WAIKATO TOUCH ASSOCIATION

REPRESENTATIVE PROGRAMME

MEMBER & CONDUCT POLICIES

Representative Programme • Members • Conduct • Image • Brand • Safeguarding

Compiled 2026

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This booklet brings together WTA's representative programme, Under 10 and Under 12 selection and team-allocation requirements, member expectations, conduct requirements, image and brand controls, the approved supplier record, safeguarding framework and disciplinary procedure.

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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.

REPRESENTATIVE PROGRAMME POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operational Co-ordinator
Programme leads	WTA Coaching Directors and relevant portfolio leads
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; Child and Vulnerable Persons Protection Policy; Representative Coach Appointment Procedure; Complaints and Disciplinary Procedure

Consolidated policy: This policy replaces the separate representative policies on coach and manager appointments, player eligibility, trials and selection, announcements, dispensations, selection enquiries, player agreements, replacements, age grades, withdrawals and referee endorsement once formally approved.

Part A - Programme governance

1. Purpose and principles

WTA delivers representative programmes that provide safe, fair and positive opportunities for participants to represent Waikato. This policy establishes consistent requirements for programme governance, appointments, player participation, selection, conduct, finances and campaign delivery.

- Player welfare and safeguarding come first.
- Decisions are fair, transparent, evidence-based and properly recorded.
- Participants act as ambassadors for WTA and uphold its values.
- Programmes must be operationally viable and financially sustainable.
- The Executive Committee retains final authority over material representative programme decisions.

2. Scope and definitions

This policy applies to Junior, Youth, Under-21, Opens and Masters representative programmes and to players, parents or guardians, coaches, managers, referees, selectors, volunteers, employees, contractors and supporters participating in or acting for WTA.

Term	Meaning
Executive Committee	The WTA Executive Committee acting under the Constitution and approved delegations.
Programme start date	The first scheduled team activity, including a training, camp or competition, whichever occurs first.
National tournament date	The first day of the team's final national competition.
Player	Includes an applicant, trialist, squad member or selected team member where the context requires.
Written notice	Email, approved online form or another written method accepted by WTA.

3. Roles and authority

Role	Key responsibility
Executive Committee	Approves programmes, key appointments, material exceptions, team viability, fees and escalated disciplinary or financial decisions.
Coaching Directors	Lead coach and manager assessment, selection systems, coach support and recommendations in consultation with the Executive Committee.
Operational Co-ordinator	Coordinates registrations, communications, programme administration, records, finances and implementation.

Role	Key responsibility
Relevant portfolio lead	Coordinates referee, coaching, junior, youth or other specialist work within approved authority.
Team management	Delivers the approved campaign, protects player welfare, communicates requirements and operates within policy, budget and delegation.
Participants and guardians	Provide accurate information, meet commitments, communicate promptly and comply with WTA policies and agreements.

Final authority: The Executive Committee has final approval of representative coach and manager appointments and may approve, decline, condition, review or withdraw an appointment.

4. Programme and team approval

- A team or squad will be established only where WTA is satisfied that suitable competition or development activity exists and the programme is safe, properly staffed and financially viable.
- Team and squad sizes are approved by WTA having regard to competition rules, development goals, participation, travel and affordability.
- Youth, Opens and Masters teams will normally require at least 12 financial players by the date set by WTA to remain viable.
- WTA may combine, restructure, defer or cancel a team or programme where numbers, staffing, safety, finance or competition availability make delivery impractical.
- Only WTA may confirm or publicly announce an official team or squad.

5. Coach and manager appointments

5.1 Appointment process

1. WTA identifies and normally advertises available roles with the expectations and application method.
2. Applicants provide required information and complete relevant checks.
3. Coaching Directors assess applicants, manage conflicts, obtain references or interviews where appropriate and consult the Executive Committee.
4. Coaching Directors provide a documented recommendation.
5. The Executive Committee makes the final decision and WTA communicates and announces the appointment.

A direct approach, interim appointment or coach recommendation may be used where appropriate, but it does not bypass suitability checks or Executive Committee approval.

5.2 Appointment requirements

- Alignment with WTA values and the ability to provide a safe, inclusive and player-centred environment.
- Relevant skills, experience, communication, organisation and ability to work positively with others.
- Police vetting, identity, references, safeguarding and other suitability checks required for the role.

- Signing the appointment letter, Member Code of Conduct and relevant agreements.
- Completing required induction, qualifications, first aid or development within WTA's timeframe.
- Declaring conflicts and relevant changes in circumstances.

Suitability assessment: A police vet result forms part of an overall, role-relevant assessment. Information on a vet does not automatically determine the outcome and will be handled confidentially and fairly.

5.3 Player/Coach appointments

- The dual role requires explicit Executive Committee approval after considering workload, conflicts, welfare and team needs.
- A Player/Coach pays their own player financial contribution. Unless otherwise approved in writing, only reasonable accommodation and food may be treated as team-management costs.
- The Player/Coach must not participate in decisions about their own selection, playing time, discipline, fee relief or reimbursement.
- WTA may appoint another person to manage duties or conflicts that cannot appropriately be performed in the dual role.

5.4 Review or ending an appointment

WTA may condition, restrict, suspend or end an appointment for safety or safeguarding concerns, misconduct, breach of policy, failure to meet conditions, loss of confidence, inability to perform the role or material risk. Where practicable and safe, the person will be told the concern and given a reasonable opportunity to respond. The Executive Committee makes the final decision, subject to any urgent interim delegation.

6. Referee endorsement

A referee wishing to attend a WTA or Touch New Zealand sanctioned tournament as a Waikato representative must obtain WTA endorsement where required by the event or WTA. Endorsement is not automatic and may be conditioned or withdrawn.

- Complete the required expression of interest or endorsement process.
- Participate in referee development and support Waikato modules or WTA activities as reasonably required.
- Meet event competency, conduct, health and safety and financial requirements.
- Promptly disclose any on-field or off-field incident relevant to endorsement.
- Comply with the WTA Member Code of Conduct and any referee-specific acknowledgement.
- Receive confirmation from the authorised WTA referee lead or Executive Committee before representing WTA.

Part B - Player participation and selection

7. Registration and eligibility

- Players must register through WTA's approved process, provide accurate information and meet the published age, competition and programme criteria.

- Where required by WTA or Touch New Zealand, a player must be registered with an affiliated Waikato module and meet the minimum participation requirement published for that season.
- A player from an unaffiliated module is ineligible where affiliation is a programme requirement.
- Players with overdue WTA amounts may be ineligible for trials, selection, transfer or participation until an approved arrangement is in place.
- Players must meet any Touch New Zealand eligibility, transfer, provincial representation and tournament rules.
- WTA may amend or waive a requirement where permitted, provided the Executive Committee approves and records the reason.

8. Age grades and requests to trial up

- Players are expected to register and trial in their eligible age grade.
- A player seeking to trial or play up must obtain written WTA approval before attending the higher-grade trial.
- Approval is exceptional, considers safety, physical and emotional readiness, development, team needs and applicable competition rules, and may include conditions.
- WTA may require the player to remain available for their eligible age grade. If selected in two grades, programme priority and withdrawal conditions will be confirmed in writing.
- A player who chooses to trial only for a higher grade accepts that they may not be considered for their eligible grade if its selection process has concluded.
- A player under 18 seeking an adult or open-grade opportunity requires specific WTA approval and parent or guardian consent.

9. Trials and selection

9.1 Trial standards

- Trial opportunities, dates and requirements will be communicated through WTA channels.
- Trials will be planned and delivered safely, with appropriate registration, supervision, first aid and participant communication.
- Selectors use approved criteria relevant to the grade and programme.
- Actual, potential or perceived conflicts must be declared and actively managed.
- Attendance is expected unless WTA approves a dispensation.
- Selection discussions, ratings and personal information are confidential.

9.2 Selection decisions

- Selections must be based on the approved process, observed performance, team balance, positional needs, development objectives, eligibility, conduct and programme requirements.
- Proposed squad or team numbers require WTA approval before announcement.
- The Executive Committee or approved delegate may require a decision to be reconsidered where policy, process, eligibility, safety or conflict requirements were not followed.
- Selection in a squad is not a guarantee of final travelling-team selection unless WTA confirms otherwise.

10. Trial dispensation

A player unable to attend a required trial because of injury, illness, bereavement, work, education, another representative commitment or another exceptional reason may request dispensation.

1. The player or guardian submits the request as early as possible and preferably before the first trial.
2. The request explains the reason, relevant dates and the selection information WTA should consider.
3. WTA may request reasonable supporting evidence, including medical confirmation.
4. The Coaching Directors or approved panel consult the relevant coach and decide whether and on what conditions the player may remain under consideration.
5. The decision is recorded and communicated in writing.

No guaranteed selection: Dispensation allows a player to be considered without completing all trial activity; it does not guarantee selection.

11. Team announcements

- Only WTA or its authorised representative may publicly announce a squad or team.
- WTA aims to announce confirmed selections within five working days of the final trial, unless eligibility, consultation or programme approval remains unresolved.
- Coaches, selectors and applicants must not publish or privately circulate an unapproved list.
- Before announcement, WTA must confirm the approved squad size, spelling, eligibility and any outstanding conditions.

12. Selection enquiries

A player or their parent or legal guardian may ask about that player's own selection or non-selection. They are not entitled to another applicant's confidential information, rankings or deliberations.

1. Submit the enquiry in writing to the contact nominated by WTA, normally within five working days of the announcement.
2. Identify the player, grade and the specific process or feedback sought.
3. WTA reviews the enquiry with the relevant Coaching Director, selectors or coach and checks whether the approved process was followed.
4. WTA responds in writing, normally within 10 working days.
5. An enquiry is not a re-trial or automatic appeal. A decision may be reconsidered where a material process, eligibility, conflict or factual error is established.

13. Player agreement and participation conditions

- Every selected player must complete the required registration, player declaration, medical and emergency information and Code of Conduct acknowledgement.
- A parent or legal guardian completes or approves required documents for a player under 18.

- The player must meet attendance, communication, conduct, uniform, travel, accommodation and financial requirements.
- Failure to complete required agreements or appointment conditions may make the player ineligible to participate.
- WTA may apply proportionate action for breach, including education, conditions, suspension or removal, using a fair process and prioritising immediate safety.

14. Replacement players

A player may need to be replaced because of withdrawal, injury, illness, ineligibility, disciplinary action or another approved reason.

- The coach must notify the relevant Coaching Director and obtain approval before approaching or confirming a replacement.
- WTA will normally consider an eligible squad member, reserve or unsuccessful trialist before a non-trialist, taking account of position and team needs.
- A different approach requires approval and a recorded reason.
- The replacement must satisfy eligibility, conduct, agreement and financial requirements before confirmation.
- Only WTA may announce the replacement.

Part C - Campaign commitments and conduct

15. Fees and deposits

Programme	Deposit requirement
Junior representative teams	$25 non-refundable deposit per player within 10 days of selection.
Youth, Opens and Masters	$100 non-refundable deposit per player within 10 days of selection.
Two or more children from one family selected	$50 deposit per child for programmes that would otherwise require the $100 deposit. The Junior deposit remains $25.

- The deposit secures the player's position and contributes to initial non-recoverable costs.
- Failure to pay by the due date may result in the position being offered to another player.
- Deposits are non-refundable and non-transferable except where the Executive Committee approves exceptional circumstances.
- WTA may set payment schedules and amend programme fees where tournament, travel, accommodation, supplier or governing-body costs change.
- Acceptance of selection and/or payment of the deposit confirms acceptance of this policy.

16. Payment plans and unpaid fees

- A player unable to meet the published schedule must contact WTA before the second scheduled payment date and propose dates, amounts and a final payment date.
- A payment plan is effective only when approved by WTA.

- Players remain responsible for all amounts due under this policy after withdrawal.
- WTA may withhold future selection, participation or a transfer request while an amount is overdue, subject to applicable rules and a fair consideration of circumstances.
- WTA may notify an authorised governing body, provincial body or module where financial status lawfully affects eligibility, and may recover debt through appropriate means.

17. Withdrawal process

- A withdrawal must be submitted in writing to WTA, with team management copied for awareness.
- The deposit is forfeited. A replacement does not automatically remove or reduce the withdrawing player's liability.
- The Executive Committee determines the financial outcome, applying the timeframes below and taking account of committed and recoverable costs.
- The player must return WTA property and meet any handover or information requirements.

Timing or circumstance	Financial treatment
More than three months before the national tournament	Deposit forfeited; additional fees paid are refunded in full.
Between three months and one month before the national tournament	Deposit forfeited; 50% of the remaining programme fee is payable or retained; any excess paid is refunded.
Within one month of the national tournament, including during the season	Deposit forfeited; the player remains liable for costs committed on their behalf, which may be up to 100% of the programme fee.
Junior local programme after teams are finalised	$50 withdrawal fee applies, reflecting administration, trial and team costs already incurred.
Junior programme from 1 December	No refund, except an approved medical or exceptional-circumstances outcome.

18. Medical and exceptional withdrawals

- A medical withdrawal must include a certificate or appropriate confirmation from a registered health practitioner.
- A $50 administration fee applies to a medical withdrawal. The deposit remains non-refundable.
- Any refund is based on costs already committed or recoverable; a full refund is not guaranteed.
- The Executive Committee may consider serious injury, bereavement or another genuine exceptional circumstance on written application with reasonable supporting information.
- The decision and reasons must be recorded. Any refund reflects unrecoverable commitments and is not guaranteed.

19. Programme or tournament cancellation

If WTA cancels a programme, or a tournament is cancelled because of circumstances beyond WTA's control, the Executive Committee will determine any refund after identifying committed costs, amounts

recovered from suppliers and the fair allocation of remaining funds. WTA will communicate the basis of the decision to affected participants.

20. Conduct and representative expectations

All participants are bound by the WTA Member Code of Conduct. Representative participants are ambassadors for WTA and must also:

- Attend required trainings, meetings and events and communicate promptly about availability.
- Place participant safety and welfare above competitive outcomes.
- Treat teammates, opponents, officials, volunteers, hosts, accommodation providers and the public with respect.
- Follow team, venue, travel, accommodation, health and safety and safeguarding requirements.
- Wear approved WTA uniform correctly and protect WTA property and reputation.
- Use social media, messaging and team communications responsibly and protect privacy and confidential information.
- Declare and appropriately manage conflicts of interest.
- Never supervise children while impaired; comply with alcohol, drug, smoke-free and vape-free requirements.
- Report safety, safeguarding, bullying, harassment, discrimination or serious misconduct concerns promptly.

Coaches, managers and referees may be required to sign a short role-specific acknowledgement covering their additional duties. These acknowledgements support, and do not replace, the Member Code of Conduct.

21. Concerns, breaches and disciplinary action

- Immediate protective action may be taken where necessary for safety, safeguarding, wellbeing, evidence or programme integrity.
- Concerns will be managed under WTA's complaints, safeguarding or disciplinary process as appropriate.
- Where practicable and safe, the person will be told the concern and given a reasonable opportunity to respond before a final decision.
- Outcomes may include education, apology, conditions, warning, removal from an activity, suspension, removal from a squad or team, ending an appointment, referral to Touch New Zealand or an external authority, or another proportionate action.
- The decision-maker must have appropriate authority, manage conflicts and record the outcome and reasons.

22. Records, privacy and communication

- WTA will securely retain applications, checks, trial and selection records, agreements, financial decisions, enquiries, dispensations and disciplinary outcomes.
- Access is limited to people who need the information for an authorised purpose.
- Sensitive personal, medical, vetting and safeguarding information receives restricted handling.
- Official programme decisions and public communications are issued only by WTA or an authorised representative.

23. Exceptions, interpretation and review

The Executive Committee may approve a documented exception where lawful, reasonable and consistent with safety, fairness and WTA's interests. It determines questions of interpretation, subject to the Constitution, applicable law and Touch New Zealand rules. This policy will be reviewed at least every two years and may be amended when programme or governing-body requirements change.

24. Supporting procedures and forms

- Coach and Manager Appointment Procedure and role descriptions.
- Trials, Selection and Conflict Management Procedure.
- Trial Dispensation Request.
- Selection Enquiry Process.
- Player Registration, Declaration and Medical Information.
- Player Withdrawal and Refund Request.
- Referee Endorsement Process and role acknowledgement.
- WTA Member Code of Conduct and role-specific acknowledgements.
- Complaints, Safeguarding and Disciplinary Procedures.

25. 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

UNDER 10 AND UNDER 12

REPRESENTATIVE TEAM SELECTION AND ALLOCATION POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operational Co-ordinator
Programme leads	WTA Coaching Directors and Junior Portfolio Lead
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028

POLICY RELATIONSHIP

This policy sets grade-specific requirements for the selection and allocation of WTA Under 10 and Under 12 representative teams. The WTA Representative Programme Policy continues to apply. If there is any inconsistency, the Representative Programme Policy, WTA Constitution, applicable law or Touch New Zealand requirement takes precedence.

1. Purpose

This policy establishes a fair, transparent and development-focused process for selecting and allocating players to WTA Under 10 and Under 12 representative teams. It aims to provide tamariki with a positive experience, build confidence and capability, encourage long-term participation and create balanced teams that can compete while giving selected players meaningful opportunities to develop.

2. Scope

This policy applies to players trialling for WTA Under 10 and Under 12 representative teams, their parents or guardians, appointed coaches and managers, selectors, Coaching Directors, the Junior Portfolio Lead, employees, contractors and volunteers involved in the process.

3. Selection philosophy and principles

WTA recognises that tamariki develop physically, technically, socially and emotionally at different rates. Current performance is therefore only one part of selection. Selectors consider the whole player and their potential to benefit from a supportive representative environment.

- Player welfare, enjoyment and development come first.
- Selection decisions are fair, transparent, evidence-based and properly recorded.
- No single criterion or individual selector determines selection.
- Conflicts of interest are declared and actively managed.
- Teams are allocated to create balanced playing and development groups; they are not ranked strongest to weakest.
- The Executive Committee retains final authority over material selection and allocation decisions.

4. Roles and authority

Executive Committee: approves this policy, confirms any material exception, and makes the final decision on unresolved or escalated matters.

Operational Co-ordinator: co-ordinates approved communications, records and administration and ensures decisions are released only through authorised WTA channels.

Coaching Directors and Junior Portfolio Lead: oversee the process, appoint or recommend selectors, manage conflicts and provide assurance that the approved process has been followed.

Selection Panel: assesses players, identifies the Representative Player Pool, recommends or confirms team allocations within delegated authority and records the basis of decisions.

Coaches: contribute relevant observations and team-balance information but do not independently select, recruit or alter a team.

5. Selection Panel and conflicts of interest

- The Selection Panel will include multiple WTA-appointed selectors. Each player should be observed by more than one selector wherever practicable.
- Selectors record observations independently before collective discussion.
- Any actual, potential or perceived conflict must be declared as early as possible and recorded.
- A conflicted person must not be the sole assessor or decision-maker and may be required to leave part of the discussion.
- Selection discussions, ratings, records and personal information are confidential.

6. Player selection criteria

Selectors assess the whole player across the following areas. The criteria are considered together and no fixed weighting or single criterion determines the outcome.

6.1 Commitment, attitude and effort

- Attendance and active participation in assessment sessions.
- Consistent effort, enthusiasm and a positive response when challenged.
- Positive behaviour towards players, coaches and officials.

6.2 Coachability

- Listening to instructions and showing a willingness to learn.
- Responding positively to feedback and attempting to apply coaching.

- Demonstrating learning or improvement during the assessment process.

6.3 Teamwork

- Communicating positively and supporting teammates.
- Showing respect and working effectively with different players.
- Contributing to a safe, inclusive and positive team environment.

6.4 Game understanding

- Developing decision-making, positioning and support play.
- Creating and using space and understanding attacking and defensive responsibilities.
- Understanding their role with and without the ball.

6.5 Fundamental Touch skills

- Passing, catching, rollball and ruck work.
- Defence and movement with and without the ball.
- Skills are important but are not considered in isolation.

6.6 Future development potential

- Willingness and capacity to learn.
- Response to coaching and improvement across the assessment process.
- Potential that may not yet be reflected in current playing ability.

7. Assessment and selection of the Representative Player Pool

- Trial opportunities, dates and participation requirements will be communicated through WTA channels.
- Players must meet eligibility and attendance requirements in the Representative Programme Policy, including any approved trial dispensation.
- Each player is assessed against the approved criteria, using observations from multiple selectors wherever practicable.
- The Selection Panel first identifies the overall Representative Player Pool before allocating players to teams.
- Where eligible player numbers exceed available positions, the Panel considers the complete assessment, programme requirements and available team numbers.
- Proposed pool and team numbers require WTA approval before any announcement.

8. Parent coaches

WTA values volunteer parent coaches and recognises that coaching their own tamariki can support coach recruitment and retention. This arrangement must still protect the fairness and integrity of selection.

- The coach's child must participate in the approved assessment process and meet eligibility, safety, conduct and participation requirements.
- The child must be assessed by at least two unconflicted selectors wherever practicable.
- The parent coach must not score, rank, advocate for or take part in the decision on whether their child enters the Representative Player Pool.

- Once the child is confirmed in the Representative Player Pool, the child will normally be allocated to the parent's team.
- The Executive Committee or approved delegate may authorise a different arrangement where this is needed for player welfare, team balance, programme integrity or another material reason.

9. Team allocation and balance

After the Representative Player Pool is confirmed, the Selection Panel and coaches allocate players collaboratively with the overriding aim of creating balanced playing and development groups. Relevant factors may include:

- experience, confidence and stage of development;
- playing positions, game understanding, speed and athleticism;
- leadership, team dynamics and overall player-development needs;
- previous coach-player relationships where appropriate; and
- familiar peers or school connections, particularly for younger or new players, where this does not compromise balance.

Previous participation with a coach does not guarantee allocation to that coach in a later season. Once allocations are confirmed, a coach must not independently recruit, swap, add or remove a player. Any proposed change requires prior WTA approval and a recorded reason.

10. Coach responsibilities

- Place player welfare, enjoyment and development before personal preference.
- Work respectfully and collaboratively with selectors and other coaches.
- Avoid lobbying for individual players and comply with conflict-management directions.
- Maintain confidentiality before and after decisions are announced.
- Support all WTA teams equally and support confirmed allocations publicly and privately.
- Comply with the Representative Programme Policy, Coaches and Managers Code of Conduct, Member Code of Conduct and safeguarding requirements.

11. Players not selected and development pathways

WTA may be unable to select every player because of approved team numbers, coaching resources, safety, competition requirements or programme viability. Non-selection at Under 10 or Under 12 level is not a judgement of a player's long-term ability or potential.

WTA will encourage non-selected players to continue participating and seek future representative opportunities. Where WTA operates a suitable development programme and capacity permits, WTA will aim to offer non-selected players an opportunity to participate.

12. Communication, announcements and selection enquiries

- Only WTA or its authorised representative may announce a Representative Player Pool or team allocation.
- Coaches, selectors and others involved must not publish or privately circulate an unapproved list.
- A player or their parent or legal guardian may ask about that player's own selection or non-selection, but is not entitled to another player's information, ranking or Panel deliberations.

- An enquiry should be submitted in writing to the contact nominated by WTA, normally within five working days of the announcement.
- WTA will review the approved process and respond in writing, normally within 10 working days.
- An enquiry is not an automatic appeal or re-trial. Reconsideration may occur where a material process, eligibility, safety, conflict or factual error is established.

13. Records, privacy and confidentiality

WTA will securely retain trial registrations, selector notes, conflict declarations, selection and allocation records, approvals, enquiries and material reasons for exceptions or reconsideration. Access is limited to people who need the information for an authorised purpose. Personal information will be handled in accordance with WTA policy and applicable privacy requirements.

14. Resolving differences, exceptions and final authority

Professional and respectful discussion is expected where selectors or coaches hold different views. The Selection Panel may resolve routine assessment and allocation questions within its delegation. Any unresolved matter, material conflict, proposed exception or concern about process, welfare or integrity must be referred to the Executive Committee or an approved delegate. The Executive Committee has final authority, subject to the WTA Constitution, applicable law and Touch New Zealand requirements.

Any approved exception must be lawful, reasonable, consistent with player welfare and fairness, and documented with the decision-maker and reason.

15. Related documents

- WTA Representative Programme Policy.
- WTA Member Code of Conduct.
- WTA Coaches and Managers Code of Conduct.
- WTA Child and Vulnerable Persons Protection Policy.
- WTA Complaints and Disciplinary Procedure.
- WTA Trial Dispensation Request and Selection Enquiry Process.

16. Review and approval

This policy will be reviewed at least every two years and earlier if WTA programme requirements, safeguarding practice, governing-body rules or relevant law change.

Approval record	Details
Approved by	Waikato Touch Association Committee
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Next review date	30 June 2028
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PLAYER FEES, REFUNDS AND WITHDRAWAL POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operational Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	Representative Programme Policy; Financial Management Policy; Player Registration and Declaration; Withdrawal and Refund Request

Alignment note: This policy provides the detailed fee and withdrawal rules supporting the Representative Programme Policy. The confirmed Junior deposit is $25 and the separate Junior withdrawal fee is $50 after teams are finalised.

1. Purpose

This policy supports the financial sustainability of WTA programmes and fairly manages costs committed for players and teams. Selection is a commitment to the full programme, and late withdrawal can leave unrecoverable registration, uniform, travel, accommodation and tournament costs.

2. Scope

This policy applies to Junior, Youth, Under-21, Opens and Masters representative programmes and to selected players and their parent or legal guardian where applicable.

3. Definitions

Term	Meaning
Programme fee	The total amount charged by WTA for the player's approved programme.
Programme start date	The first scheduled team activity, including training, camp or competition, whichever occurs first.
National tournament date	The first day of the team's final national competition.
Committed cost	A cost WTA has paid, contracted, reserved or cannot reasonably recover or avoid.
Written request	Email, approved online form or another written method accepted by WTA.

4. Deposits

Programme or circumstance	Deposit
Junior representative teams	$25 non-refundable deposit per player, due within 10 days of selection.
Youth, Under-21, Opens and Masters	$100 non-refundable deposit per player, due within 10 days of selection.
Two or more children from one family selected	$50 per child for programmes that would otherwise require the $100 deposit. The Junior deposit remains $25.

- The deposit secures the player's position and contributes to initial non-recoverable costs.
- Failure to pay by the due date may result in the position being offered to another player.
- Deposits are non-refundable and non-transferable except where the Executive Committee approves genuine exceptional circumstances.
- Accepting selection and/or paying the deposit confirms acceptance of this policy.

5. Programme fees and payment schedules

- WTA will provide the programme fee or best available estimate and a payment schedule.
- Fees reflect approved programme costs and may be amended where tournament, travel, accommodation, uniform, supplier or governing-body costs materially change.
- Amounts must be paid by the due dates unless WTA approves a payment plan.
- Questions about an invoice should be raised promptly; a query does not automatically suspend an undisputed payment.
- All money is administered under the Financial Management Policy. Team management cannot privately change fees, promise refunds or receive programme money into a personal account.

6. Payment plans

- A person unable to meet the schedule must contact WTA before the second scheduled payment date.
- The proposal must state payment dates, amounts and a final payment date.
- A plan is effective only when WTA approves it in writing.
- The player must keep WTA informed before a payment is missed.
- WTA may revise or cancel a plan if it is not followed, while considering genuine hardship fairly.

7. How to withdraw

1. Submit the withdrawal in writing to WTA and copy team management for awareness.
2. State the player, team, withdrawal date, reason and whether a medical or exceptional-circumstances assessment is requested.
3. Provide reasonable supporting information where applicable.
4. Return WTA property and complete any required handover.
5. WTA confirms the financial assessment and any refund or outstanding balance in writing.

Replacement players: The appointment of a replacement does not automatically remove or reduce the withdrawing player's liability. Any reduction depends on costs WTA can actually avoid or recover and requires WTA approval.

8. Withdrawal timeframes

Timing or circumstance	Financial treatment
More than three months before the national tournament	Deposit forfeited. Additional fees paid are refunded in full.
Between three months and one month before the national tournament	Deposit forfeited. 50% of the remaining programme fee is payable or retained. Any excess paid is refunded.

Timing or circumstance	Financial treatment
Within one month of the national tournament, including during the season	Deposit forfeited. The player remains liable for committed costs, which may be up to 100% of the programme fee.
Junior local programme after teams are finalised	$50 withdrawal fee applies, reflecting administration, trial and team costs already incurred.
Junior programme from 1 December	No refund except an approved medical or exceptional-circumstances outcome.

Where a programme does not have a national tournament, WTA will apply the closest reasonable equivalent date or the Junior local-programme rule and will explain the basis used.

9. Medical withdrawals

- A medical withdrawal must be supported by a certificate or appropriate confirmation from a registered health practitioner.
- A $50 administration fee applies and the deposit remains non-refundable.
- Any refund is based on committed and recoverable costs; a full refund is not guaranteed.
- Only health information reasonably required to assess the request will be collected and it will be handled confidentially.

10. Exceptional circumstances

- Serious injury, bereavement or another genuine exceptional situation may be considered by the Executive Committee.
- The request must be in writing and include reasonable supporting information.
- The Executive Committee will consider fairness, consistency, committed costs, amounts recovered and financial impact.
- Approval and a full refund are not guaranteed. The decision and reasons will be recorded and communicated.

11. Non-payment and player eligibility

- A withdrawing player remains responsible for any amount due under this policy.
- WTA may withhold future selection, participation or a transfer request while an amount is overdue, subject to applicable rules and fair consideration of the circumstances.
- WTA may notify an authorised governing body, provincial body or module where financial status lawfully affects eligibility.
- WTA may use appropriate debt-recovery action after reasonable notice and attempts to resolve the amount.
- A player is not treated as meeting an approved plan if the plan has been materially breached without a revised written agreement.

12. Programme or tournament cancellation

If WTA cancels a programme, or a tournament is cancelled because of circumstances beyond WTA's control, the Executive Committee will determine any refund after identifying committed costs, supplier recoveries and the fair allocation of remaining funds. WTA will communicate the basis of the decision. A replacement event or materially revised programme may be offered where reasonable.

13. Refund administration

- Approved refunds will normally be returned to the original payer or another verified account.
- WTA may offset an approved refund against another overdue amount owed by that player or payer where lawful and clearly communicated.
- Bank details and any change must be independently verified.
- Refund calculations and approvals must be retained with the player account record.
- No coach, manager or team official may approve or promise a refund.

14. Decision-making and review

- Routine calculations may be administered by the Operational Co-ordinator under delegation.
- The Executive Committee decides exceptional circumstances, material disputes and departures from the standard rules.
- Conflicts of interest must be declared and managed.
- A person may ask WTA to correct a factual or calculation error; this is not an automatic right to reconsider a properly applied policy decision.
- The Executive Committee may amend the policy for future programmes and will publish or communicate the current version.

15. 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

COACHES AND MANAGERS CODE OF CONDUCT

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operational Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	Member Code of Conduct; Safety, Wellbeing and Integrity Policy; Representative Programme Policy; Child and Vulnerable Persons Protection Policy; Photography and Image Policy; Coach and Manager Appointment Requirements

Role-specific acknowledgement: This document adds the duties that apply to WTA coaches and managers. It supports, and does not replace, the WTA Member Code of Conduct.

1. Purpose and application

Coaches and managers hold positions of trust and influence. This Code sets the additional conduct, safety, safeguarding, leadership and programme standards required of every WTA Head Coach, Assistant Coach, Co-Coach, Specialist Coach, Player/Coach, Manager and Assistant Manager.

2. Core responsibilities

- Place participant safety, welfare and dignity above performance or winning.
- Provide a positive, inclusive and developmentally appropriate team environment.
- Act honestly, competently, impartially and in WTA's best interests.
- Follow WTA policies, appointment conditions, programme requirements, budgets and lawful directions.
- Model respect for players, whānau, opponents, referees, officials, volunteers and hosts.
- Take responsibility for decisions, communication, team culture and conduct.

3. Participant-centred coaching and management

- Recognise each participant's age, ability, development stage, goals, culture and support needs.
- Use clear, positive and constructive feedback; never ridicule, shame, threaten or deliberately isolate a participant.
- Encourage effort, learning, enjoyment, teamwork and good sportsmanship.
- Provide fair opportunities and make role-appropriate decisions consistently and without prejudice or favouritism.
- Monitor workload, fatigue, injury, distress and readiness and adjust activity or seek help where required.
- Do not pressure a participant to train or play through injury, illness, unsafe conditions or significant distress.

4. Safeguarding and professional boundaries

- Maintain professional boundaries and do not engage in grooming, sexualised conduct, favouritism or exploitative relationships.
- Avoid isolated or unobserved one-to-one situations with a child wherever reasonably practicable.
- Use WTA-approved communication channels and include a parent, caregiver or another authorised adult where appropriate.
- Do not use secret accounts, disappearing messages or private communication intended to bypass oversight.
- Ensure physical contact is necessary, appropriate, explained and, where practicable, consented to.
- Follow WTA requirements for changing areas, treatment, transport, travel, accommodation, room entry and overnight supervision.
- Report safeguarding concerns immediately and do not investigate them yourself or promise absolute confidentiality.

5. Safety, wellbeing and inclusion

- Plan and deliver activities with suitable facilities, equipment, first aid, weather, medical and emergency arrangements.
- Know and apply relevant participant medical and support information while protecting confidentiality.
- Create an environment free from bullying, harassment, abuse, discrimination, racism, intimidation and violence.
- Support reasonable cultural, disability, gender, religious and wellbeing needs.
- Never supervise, coach, manage or drive while impaired by alcohol, drugs or medication.
- Stop or modify unsafe activity and report incidents, hazards, injuries and concerns promptly.

6. Coaching standards

- Prepare appropriate session and campaign plans and communicate expectations clearly.
- Coach within your competence and complete required qualifications, first aid, safeguarding and development.
- Be honest about qualifications and do not permit them to be misrepresented.
- Use current, safe and age-appropriate practice and seek guidance where needed.
- Collaborate professionally with other coaches, managers, selectors, referees and WTA personnel.
- Do not use a coaching role to recruit, promote or sell unrelated services or products without WTA approval.

7. Manager standards

- Maintain accurate team communications, schedules, contacts, medical information and authorised records.
- Coordinate travel, accommodation, uniforms, payments and logistics through WTA's approved processes.
- Do not receive WTA money into a personal account, promise refunds, sign contracts or make unapproved commitments.
- Protect personal information and share it only with authorised people who need it.
- Escalate attendance, conduct, safety, financial or welfare issues promptly rather than managing serious concerns alone.
- Support the coach while retaining independent responsibility for participant welfare and policy compliance.

8. Selection, playing time and conflicts

- Follow approved selection and team processes and keep deliberations confidential.
- Declare actual, potential or perceived conflicts, including family, personal, financial or coaching relationships.
- Do not allow bias, pressure, retaliation or personal preference to improperly affect selection, opportunity, discipline or feedback.
- A Player/Coach must not decide their own selection, playing time, discipline, fee relief or reimbursement.

- Provide selection feedback only through the authorised WTA process and do not disclose another participant's information.

9. Communication, social media and images

- Communicate promptly, respectfully and professionally with participants, whānau and WTA.
- Keep team chats role-appropriate and do not tolerate bullying, humiliation or harmful content.
- Do not publish confidential team, medical, selection or WTA information.
- Capture and share images only in accordance with the Photography and Image Policy and recorded consent.
- Do not present a personal opinion, account or announcement as an official WTA statement.
- Only WTA may approve and announce appointments, selections and material programme decisions.

10. Integrity and use of position

- Act honestly and do not misuse authority, confidential information, WTA property or relationships for personal advantage.
- Reject bribery, fraud, manipulation, improper inducements and misuse of inside information.
- Comply with anti-doping, betting and competition-integrity requirements.
- Declare gifts, benefits, sponsorship approaches and financial conflicts as required.
- Do not engage in violence, retaliation or conduct that seriously damages trust in WTA or the sport.

11. Responding to concerns and breaches

- Take immediate reasonable action to protect a participant where necessary and call 111 for immediate danger.
- Report concerns through the Safety, Wellbeing and Integrity Policy or appropriate WTA process.
- Preserve information and do not conduct an unauthorised investigation or confront a person where this may increase risk.
- Cooperate with authorised reviews, safeguarding action, complaints and external processes.
- A breach may lead to education, conditions, warning, restriction, suspension, ending an appointment or referral to Touch New Zealand or another authority, following fair process.

12. Acknowledgement

Acknowledgement: I confirm that I have read, understood and agree to comply with the WTA Member Code of Conduct, this role-specific Code and all policies and reasonable requirements applying to my role.

Full name	
Role and team/event	Coach / Manager
Signature	
Date	

13. 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

REFEREES
CODE OF CONDUCT

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operational Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	Member Code of Conduct; Safety, Wellbeing and Integrity Policy; Representative Programme Policy; Referee Endorsement Requirements; Complaints and Disciplinary Procedure

Role-specific acknowledgement: This document adds the duties that apply to WTA referees, referee coaches and referee officials. It supports, and does not replace, the WTA Member Code of Conduct.

1. Purpose and application

Referees protect the safety, fairness and spirit of the game and are visible ambassadors for WTA. This Code applies to referees, referee coaches, mentors, assessors, coordinators and officials appointed, endorsed or representing WTA.

2. Core responsibilities

- Place participant safety and welfare above convenience, reputation or the outcome of a match.
- Apply the rules and spirit of Touch fairly, consistently and without bias.
- Act with integrity, objectivity, courage, courtesy and self-control.
- Respect players, coaches, managers, fellow officials, volunteers, spectators and hosts.
- Accept responsibility for decisions and use feedback to improve.
- Follow WTA, Touch New Zealand, tournament and venue requirements.

3. Fair and competent officiating

- Prepare physically and technically for appointments and arrive on time with required uniform and equipment.
- Officiate within your competence and honestly represent qualifications, experience and availability.
- Apply rules consistently while using appropriate communication and game management.
- Do not allow prejudice, pressure, crowd reaction, relationships or personal interest to affect objectivity.
- Manage mistakes professionally and use authorised review, coaching and feedback processes.
- Do not publicly attack or undermine another official's decision or performance.

4. Safety and participant welfare

- Act promptly where play, behaviour, weather, facilities or equipment creates an unreasonable risk.
- Follow concussion, injury, blood, emergency and incident procedures applying to the event.
- Use only necessary and appropriate physical contact.
- Recognise the needs of children, young people, new participants and people requiring support.
- Report serious incidents, threats, abuse, discrimination, injury or safeguarding concerns promptly.
- Never officiate, coach referees, supervise or drive while impaired by alcohol, drugs or medication.

5. Safeguarding and boundaries

- Maintain appropriate professional boundaries with children, young people and adults at risk.
- Avoid isolated or unobserved one-to-one situations wherever reasonably practicable.
- Use approved communication channels and do not use secret or disappearing messages to bypass oversight.
- Follow WTA requirements for changing areas, travel, accommodation, images and digital contact.
- Do not use a position of authority to groom, exploit, favour or form an inappropriate relationship with a participant.
- Report safeguarding concerns immediately; do not investigate them yourself or promise absolute confidentiality.

6. Respectful communication and behaviour

- Use calm, clear and appropriate language, including when managing disagreement or misconduct.
- Do not ridicule, humiliate, threaten, retaliate against or deliberately provoke a participant.
- Address unsporting behaviour and apply available sanctions consistently.
- Reject violence, abuse, bullying, harassment, racism and discrimination.
- Do not engage in public arguments with players, coaches, spectators or other officials. Use reporting and complaint channels after the event where needed.

7. Conflicts, appointments and impartiality

- Declare any relationship, team connection, financial interest or other conflict that may affect, or appear to affect, impartiality.
- Accept, decline or return appointments honestly and promptly.
- Do not seek or accept an inducement, benefit or favour intended to influence an appointment or decision.
- Follow any direction used to manage a conflict, including reassignment or restricted involvement.
- Keep appointment, assessment, incident and disciplinary information confidential unless authorised to share it.

8. Integrity, betting and anti-corruption

- Do not manipulate, improperly influence or agree to affect any match, score, incident, appointment or competition outcome.
- Do not bet where your role, knowledge or influence creates an integrity risk.
- Do not share inside information for betting or improper advantage.
- Report any suspicious approach, threat, inducement, manipulation or corruption promptly.
- Comply with applicable anti-doping and sport-integrity requirements and cooperate with authorised processes.

9. Social media, privacy and representation

- Apply the same standards online as in person.
- Do not publish abusive, discriminatory or confidential material or target participants or officials online.
- Do not discuss confidential appointments, assessments, incidents or disciplinary matters.
- Use images in accordance with the Photography and Image Policy.
- Do not present a personal account, opinion or announcement as an official WTA communication.
- Wear approved uniform correctly and use WTA branding only as authorised.

10. Development and contribution

- Participate in reasonable education, coaching, fitness, assessment and development requirements.
- Attend and support Waikato modules, trials or referee-development activities as required for the role or endorsement.
- Give and receive respectful, evidence-based feedback.
- Support newer referees and help build a safe, welcoming officiating environment.

- Inform the authorised referee lead of any matter that may affect availability, suitability or WTA endorsement.

11. Reporting and breaches

- Call 111 where anyone is in immediate danger and take reasonable protective action.
- Submit required match, incident or misconduct reports accurately and promptly.
- Report concerns through the appropriate WTA, tournament, Touch New Zealand or external process.
- Preserve information and cooperate with authorised reviews; do not conduct an unauthorised investigation.
- A breach may result in education, conditions, removal from an appointment, loss of endorsement, suspension, ending a role or external referral, following fair process.

12. Acknowledgement

Acknowledgement: I confirm that I have read, understood and agree to comply with the WTA Member Code of Conduct, this role-specific Code and all policies and reasonable requirements applying to my role.

Full name	
Role and team/event	Referee / Referee Coach / Referee Official
Signature	
Date	

13. 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

MEMBER CODE OF CONDUCT

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operational Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	Safety, Wellbeing and Integrity Policy; Representative Programme Policy; Complaints and Disciplinary Procedure; Child and Vulnerable Persons Protection Policy; Photography and Image Policy

Shared responsibility: Everyone involved with WTA contributes to a safe, inclusive, respectful and enjoyable Touch environment. Participation in a WTA activity means agreeing to follow this Code.

1. Purpose

WTA is committed to safe, inclusive and positive Touch experiences. This Code states the behaviour expected of everyone involved with WTA and supports respect, integrity, fairness, participant welfare and enjoyment on and off the field.

2. Who this Code applies to

This Code applies to Committee members, employees, contractors, coaches, managers, referees and referee coaches, selectors, volunteers, representative and module players, parents and caregivers, spectators, affiliated-module personnel, and any person participating in or acting on behalf of WTA. It applies at activities, during travel and accommodation, in team communications and online where conduct is connected with WTA.

3. Our values

Value	What it means
Respect	Treat people with courtesy, dignity and fairness and value their rights, identity, culture, ability and contribution.
Integrity	Be honest, accountable, impartial and act in the interests of safe and fair Touch.
Inclusion	Help people feel welcome, supported and able to participate, learn and develop.
Excellence	Show commitment, professionalism, teamwork and a willingness to improve.
Enjoyment	Promote positive experiences and lifelong participation in Touch.

4. Standards expected of everyone

- Follow the rules and spirit of Touch and promote fair play.
- Treat teammates, opponents, officials, volunteers and spectators respectfully.
- Accept decisions without abuse, intimidation, threats or aggressive behaviour.
- Use appropriate language and behaviour and take responsibility for your actions.
- Communicate honestly, respectfully and professionally, including when disagreeing.
- Respect facilities, accommodation, equipment, uniforms and WTA property.
- Follow WTA policies, event rules, safety instructions and lawful directions.
- Report unsafe, harmful, dishonest or concerning behaviour promptly.
- Protect confidential information and the privacy of others.
- Do not act in a way that brings WTA or the sport into serious disrepute.

5. Safeguarding and professional boundaries

- Place the safety and wellbeing of children, young people and adults at risk first.

- Maintain appropriate professional boundaries and avoid grooming, favouritism, sexualised conduct and unnecessary physical contact.
- Avoid isolated or unobserved one-to-one contact with a child wherever reasonably practicable.
- Use approved communication channels and do not use secret or disappearing communication to bypass oversight.
- Follow WTA requirements for supervision, changing areas, travel, accommodation, images and digital contact.
- Report a safeguarding concern immediately through the Safety, Wellbeing and Integrity Policy. Do not conduct your own investigation or promise absolute confidentiality.

6. Respectful and inclusive behaviour

WTA prohibits bullying, harassment, sexual harassment, abuse, neglect, intimidation, violence, discrimination, racism, retaliation, grooming, sexually harmful behaviour and conduct that creates an unsafe or hostile environment. Harm may occur in person or online and may be one serious incident or a pattern.

7. Social media and communications

- Apply the same standards online as in person.
- Do not bully, harass, intimidate, shame or post discriminatory, abusive or offensive content.
- Do not publish confidential WTA information or another person's private information without authority.
- Use team chats, messaging, email, online meetings and social media respectfully and for appropriate purposes.
- Do not impersonate WTA or present an unofficial account or statement as authorised.
- Follow the Photography and Image Policy and report harmful or inappropriate content.

8. Respect for officials and volunteers

- Allow coaches to coach, referees to referee and authorised personnel to perform their roles.
- Never abuse, intimidate, threaten or deliberately undermine an official or volunteer.
- Raise genuine concerns through the appropriate process rather than confrontation or public attacks.
- Encourage positive sideline behaviour and welcome new participants and officials.
- Recognise and value the contribution of volunteers.

9. Parents, caregivers and spectators

- Encourage all players and model positive behaviour.
- Focus on effort, improvement, teamwork and enjoyment rather than only results.
- Respect coaches, managers, referees and event personnel.
- Do not enter team areas, fields or official spaces without permission.
- Do not coach from the sideline where this conflicts with the appointed coach.
- Ensure children in your care understand and follow relevant expectations.

10. Players and representative participants

- Attend and prepare for required trainings, meetings, travel and events and communicate promptly about availability.
- Support teammates and management and contribute positively to the team environment.
- Wear approved WTA uniform correctly and respect hosts, venues and accommodation providers.
- Meet eligibility, agreement, health, safety, safeguarding and financial requirements.
- Represent WTA professionally and follow the Representative Programme Policy.

11. Coaches, managers, referees and officials

- Place safety and participant welfare above performance or winning.
- Be consistent, impartial, competent and honest about qualifications and experience.
- Use positive, developmentally appropriate feedback and never ridicule or humiliate a participant.
- Declare and manage conflicts of interest and do not misuse authority, information or relationships.
- Follow appointment, vetting, safeguarding, reporting and professional-development requirements.
- Address unsporting or unsafe behaviour and model good sportsmanship.

12. Alcohol, drugs, smoking and vaping

- Never supervise, coach, officiate, drive or participate while impaired.
- Do not use or possess illegal drugs at WTA activities.
- Do not supply alcohol to minors and comply with any team, event, venue or accommodation restrictions.
- Follow smoke-free and vape-free requirements and do not expose children to use in team environments.
- Comply with applicable anti-doping requirements.

13. Images and privacy

- Capture and use images respectfully and in accordance with WTA's Photography and Image Policy.
- Respect consent and opt-out instructions and never photograph in changing, showering or treatment areas.
- Do not share an image or personal information that may embarrass, exploit or place another person at risk.
- Use only authorised WTA branding and channels.

14. Reporting concerns

Concerns may be reported to the Operational Co-ordinator, Safeguarding Lead, President, another trusted WTA official or an appropriate external authority. Call 111 where anyone is in immediate danger. A person does not need proof before raising a genuine concern, and retaliation is prohibited.

15. Responding to breaches

- Immediate protective action may be taken where safety, safeguarding or process integrity requires it.

- Concerns will be managed under the relevant safeguarding, complaints, employment or disciplinary process.
- Where safe and lawful, the person whose conduct is at issue will be told the concern and given a reasonable opportunity to respond before a final internal decision.
- Outcomes may include education, support, apology, conditions, warning, removal from an activity, suspension, removal from a programme, ending an appointment or referral to Touch New Zealand or an external authority.
- Decisions must be made by a properly authorised, non-conflicted person and reasons must be recorded.

16. Acknowledgement and approval

By participating in a WTA activity, each person acknowledges this Code. WTA may also require a signed or electronic acknowledgement for a particular role or programme.

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

PHOTOGRAPHY AND IMAGE POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operational Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	Privacy Policy; Safety, Wellbeing and Integrity Policy; Member Code of Conduct; Brand, Logo, Uniform and Gear Policy; Registration Terms

Safety and dignity first: Images must be captured and used lawfully, respectfully and for a legitimate WTA purpose. Consent or an opt-out must be recorded and followed, especially for children and people at risk.

1. Purpose

WTA values privacy, safety and wellbeing while recognising that photographs, video and audio-visual content help celebrate participants, promote Touch, report to funders and preserve WTA history. This policy governs how images are captured, selected, used, shared, stored and removed.

2. Scope

This policy applies at representative programmes, modules, tournaments, training, development activities, community events, prizegivings, travel, accommodation and promotional activities. It applies to WTA personnel, participants, parents, caregivers, spectators, media, contractors, photographers, sponsors and partners.

3. Principles

- Use images only for a clear, legitimate and appropriate purpose.
- Prioritise participant dignity, privacy and safety over promotional value.
- Use extra care with children, young people and adults at risk.
- Record and respect consent, opt-outs and changes in circumstances.
- Collect and retain only what WTA reasonably needs and restrict access.
- Respond promptly to safety, privacy and takedown concerns.

4. Approved purposes

- Promoting Touch and WTA programmes.
- Celebrating achievements, participation and community contribution.
- WTA websites, social media, newsletters and annual reporting.
- Funding applications, accountability reports and approved sponsorship material.
- Coaching, officiating or performance review where participants have been informed.
- News and media coverage, historical records and event administration.

5. Consent and participant choices

- Registration should clearly explain that images may be captured and provide a practical way to record promotional-image consent or opt-out.
- A parent or legal guardian provides consent for a child where required; WTA should also respect the child's wishes and maturity.
- Separate or specific consent should be obtained for sensitive, staged, close-up, testimonial, commercial or individually identified use where the original registration notice does not reasonably cover it.
- Consent must be voluntary and refusal must not disadvantage participation, except where an image is genuinely necessary for identification, accreditation, safety or competition administration.
- A person may change their preference by contacting WTA. The change applies to reasonable future use and removal under section 13, but cannot always reverse material already printed, lawfully supplied or independently published.

Public events: Incidental inclusion in wide-angle or crowd images may not always be avoidable at a public sporting event. WTA will still make reasonable efforts to respect known opt-outs and address safety concerns.

6. Capturing images safely

- Identify authorised photographers or content personnel where practicable.
- Explain the purpose and avoid deceptive, covert or intrusive capture.
- Never photograph or record in changing rooms, showers, toilets, bedrooms or treatment areas.
- Do not create sexualised, degrading, embarrassing or exploitative images.
- Use appropriate clothing and poses and avoid unnecessary focus on a participant's body.
- Stop if a participant appears distressed or asks not to be photographed, unless capture is required for an authorised safety or evidential purpose.
- Follow venue, tournament, safeguarding and access requirements.

7. Children and people at risk

- Do not publish a child's full name together with location, schedule, contact information or other details that create avoidable risk.
- Use group or activity context where appropriate and avoid captions that disclose sensitive personal, medical or family information.
- Do not arrange isolated one-to-one photography without appropriate oversight and consent.
- Images must not be used to shame, compare bodies, promote unsafe practice or expose vulnerability.
- Known court orders, protection needs or safeguarding restrictions take priority over promotional plans.

8. Parents, caregivers and spectators

- People may generally photograph their own family at public games or events, subject to venue and event rules.
- Respect requests not to photograph or publish another participant.
- Do not photograph children you do not know in an intrusive or targeted manner.
- Do not enter restricted team, changing or treatment areas to capture images.
- WTA may restrict photography, recording or livestreaming where required for safety, privacy, competition or safeguarding.

9. Selection, captions and publication

- Select images that positively and accurately represent participants and WTA values.
- Check the recorded consent or opt-out status before planned promotional publication.
- Use names only where appropriate and authorised; avoid full identification of children unless additional permission supports the purpose.
- Do not use an image in a misleading, offensive, discriminatory or reputation-damaging context.
- Do not materially alter an image in a way that misrepresents a person or event.
- Use WTA branding only in accordance with the Brand, Logo, Uniform and Gear Policy.

10. Social media, livestreaming and third parties

- Only authorised people may publish on official WTA platforms.
- Livestreaming must be approved and communicated in advance, with camera positions and privacy risks considered.
- A sponsor, funder, media outlet, photographer or partner may use WTA-controlled images only for an approved purpose and under agreed conditions.
- WTA must not provide image collections to a third party merely for unrelated marketing, profiling or artificial-intelligence training.
- Third-party music, images, logos and creative material must be licensed or otherwise lawfully used.

11. Storage, access and retention

- Store WTA-controlled images in approved systems with access limited to authorised personnel.
- Use descriptive but non-sensitive file names and avoid unnecessary personal information in metadata.
- Do not retain poor-quality, duplicated, inappropriate or no-longer-needed images without a historical or legal reason.
- Review archives periodically and securely delete material that no longer has a legitimate purpose.
- Remove system and shared-drive access promptly when a role ends.
- Actual retention periods will follow WTA's privacy and records requirements and any contractual or legal obligations.

12. Identification and administrative images

Images used for player identification, accreditation, team administration, safety or official competition purposes may be required as a condition of participation. WTA will explain the purpose, restrict access, avoid unrelated promotional use without consent and retain the image only for the necessary period.

13. Opt-outs, takedown and concerns

1. Contact WTA and identify the image, platform and concern.
2. WTA assesses immediate safety or privacy risk and may restrict or remove the image while reviewing the matter.
3. WTA checks consent, purpose, context, legal obligations, third-party control and whether continued use is reasonable.
4. WTA communicates the outcome and, where appropriate, removes the image from WTA-controlled platforms and asks authorised recipients to do the same.
5. A safeguarding, privacy or conduct concern is referred under the Safety, Wellbeing and Integrity Policy or other relevant procedure.

Limits of removal: WTA can control its own platforms and authorised recipients but cannot guarantee removal of screenshots, copies or independent publication outside its control. It will still take reasonable steps where safety or rights are affected.

14. Breaches

- WTA may stop capture, remove access, require deletion or correction, withdraw accreditation or remove a person from an activity.
- Serious or repeated misuse may be handled under the Member Code of Conduct, safeguarding, privacy, employment or disciplinary process.
- WTA may notify a platform, Touch New Zealand, Police, the Privacy Commissioner or another authority where appropriate.
- The person affected will be supported and fair process applied where an internal finding or sanction is considered.

15. 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
Version	1.0

BRAND, LOGO, UNIFORM AND GEAR POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operational Co-ordinator
Approved supplier record	WTA Approved Apparel and Merchandise Supplier Record
Status	Approved
Approved by	WTA Executive Committee
Effective date	18 August 2026
Next review date	30 June 2028
Related documents	WTA Constitution; Financial Management Policy; Representative Programme Policy; Member Code of Conduct; Sponsorship Agreements; Brand Guidelines; WTA Approved Apparel and Merchandise Supplier Record

Two mandatory rules: All WTA uniforms, apparel, merchandise and branded gear must be sourced through WTA's approved apparel and merchandise supplier. The WTA name, logo or branding may not be used without prior written approval from the Executive Committee.

1. Purpose

This policy protects the identity, reputation, commercial relationships and consistent presentation of WTA. It governs use of WTA's name, logo, colours, imagery and other brand assets and the design, purchase, issue and wearing of uniforms, apparel and branded gear.

2. Scope

This policy applies to Committee members, employees, contractors, volunteers, affiliated bodies, teams, players, coaches, managers, referees, parents, supporters, sponsors, suppliers and anyone seeking to represent, promote or associate a product, activity or communication with WTA.

3. Ownership and authority

- WTA owns or controls its name, logo, postnominals, designs, templates, images and other brand assets.
- The Executive Committee has final authority to approve, condition, decline or withdraw use of WTA branding.
- Approval for one item, event, season or channel does not approve another use.
- No team, portfolio, affiliated body or individual may grant a third party permission to use WTA branding.
- WTA may require correction, removal, recall or discontinuation of any unapproved or non-compliant use.

4. Uses requiring prior written approval

Prior written Executive Committee approval is required before the WTA name, logo, branding or an imitation is used on or in connection with:

- Uniforms, apparel, bags, equipment, merchandise, trophies or fundraising products.
- Sponsor proposals, advertisements, signage, event promotions or partner material.
- Websites, social-media accounts, livestreams, digital graphics, videos, newsletters or printed documents not issued through an approved WTA process.
- Team names, competitions, programmes, camps, clinics or commercial services.
- Applications to suppliers, printers, designers, funders or other third parties.
- Any alteration, adaptation, co-branding, animation or new mark derived from WTA branding.

5. Approval process

1. Submit the intended purpose, audience, dates, channel, artwork or mock-up, quantities, supplier and any sponsor placement to the Operational Co-ordinator.
2. WTA checks authority, brand accuracy, commercial agreements, safeguarding, sponsor conflicts, cost and reputation risk.
3. The Executive Committee approves, conditions or declines the request in writing.
4. The requester supplies final production proof if required and does not publish, manufacture or order until final approval is confirmed.
5. The approved version, conditions and expiry are retained in WTA records.

Silence is not approval: A previous use, informal conversation, receipt of a logo file or lack of objection does not constitute written Executive Committee permission.

6. Correct use of the WTA brand

- Use only current master artwork supplied or confirmed by WTA.
- Preserve approved proportions, colours, clear space, orientation and legibility.
- Do not stretch, crop, redraw, recolour, rotate, outline, obscure, animate or add effects unless specifically approved.
- Do not combine the logo with another mark or create a new team or programme logo without approval.
- Do not imply WTA endorsement, partnership, employment, selection or official status where none exists.
- Branding must not appear with unlawful, discriminatory, unsafe, offensive, political-party or reputation-damaging content.

7. Approved apparel and merchandise supplier

All WTA representative, staff, committee, official and programme uniforms, apparel, merchandise and branded gear must be sourced, ordered and administered through WTA's approved apparel and merchandise supplier and WTA's approved ordering process. No other supplier may produce or supply WTA-branded items unless the Executive Committee has given prior written approval for an exception.

- This includes playing uniforms, training apparel, coach and manager apparel, referee uniforms, supporters' gear, bags, hats, jackets, promotional clothing and other branded products.
- Teams and individuals must not obtain quotes, place orders, provide artwork or arrange production with another supplier.
- Sponsors, funders and donors may not provide or commission alternative branded apparel or gear.
- An exception is valid only where the Executive Committee gives prior written approval for exceptional circumstances and confirms the artwork, item, alternative supplier and conditions.
- Production by WTA's approved apparel and merchandise supplier does not itself constitute approval to use the WTA logo; both prior written WTA approval and the approved ordering process are required.

8. Uniform design and issue

- WTA approves the range, design, colours, numbering, names, sponsor placement and items for each role or programme.
- Uniforms must comply with Touch New Zealand, tournament and competition rules.
- Only approved team, player, role, number and sponsor details may be applied.
- WTA may set ordering windows, compulsory items, replacement cycles and ownership or return conditions.
- Items issued as WTA property must be cared for, used only for their intended purpose and returned when requested.
- Personal alterations that change the approved appearance or obscure a sponsor or WTA mark require prior approval.

9. Wearing and presentation

- People representing WTA must wear the approved uniform or apparel as directed for games, ceremonies, travel, media and official activities.
- Unapproved garments, conflicting sponsor branding or items that undermine uniform standards may not be worn in an official WTA capacity.
- WTA may direct a person to remove, cover or replace a non-compliant item.
- Uniform must be worn respectfully and not used in a way that brings WTA into disrepute.
- Reasonable cultural, religious, disability, gender or medical accommodations will be considered and arranged through WTA and its approved apparel and merchandise supplier wherever practicable.

10. Sponsor and partner branding

- Sponsor placement requires an approved sponsorship agreement and Executive Committee approval of the final artwork.
- Existing exclusivity, category conflicts and Touch New Zealand or event rules must be checked before a sponsor is promised apparel or branding rights.
- Sponsors cannot alter WTA's logo or present themselves as controlling WTA decisions.
- Production through WTA's approved apparel and merchandise supplier remains mandatory for sponsored uniforms, apparel, merchandise and branded gear.
- Sponsor marks must be removed or updated when the agreement ends or WTA directs.

11. Merchandise and fundraising products

- No person may manufacture, sell, raffle, gift or distribute WTA-branded merchandise or fundraising products without prior written Executive Committee approval.
- Approved merchandise, apparel and branded gear must be supplied through WTA's approved apparel and merchandise supplier where it falls within that supplier's approved scope.
- The proposal must identify cost, price, quantities, financial beneficiary, stock risk, tax treatment, artwork and sales method.
- All income and expenses are WTA transactions and must comply with the Financial Management Policy.
- Unsold, defective or obsolete branded stock must be managed as directed by WTA and not privately sold or disposed of.

12. Digital, social media and documents

- Only authorised people may create or operate an account, page, group, website or publication presented as official WTA communication.
- Account names, profile images, templates and access must be approved and remain under WTA control.
- Logo use in team chats or informal groups must not imply that the channel is an official WTA decision-making or complaint channel unless approved.
- Images, music, fonts and third-party material must be properly licensed and comply with privacy and safeguarding requirements.
- Access credentials and editable brand files must be stored securely and returned or removed when a role ends.

13. Third-party and affiliated use

- Affiliated modules, schools, clubs, event organisers, media, sponsors and community partners must obtain written approval for WTA brand use.
- Permission must identify the exact asset, purpose, timeframe, channel and any required wording or placement.
- A third party must not register a domain, account, company, trade mark or other right containing WTA's name or branding.
- WTA may require a written licence or agreement and may revoke permission if conditions are breached or circumstances change.

14. Trophies and awards

- A team trophy or award received by an official WTA representative team remains WTA property unless the awarding body or Executive Committee confirms otherwise.
- An individual award remains the property of the recipient.
- WTA may record, display, insure, store and request return of its trophies and awards.
- Engraving, reproduction or use of WTA branding on an award requires approval and must follow the approved supplier process where applicable.

15. Breaches and enforcement

- Report suspected unauthorised use to the Operational Co-ordinator or Executive Committee.
- WTA may require immediate removal, correction, cancellation, return, destruction or recall and may notify its approved apparel and merchandise supplier, a platform, sponsor, event organiser or legal adviser.
- The person or group responsible may be liable for unauthorised costs, losses or commitments, subject to law and a fair process.
- A breach may result in withdrawal of permission, removal from an activity, disciplinary action, ending an appointment or other proportionate action.
- Deliberate counterfeiting, misleading endorsement or continued misuse may be referred for legal enforcement.

16. Records and review

- WTA retains approved artwork, master files, permissions, production proofs, supplier and sponsorship records and any enforcement action.
- The Executive Committee reviews this policy, approved supplier arrangements and brand guidelines at least every two years or when a material contract or brand asset changes. The current approved supplier is recorded separately and may be updated by the Executive Committee without amending this policy.

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

WAIKATO TOUCH ASSOCIATION

APPROVED APPAREL AND MERCHANDISE SUPPLIER RECORD

Operational record supporting the Brand, Logo, Uniform and Gear Policy

Purpose

This record identifies Waikato Touch Association's current approved apparel and merchandise supplier. It is maintained separately from the Brand, Logo, Uniform and Gear Policy so the Executive Committee can update the approved supplier without amending the policy.

Current approved supplier	KBS
Approved scope	WTA uniforms, apparel, merchandise and branded gear
Approved by	WTA Executive Committee
Approval date	18 August 2026
Effective from	18 August 2026
Review / expiry	30 June 2028

Authority and maintenance

The WTA Executive Committee has final authority to appoint, replace, restrict or withdraw the approved supplier. The Operational Co-ordinator maintains this record and ensures current supplier and ordering information is communicated to relevant teams, personnel and stakeholders.

Appointment as the approved supplier does not itself authorise use of WTA's name, logo or branding. Each use remains subject to the Brand, Logo, Uniform and Gear Policy and prior written Executive Committee approval.

Change record

Date	Change	Approved by	Recorded by
18 August 2026	KBS confirmed as WTA's approved apparel and merchandise supplier.	WTA Executive Committee	Operational Co-ordinator

CHILD AND VULNERABLE PERSONS PROTECTION POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operational 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 Operational 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, Operational 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 Operational 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, Operational 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

NEW ZEALAND POLICE
Ngā Pirihimana o Aotearoa

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

NEW ZEALAND POLICE
Ngā Pirihimana o Aotearoa

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	Operational 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 Operational 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 Operational 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 Operational 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 administrator, 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 administrator 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