **Need-to-know privacy:** Information is shared only to protect people, comply with law, obtain advice or manage an authorised process.
10. **No retaliation:** Retaliation, intimidation, victimisation or interference with reporting is prohibited.

5. Roles and responsibilities

11. The WTA Executive Committee owns this policy, appoints the Safeguarding Lead, oversees significant risks and has final internal authority subject to law and external agency powers.
12. The Operations Co-ordinator coordinates implementation, recruitment checks, inductions, risk controls, records and referrals. They must escalate safeguarding concerns immediately and must not investigate suspected abuse themselves.
13. The Safeguarding Lead receives concerns, assesses immediate risk, consults appropriate agencies, coordinates WTA's response and ensures actions are recorded. Where the Safeguarding Lead is unavailable or conflicted, concerns go to the President or another unconflicted Executive Committee member.
14. Every adult involved with WTA must follow this policy, maintain appropriate boundaries, identify and reduce risk, and promptly report concerns or disclosures.
15. Parents and caregivers should provide accurate safety, medical, access and collection information and raise concerns promptly. Children, young people and adults at risk must be given clear, age-appropriate information about expected behaviour and how to seek help.

6. Safer recruitment and appointment

WTA will use role-appropriate screening before a person begins unsupervised or regular contact with children, young people or adults at risk. Screening may include:

16. a clear role description, application and identity verification;
17. interview or suitability discussion and at least one relevant reference;
18. disclosure of relevant investigations, disciplinary findings, restrictions or conflicts;
19. a New Zealand Police vet completed with the person's written consent using the current New Zealand Police form in Appendix A, or any replacement form issued by Police;
20. a Children's Act 2014 safety check where WTA is legally required to complete one; and
21. assessment of qualifications, experience, behaviour, role boundaries and any information relevant to safety.
22. Police vetting is one part of a broader suitability assessment and is not proof that a person is safe. Information will be assessed fairly, confidentially and in relation to the role.
23. Required Police vets must be renewed at least every three years, and earlier where law, the role, new information or WTA's risk assessment requires it. Role holders must promptly disclose relevant new charges, restrictions or investigations, subject to lawful and fair assessment.
24. No person may begin a role subject to vetting or safety-check requirements until WTA confirms the required process is complete, unless the Executive Committee approves a documented, closely supervised interim arrangement that is lawful and safe.

7. Induction, training and supervision

25. Adults in child-facing or safeguarding-sensitive roles must complete WTA induction and required safeguarding education before or promptly after starting, then refresh it as directed.
26. Induction covers this policy, codes of conduct, professional boundaries, responding to disclosures, reporting contacts, emergency action, digital communication, images, transport, travel, accommodation and complaints.
27. Activity leaders must use appropriate supervision levels based on age, ability, environment, activity, travel, facilities and known support needs. Attendance and authorised collection arrangements should be clear.
28. WTA will monitor practice, respond to low-level concerns and patterns, and review safeguards after incidents, near misses, complaints or material changes.

8. Professional boundaries and prohibited conduct

Adults hold positions of trust and must maintain conduct that is safe, observable, accountable and appropriate to their role. They must:

29. avoid isolated or unobserved one-to-one contact wherever reasonably practicable; where one-to-one contact is necessary, use an open, visible or interruptible setting and inform another responsible adult;
30. never develop or pursue a sexual, romantic, exploitative or secret relationship with a child, and never use a position of trust or power to pursue an adult at risk;
31. never groom, sexualise, shame, threaten, humiliate, physically punish, bully, harass, discriminate against or exploit a participant;
32. use physical contact only when necessary, appropriate, explained and responsive to the participant's comfort, such as for safety, first aid or clearly consented skill instruction;

33. not provide personal or intimate care unless this is necessary, authorised, risk assessed and carried out under an agreed support plan;
34. not use alcohol, illicit drugs or impairing substances while responsible for participants, and not supply prohibited substances to them;
35. not exchange inappropriate gifts, money, favours or secrets, or create financial or emotional dependence; and
36. challenge unsafe conduct and report concerns rather than attempting to manage serious safeguarding matters privately.

9. Communication, social media and images

37. Use WTA-approved communication channels for genuine team or programme purposes. Communications must be respectful, transparent and capable of organisational oversight.
38. For children, include a parent, caregiver, manager or another authorised adult in direct digital communication wherever practicable. Avoid disappearing messages, private late-night contact, secrecy and unrelated personal conversations.
39. Do not add children to personal social-media networks, request private content or use a child's contact details for unrelated purposes.
40. Photography, video, livestreaming and image sharing must comply with WTA's Photography and Image Policy, recorded consent or opt-out, venue restrictions and safeguarding needs. No images may be captured in changing, showering, toilet, treatment or sleeping areas.

10. Changing, toilet and treatment areas

41. Adults must not undress, shower or bathe in front of children or use changing facilities at the same time where this can reasonably be avoided. Use separate areas, cubicles or different times.
42. Supervision must protect safety and privacy. An adult should not enter a changing or toilet area alone with a child except for an emergency or authorised support need; where entry is necessary, announce it and involve another adult where practicable.
43. No photography, filming or device use is permitted in changing, showering or toilet areas.
44. Treatment or first aid should be provided in an observable setting where practicable, with consent and another person nearby, while maintaining dignity and medical privacy.

11. Transport and collection

45. Transport must comply with WTA's Motor Vehicle Policy, legal licence, registration, warrant, restraint and seatbelt requirements, and any rental or insurance conditions.
46. Drivers must be approved by WTA, fit to drive and free from alcohol, illicit drugs or impairing medication. Journey, passenger and emergency arrangements must be communicated to parents or caregivers.
47. Avoid transporting a child alone. If unavoidable for an authorised or emergency reason, obtain caregiver agreement where practicable, use the most direct route, keep another WTA adult informed and record the arrangement.

48. Children must be released only to an authorised person or under an agreed independent-travel arrangement. A child must not be left alone because collection is late; escalate through the manager and emergency contact process.

12. Travel, tournaments and overnight stays

49. Complete a documented risk assessment and obtain informed parent or caregiver consent, emergency contacts, medical information and relevant support plans.
50. Set appropriate adult supervision, rooming, check-in, curfew, medication, emergency, transport and behavioural arrangements before departure.
51. An adult must never share a bed with a child other than their own child. Adults should have separate sleeping accommodation from children. Any group-room supervision exception must be necessary, risk assessed, approved in advance and involve at least two suitable adults with no isolated one-to-one arrangement.
52. Adults must not enter a child's room alone except for an immediate safety or welfare need. Knock, identify the reason and involve another adult where practicable.
53. Alcohol, illicit drugs and adult social activity must never impair supervision or expose children or adults at risk to unsafe behaviour.

13. Recognising possible abuse, neglect or exploitation

Possible indicators may include a disclosure, unexplained or repeated injuries, fear of a person or place, significant behaviour or mood change, sexualised behaviour or knowledge, hunger or poor care, controlling relationships, financial exploitation, unsafe online contact, grooming patterns, repeated boundary breaches or concerning conduct by an adult. An indicator does not prove abuse; it means the concern must be taken seriously and considered safely.

Do not investigate: WTA personnel should notice, listen, record and report. Do not confront an alleged person, repeatedly question the person affected, search devices without authority or attempt to determine whether abuse occurred. These actions may increase risk or compromise an external investigation.

14. Responding to a disclosure or concern

Ensure immediate safety — Move to a safe setting and call Police on 111 if anyone is in immediate danger or urgent medical help is needed.

Listen calmly — Allow the person to speak in their own words. Take them seriously, do not blame them and do not express shock or disbelief.

Ask only what is necessary — Use minimal, open prompts to clarify immediate safety, such as "Tell me what happened" or "What do you need now?". Do not conduct an interview.

Do not promise secrecy — Explain that you must share the concern with people who can help, but only those who need to know.

Record promptly — Write the date, time, location, who was present, what was observed and the person's words as accurately as possible. Separate fact from opinion and preserve relevant messages or material.

Report immediately — Contact the Safeguarding Lead, Operations Co-ordinator, President or another unconflicted Executive Committee member. Internal reporting must not delay Police, Oranga Tamariki or medical action.

Support and protect — Follow agency advice, avoid repeated retelling, consider cultural or communication support and prevent contact or retaliation where necessary.

15. External reporting and emergency contacts

Immediate danger: Call New Zealand Police on 111. For concerns about a child or young person, contact Oranga Tamariki at 0508 326 459. Anyone may make a report of concern and does not require WTA permission.

54. A person who believes a child or young person has been, or is likely to be, harmed, abused, neglected, deprived or ill-treated may report the concern to Oranga Tamariki or Police.
55. For an adult at risk, contact Police on 111 for immediate danger or 105 for non-emergency Police matters, and seek advice from the appropriate health, disability, family violence, elder-abuse or advocacy service based on the circumstances.
56. Do not inform a parent, caregiver or alleged person before seeking advice where doing so may increase danger, enable evidence to be destroyed, create pressure or compromise an agency response.
57. WTA will cooperate with Police, Oranga Tamariki and other lawful authorities and will not allow its internal process to obstruct or delay their work.

16. Allegations involving WTA personnel

58. The Safeguarding Lead must notify the President and Operations Co-ordinator unless either is implicated or conflicted. The Executive Committee will appoint an unconflicted person to coordinate WTA's response.
59. WTA may take immediate precautionary measures, including changing duties, supervision, contact, access, travel, accommodation or participation, or temporarily standing a person aside. Interim measures are not a finding of misconduct and will be reviewed.
60. WTA must not conduct an internal investigation that could compromise a Police, Oranga Tamariki or regulatory process. It will seek advice about when and how employment, contractual, volunteer or disciplinary steps may proceed.
61. Any internal complaint or disciplinary process will follow WTA's Complaints and Disciplinary Procedure, natural justice, relevant agreements and applicable law. Safety information may require restricted disclosure, but the person must receive a fair opportunity to respond before an adverse final finding.
62. Where an allegation concerns the Safeguarding Lead, Operations Co-ordinator, President or multiple Executive Committee members, the matter must be referred to an unconflicted Executive Committee member, independent safeguarding professional or external authority.

17. Records, privacy and information sharing

63. Safeguarding records must be factual, dated, securely stored and accessible only to authorised people. They include concerns, disclosures, risk decisions, agency advice, reports, interim measures and outcomes.
64. Information may be shared where necessary to protect a person, obtain professional advice, comply with law, cooperate with authorities or manage an authorised WTA process. Share only what is relevant and record significant information-sharing decisions.
65. Do not place sensitive safeguarding details in general team files, ordinary minutes or broad email chains. Governance reporting should be de-identified unless identification is necessary for a lawful decision.
66. Records will be retained in accordance with legal, privacy, insurance, employment, disciplinary and safeguarding needs, including the possibility that concerns may be raised years later.

18. Breaches and related procedures

67. A breach of this policy may result in education, supervision, conditions, warning, restriction, suspension, removal from a role or activity, termination of appointment, or referral under WTA's Complaints and Disciplinary Procedure, subject to fair process and applicable agreements.
68. Serious concerns may be reported to Touch New Zealand, the Sport Integrity Commission, Police, Oranga Tamariki, an employer, professional body or another appropriate organisation.
69. A genuine report made in good faith will not be treated as misconduct merely because it is not substantiated. Knowingly false information, retaliation or deliberate interference may be addressed separately through a fair process.

19. Safeguarding response overview

1	Notice or receive	Recognise a concern, disclosure, boundary breach or indicator.
2	Make safe	Call 111 for immediate danger; arrange urgent medical help if required.
3	Listen and record	Use the person's words; do not investigate or promise secrecy.
4	Report immediately	Tell WTA's Safeguarding Lead and contact Police or Oranga Tamariki when appropriate.
5	Protect and refer	Use interim safeguards, preserve information and follow agency advice.
6	Coordinate processes	Keep external protection work separate from WTA employment or disciplinary action.
7	Support and review	Provide appropriate support, monitor risk and improve controls.

20. Review

The Executive Committee reviews this policy at least every two years and earlier following a serious concern, material near miss, legislative or governing-body change, identified weakness or updated safeguarding guidance. WTA will consider feedback from children, young people, adults at risk, whānau and role holders where appropriate.

21. Approval

Approved by	Waikato Touch Association Committee
Approval date	18 August 2026
Effective date	18 August 2026
Next review date	30 June 2028
Version	1.0

Appendix A: New Zealand Police Vetting Request and Consent Form

The following form is the New Zealand Police Vetting Service Request and Consent Form supplied to WTA. WTA must use the current version required by New Zealand Police. If Police issues a replacement, the current official form takes precedence and this appendix should be updated without requiring a substantive change to the policy.

Administration: The agency section must be completed by an authorised WTA representative. The vetting subject completes and signs their section, and WTA verifies identity documents before submitting the request through the approved Police vetting process.

Police Vetting Service

Request and Consent Form

Section 1 Agency to complete

For more information please see the Guide to completing the Request & Consent Form

This form refers to the Policing (Police Vetting) Amendment Bill ("Vetting Bill"), which is expected to amend the Policing Act 2008.

1.1 Name of the agency submitting the vetting request.

1.2 Name of the vetting subject (the person being vetted).

1.3 Description of the role of the vetting subject.

This is a brief description of the role (not the job title). This is used by Police to help decide what type of vet is conducted if it is unclear from the following questions.

1.4 Which groups will the vetting subject be working with? (select all that apply)

☐ Children/Young people ☐ Vulnerable adults

1.5 Does the role involve caring for people in the home of the vetting subject?

This is about whether the vetting subject is providing services out of their own home (that is, are vulnerable children or adults visiting the home of the person being vetted for support).

☐ Yes ☐ No

1.6 Is the vetting subject:

☐ A paid worker ☐ A volunteer ☐ Undertaking vocational or educational training

1.7 Is the vetting subject a Children's Worker according to the Children's Act 2014, section 23(1)?

If the vetting subject is not working with children/ young people (Q 1.4), tick 'No' then skip to question 1.11.
If the vetting subject IS working with children (Q 1.4) AND is a volunteer (Q 1.6), tick 'No' then skip to question 1.9.

☐ Yes ☐ No (skip to question 1.9)

1.8 Is the role of the vetting subject a core or non-core worker role according to the Children's Act 2014, section 23(1)?

☐ Core worker ☐ Non-core worker

1.9 Has the vetting subject previously been Police vetted by your agency?

☐ Yes ☐ No (skip to question 1.11)

1.10 Is the vetting subject still working in the role for which your agency last obtained a Police vet?

If this request is a renewal of the person's previous vet for this role, please select Yes. Otherwise, answer No.

☐ Yes ☐ No – the vetting subject is applying for a new role or position

Police Vetting Service

Request and Consent Form

1.11 What is the job title of the vetting subject?

This is the title of the job they are being vetted for.

1.12 Evidence of identity (to be completed by agency representative or identity referee)

See the consent form guide for details on how to complete this section.

☐ A primary ID has been sighted (mandatory).
☐ A secondary ID has been sighted (mandatory).
☐ One form of ID is photographic (mandatory).
☐ Evidence of name change has been sighted (if applicable).

***OR:** If your agency is able to accept a verified RealMe identity then:*

☐ An assertion of a RealMe identity has been received (see the consent form guide for further information).

In making this request, I confirm that:

- ✓ I have complied and will comply with the Authorised Agency Agreement and the Vetting Bill.
- ✓ I am satisfied as to the identity of the vetting subject.
- ✓ I have obtained the authorisation of the vetting subject to submit this vetting request as set out in section 2 of this form.
- ✓ For vetting requests on individuals aged 14 or 15, I have obtained the authorisation of a parent or guardian.

Agency Representative:

Full name:		Date: (dd/mm/yyyy)	
Signature:		Or electronic signature: *	☐

* If applicable, ticking this box constitutes an electronic signature and your consent for its use in this form.

Police Vetting Service

Request and Consent Form

Section 2 *Vetting subject to complete - and return to the agency*

This form refers to the Policing (Police Vetting) Amendment Bill ("Vetting Bill"), which is expected to amend the Policing Act 2008.

2.1 Information about your consent

- *The purpose of this form is to allow the New Zealand Police Vetting Service to* confirm who you are using Police records, carry out a Police vet, and obtain your consent to share any relevant information with the agency that requested the vet.
- *What you are consenting to.* You are agreeing that the Police Vetting Service can share relevant information they hold about you (if any) with the requesting agency. This information will be used to help the agency decide whether you are suitable for the role they are considering you for or that you are engaged in.
- The information that may be shared is outlined in *section 2.2* of this form. For further details, you should refer to the Vetting Bill or visit the Police vetting website.
- You are also agreeing that the organisation that employs or engages you may provide information about your employment/engagement status to Police Vetting Service. See *section 2.2(2)* of this form.
- *Who collects your consent.* The agency requesting the Police vet will collect your signed consent.
- *Your rights under the Privacy Act 2020 include:* you may request a copy of the Police vet report provided to the agency by contacting the agency. You can withdraw your consent to a Police vet at any time before the vetting process is complete by contacting the agency. The agency may keep the Police vet only for as long as required for vetting purposes.
- *How long the information is valid for.* The information in the Police vet is correct only at the time it is shared. It is up to the agency to decide how often they ask for updated vetting.

2.2 Information about you that may be shared

1. **A Police vet will include the following information, if held by New Zealand Police.** *Please refer to the Police vetting website for more information regarding the Clean Slate Scheme, what may be released, and the vetting process.*

   Either:

   a. A result indicating that no information is held or relevant to the purpose of the vetting request,

   Or, one or both of:

   b. The vetting subject's criminal record (if any), unless the Clean Slate Scheme applies.

   c. A summary of other information that is readily retrievable, relevant to the purpose of the vetting request, and deemed accurate.

   This may include pending charges, charges without conviction, youth court charges, infringement offences, demerit points, arrest warrants, involvement in family violence, overseas convictions, police investigations without charges, interactions with Police, and other information held by Police.

   Information may also be released where it is subject to a suppression order or statutory prohibition, involves offences by individuals under 18, or relates to mental health or substance abuse issues.

2. If you had been vetted as a Children's Worker, and you continue to hold that role, the Police Vetting Service may release any newly obtained relevant information to the requesting agency at any time.

   The Police Vetting Service will take reasonable steps to:

   a. confirm that you are still employed or engaged as a Children's Worker – For this purpose, you consent to the requesting agency providing the Police Vetting Service with confirmation of your employment or engagement status in this role.
   b. notify you before any information is disclosed.

3. Information provided in this consent form may be used to update New Zealand Police records.

Police Vetting Service

Request and Consent Form

2.3 Personal information

* *Mandatory field*

Family/last name * (*that you are most commonly known by*)			
Given/first and middle name(s) *			
Gender *		Date of birth * (dd/mm/yyyy) *(must be 14 years of age or over)*	
Place of birth (Town/City/State)			
Country of birth *			
NZ Driver Licence number			
Name of parent or guardian *(if vetting subject is 14 or 15 years old *)*			

2.4 Other names

Please include all other names you are or have been known by. Including, but not limited to: previous legal names (eg. maiden names, or due to divorce or adoption), aliases used, name changes by deed poll. Include ALL names - first, middle and last.

Family name	First name	Middle names

2.5 Permanent residential address

* *Mandatory field*

Flat/number - and street name *			
Suburb		Postcode	
Town/City *			

Authorisation of vetting subject. By signing this form:

- ✓ I confirm that the information I have provided in this form is about me and is correct.
- ✓ I have read and understood the information above.
- ✓ I authorise New Zealand Police to disclose any personal information relevant to this application (as described above) to the agency making this request.

Full name:		Date: (dd/mm/yyyy)	
Signature:		Or electronic signature: *	☐

If you are 14 or 15 years of age (as at the date of the application) please provide consent from a parent or guardian.

Parent/Guardian's full name:		Date: (dd/mm/yyyy)	
Parent/Guardian's signature:		Or electronic signature: *	☐

* If applicable, ticking this box constitutes an electronic signature and your consent for its use in this form.

COMPLAINTS AND DISCIPLINARY PROCEDURE

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operations Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Applies to	All WTA members, participants, personnel and stakeholders
Related documents	WTA Constitution; Member Code of Conduct; Health and Safety Manual; Safety, Wellbeing and Integrity Policy; Representative Programme Policy; Image Policy; applicable Touch New Zealand policies

Fair process: Complaints will be handled promptly, impartially, confidentially and consistently with natural justice. Safety may require immediate interim action, but interim action is not a finding of misconduct.

1. Purpose

This procedure provides a fair, accessible and proportionate process for receiving, assessing, resolving and deciding complaints and disciplinary matters connected with Waikato Touch Association (WTA). It is intended to protect people, uphold WTA standards, support accountability and maintain confidence in WTA activities.

2. Scope

This procedure applies to complaints about conduct connected with WTA by or involving Committee members, employees, contractors, volunteers, affiliated bodies, teams, players, coaches, managers, referees, parents, supporters, suppliers and other participants or stakeholders.

- It covers alleged breaches of WTA's Constitution, policies, codes, directions, agreements or expected standards of behaviour.
- It may apply to conduct before, during or after a WTA activity, including travel, accommodation, online activity and communications, where there is a sufficient connection with WTA.
- Competition protests, selection decisions, employment matters, contractual disputes, health and safety events and safeguarding concerns may have a separate or additional process. WTA will identify the correct pathway during initial assessment.
- Where legislation, WTA's Constitution or a binding Touch New Zealand rule conflicts with this procedure, the higher requirement prevails.

3. Key definitions

Term	Meaning
Complaint	A concern or allegation that a person, group, decision or activity connected with WTA has caused harm, breached an applicable standard or requires formal attention.
Complainant	The person making the complaint, or the person on whose behalf it is made.
Respondent	The person or group whose conduct is the subject of the complaint.
Disciplinary matter	An allegation that may justify a formal finding and sanction if substantiated.
Decision-maker	An impartial person or panel authorised by WTA to decide the matter.
Working day	A day other than Saturday, Sunday or a public holiday in Waikato.

4. Principles

- **Safety and wellbeing:** Risk to children, vulnerable people or any person is considered first.
- **Natural justice:** The respondent receives adequate notice of the allegations, a reasonable opportunity to respond and an impartial decision-maker.

- **Independence:** Anyone with an actual, potential or perceived conflict of interest must disclose it and take no part unless the conflict is appropriately managed.
- **Proportionality:** The process and outcome will reflect seriousness, risk, evidence, impact, intent, history and any mitigating or aggravating factors.
- **Accessibility:** Reasonable assistance, cultural support, disability accommodations, language support and support people will be permitted where practicable.
- **Confidentiality:** Information is shared only with people who need it for safety, advice, investigation, decision-making, legal compliance or implementation.
- **No retaliation:** Victimisation, intimidation, interference with evidence or retaliation against a participant in the process may itself be misconduct.

5. Roles and authority

- The WTA Executive Committee owns this procedure and has final internal authority, subject to WTA's Constitution, applicable law and any external appeal right.
- The Operations Co-ordinator is the usual receiving and administrative contact. They acknowledge complaints, preserve records, assess immediate risk and arrange an appropriate process. They do not decide a matter if their involvement or conflict could affect impartiality.
- The Executive Committee may appoint a Complaints Officer, investigator, independent adviser, mediator, disciplinary panel or appeal panel and may delegate authority in writing.
- A decision-maker must be impartial, appropriately skilled and not have investigated the matter or been materially involved in the events, unless this is unavoidable and the parties are informed of the safeguards used.
- Complaints about the Operations Co-ordinator go to the President. Complaints about the President go to the Secretary or another unconflicted Executive Committee member. Complaints involving multiple Executive Committee members should be referred to an independent person or panel.

6. Making a complaint

A complaint should be made in writing using WTA's approved complaint form or by email to the Operations Co-ordinator. WTA will provide reasonable help to record a verbal complaint where a person cannot safely or practically put it in writing.

- Include the complainant's contact details, who or what the complaint concerns, what happened, dates and locations, people involved, available evidence, immediate safety concerns and the outcome sought.
- A complainant is not required to identify the exact rule or policy. WTA will determine which standards or pathways may apply.
- Complaints should normally be lodged within seven calendar days of the incident or of the complainant becoming aware of it. WTA may accept a later complaint after considering seriousness, safety, reasons for delay, available evidence and fairness to the respondent.
- Anonymous information may be assessed, particularly where safety or serious wrongdoing is alleged, but anonymity may limit investigation or the ability to make findings.

7. Initial assessment and urgent action

1. **Receive and acknowledge —** WTA records the complaint securely and normally acknowledges it within three working days.
2. **Triage risk —** WTA considers immediate safety, safeguarding, health and safety, criminal, employment, privacy, insurance and reputational risks. Emergency or suspected criminal matters may be referred to Police or another authority without waiting for this process.
3. **Check pathway and authority —** WTA confirms whether it has jurisdiction, whether another policy or body should manage the matter, and whether the complaint has enough information to proceed.
4. **Manage conflicts —** The Executive Committee appoints an unconflicted process co-ordinator, investigator and decision-maker. The parties are advised of material conflicts and how they are managed.
5. **Choose the process —** WTA may seek clarification, take no further action with reasons, use early resolution, investigate formally, refer the matter externally or combine pathways where appropriate.
6. **Consider interim measures —** WTA may temporarily change duties, contact arrangements, access, selection, participation, travel, accommodation or supervision to manage risk. Interim measures are precautionary, regularly reviewed and are not disciplinary findings.

Immediate safety: If anyone is in immediate danger, contact emergency services on 111. A complaint process must not delay urgent safeguarding, medical or health and safety action.

8. Early and informal resolution

Where the matter is suitable and all directly affected parties agree, WTA may use clarification, facilitated discussion, apology, education, restorative practice, agreed behaviour expectations or mediation. Informal resolution will not normally be used where there is serious violence, sexual harm, child-safety risk, coercion, major power imbalance, repeated serious misconduct or a need for a formal finding.

- Participation is voluntary and a person may request the formal pathway.
- Any agreement is recorded, shared with the relevant parties and monitored where necessary.
- If informal resolution fails or new risk emerges, WTA may move to formal investigation.

9. Formal investigation and response

1. **Notice to the respondent —** The respondent receives the substance of each allegation, the potentially applicable standards, possible consequences, the process, response deadline and contact person. Information may be redacted where law, safety or privacy requires, provided the respondent can still respond fairly.
2. **Reasonable response period —** The respondent will normally have seven calendar days to provide a written response. WTA may extend or shorten this for fairness, urgency or availability, and will record the reason.

3. **Evidence gathering —** The investigator may obtain statements, correspondence, images, video, match or event records, policies and other relevant material. Participants must preserve relevant evidence and be truthful.
4. **Interviews and support —** Parties may be interviewed and may have a support person who does not answer on their behalf or disrupt the process. A parent, caregiver or appropriate adult must be involved for a child unless safety or law requires another arrangement.
5. **Opportunity to address material information —** Before an adverse finding is made, the respondent is given a fair opportunity to comment on significant material relied upon that has not already been addressed.
6. **Investigation report —** The investigator provides a factual report or recommendations within the authority given. The investigator does not make the final disciplinary decision unless expressly appointed as the impartial decision-maker.

10. Decision-making

- The decision-maker considers the complaint, response, reliable evidence, applicable standards and any submissions. Irrelevant or unfairly prejudicial material is disregarded.
- A factual allegation is substantiated only where the decision-maker is satisfied, on the balance of probabilities, that it is more likely than not to have occurred. More serious allegations require correspondingly careful and persuasive evidence.
- The decision-maker may seek further information or hold a meeting or hearing where needed for fairness. Each party must have a reasonable opportunity to be heard.
- The decision must state the allegations considered, findings, key reasons, outcome, effective date, any review conditions and available appeal or review rights.

11. Outcomes and disciplinary action

Outcomes may be combined and must be lawful, authorised, fair and proportionate. Depending on the role, agreement, Constitution and applicable rules, WTA may:

- take no further action, record that an allegation was not substantiated, or close the matter for insufficient evidence or lack of jurisdiction;
- provide guidance, education, coaching, facilitated resolution, an apology or agreed restorative action;
- issue a verbal or written warning, behavioural expectations, supervision, training or conditions on participation;
- require correction, removal of content, return of property, repayment or another remedial action where authorised;
- temporarily or permanently restrict, suspend or remove a person from an activity, team, role, appointment, event, facility or WTA-controlled channel;
- end a volunteer, contractor or representative appointment in accordance with the relevant agreement and fair process;
- recommend or impose membership suspension or termination only in accordance with WTA's Constitution and applicable law; or

- refer the matter to Touch New Zealand, Police, Oranga Tamariki, Worksafe, Sport and Recreation Complaints and Mediation Service, an employer, funder, insurer, professional adviser or other appropriate body.

Employment matters: Any outcome affecting an employee must be managed under the employment agreement, WTA employment procedures and New Zealand employment law. WTA should obtain professional advice before disciplinary action against an employee.

12. Notification, privacy and records

- WTA will notify the complainant and respondent when the matter is closed and provide an appropriate summary of the outcome. Privacy, safety, employment obligations and the rights of other people may limit the detail shared.
- Participants must respect confidentiality and must not publish allegations, evidence or private outcomes. This does not prevent a person obtaining confidential support or legal advice, reporting to an authority, or exercising a lawful right.
- WTA keeps the complaint, risk decisions, evidence, correspondence, conflict declarations, findings, outcomes and appeal records securely in accordance with its privacy and records requirements.
- Information is retained only for as long as reasonably required for legal, safety, governance, insurance, disciplinary or operational purposes.

13. Internal review and external appeal

A complainant or respondent may request an internal review within ten working days after receiving the written outcome. The request must identify at least one review ground:

- a material procedural unfairness or conflict of interest;
- significant new evidence that could not reasonably have been provided earlier;
- a material factual or policy error; or
- an outcome that is clearly disproportionate to the findings.
- The Executive Committee appoints an appeal person or panel not materially involved in the original investigation or decision. If sufficient independence cannot be achieved internally, WTA will appoint an external person or refer the review appropriately.
- The review may confirm, vary, revoke or return the decision for reconsideration. The review decision is WTA's final internal decision unless WTA's Constitution or another binding rule provides otherwise.
- A further appeal to Touch New Zealand is available only where its Constitution, regulations or applicable policy gives that right and its requirements are met. Nothing in this procedure removes any statutory or legal right.

14. Special circumstances

- **Children and vulnerable people:** WTA prioritises safety, involves an appropriate caregiver or support person, limits repeated interviewing and follows its safeguarding obligations. A child must not be expected to confront an alleged respondent.

- **Criminal or regulatory matters:** WTA may report or cooperate with authorities. WTA may pause, continue or adapt its internal process after considering safety, fairness and advice.
- **Withdrawal:** A complainant may withdraw, but WTA may continue where safety, serious misconduct, governance or legal obligations require it.
- **Malicious or knowingly false complaints:** A complaint is not misconduct merely because it is unsubstantiated. Knowingly false evidence, bad-faith complaints or abuse of the process may be addressed separately after a fair process.
- **Multiple or related complaints:** WTA may combine matters, separate allegations or use a representative process where this improves fairness and efficiency.
- **External assistance:** WTA may use an independent investigator, mediator, cultural adviser, safeguarding specialist, lawyer or other qualified person.

15. Indicative timeframes

WTA will act as promptly as circumstances allow. The following are targets, not automatic expiry rules. The process co-ordinator will advise affected parties of material delay.

Step	Target	Notes
Lodge complaint	Normally within 7 calendar days	Late complaints may be accepted for fairness, safety or seriousness.
Acknowledge receipt	Within 3 working days	Urgent risk is triaged immediately.
Initial assessment	Normally within 7 working days	May take longer if information, conflicts or external advice are required.
Respondent's response	Normally 7 calendar days	May be extended or shortened with reasons.
Investigation and decision	As soon as reasonably practicable	Complexity, safety, witness availability and external processes affect timing.
Request internal review	Within 10 working days of outcome	WTA may accept a late request where fairness requires.

16. Process overview

1	**Complaint received**	Record securely and acknowledge.
2	**Risk and pathway triage**	Take urgent action; confirm jurisdiction and conflicts.
3	**Notify and appoint**	Tell relevant parties; appoint impartial process roles.

4	**Resolve or investigate**	Use agreed early resolution or gather evidence formally.
5	**Respond and be heard**	Give the respondent adequate detail and a fair opportunity to respond.
6	**Decide and record**	Apply the balance of probabilities; give reasons and proportionate outcome.
7	**Notify and implement**	Share an appropriate outcome summary; monitor conditions.
8	**Internal review / external rights**	Use the WTA review process and any available external appeal or legal right.

17. Review of this procedure

The Executive Committee reviews this procedure at least every two years and earlier if legislation, WTA's Constitution, Touch New Zealand requirements, safeguarding expectations or operational experience materially changes. Case records and patterns may be reviewed in de-identified form to improve policy, education and risk controls.

18. Approval

Approved by	Waikato Touch Association Committee
Approval date	18 August 2026
Effective date	18 August 2026
Next review date	30 June 2028
Version	1.0