



Swordcraft Code of Conduct and Complaints Reporting Procedure

Approved and Endorsed By:

National Board: Jeffrey - President. Nelson - Treasurer
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Leigh - Community Liaison, Andrew - Rules. Matt - Regional Chapter
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Special Contributions: Special thanks to Quinton - Melbourne Welfare Officer, and Zayne - Community Safety Manager DFAU. Also a huge thanks to all members of the National Chapter Organisers Committee, from all chapters across Swordcraft Australia, for their contributions to the contents and reviews. Swordcraft deeply appreciates these contributions and the time that was taken to ensure safety across our community.

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Scope of Document

This document consists of two key parts - the Community Safety Policy and Procedure (**CSPP**) and National Code of Conduct (**NCoC**).

The CSPP establishes the policy position of and procedure under which Swordcraft Ltd (**Swordcraft**) will receive and act upon complaints, reports or disclosures of improper and unlawful interpersonal conduct. The NCoC aims to promote and strengthen the reputation of Swordcraft in Australia by establishing a standard of conduct expected from all members.

The above may be supplemented by additional policies, procedures, rules, codes of behaviour or ethics as implemented from time to time by Swordcraft.

PERSONS COVERED

Both the CSPP and NCoC are intended to apply to the following people:

- All persons attending or otherwise at the venues of Swordcraft Events, including but not limited to, weekly battle games, Quest events, Roleplay Events.
- All persons engaging on official Swordcraft Social Media platforms including but not limited to, Facebook groups, Discord, and instagram pages.
- All Volunteers, Officials, Organisers, Executives and Board Members of Swordcraft when acting in their capacity as a Volunteer of Swordcraft (including their actions on official Swordcraft social media platforms).
- Any contractors or service providers engaged by Swordcraft at Swordcraft games or events.

Collectively, above people are referred to as **Covered Persons**

CONDUCT COVERED

Improper and unlawful interpersonal conduct that is intended to be covered by the CSPP includes:

- Assaults and/or threats.
- Sexual assault and harassment.
- Stalking.
- Family violence.
- Bullying and harassment.
- Discrimination.
- Other behaviour which is inconsistent with or otherwise in breach of the NCoC.

The above does not apply to conduct that occurs in the context of a roleplay setting where parties have explicitly consented to participation and the conduct did not exceed what was reasonable in the circumstances (**excluded conduct**). The reasonableness of any conduct is to be determined by Swordcraft.

INTERACTION WITH OTHER LAWS

This code is not intended to limit or restrict the application of Federal, State, or Local Laws.



National Code of Conduct

A breach of this CoC could result in disciplinary action, up to and including permanent suspension from future events.

GENERAL BEHAVIOUR

Outside of excluded conduct (see: "Conduct Covered" above), Covered Persons must not engage in:

- Offensive behaviour, including offensive, obscene, abusive, provocative, indecent or insulting gestures or language
- Physical assault
- Provocation or incitement of hatred or violence (outside of clearly and unambiguously contextual in-character interactions)
- Intimidating another person or creating a hostile or unsafe environment within the sport
- Victimisation or reprisal action against Swordcraft officials for any actions taken in their capacity as an official
- Intentional Damaging or destroying property belonging to another
- Any other conduct that brings, or may bring Swordcraft into disrepute or which harms Swordcraft in any way.

No form of Out of Character (OOC) discrimination will be tolerated at Swordcraft. Covered Persons have the right to participate equally in our games and Role Play (RP) – on the field, at our events, and within the community. Where art, lore, fluff, or material used in the wider community is sexist, transphobic, homophobic, racist, genderist, Covered Persons must re-interpret it to fit our shared vision for a welcoming and inclusive game.

IC discrimination against IC factions and species is permissible as part of roleplay in the context of the setting where the darker side of the settings is explored. In Character (IC) discrimination is not permissible in our games unless the other person CONSCIOUSLY CONSENTS.



CONSENT

Covered Persons must always be conscious of and respect other people's boundaries in all interactions regardless of whether they are in or out of character.

Excluded Conduct and all sexual activity must only take place in circumstances where explicit consent has been given. That is - a clear, direct and unambiguous agreement to a specific action or arrangement, willingly given in full knowledge, awareness and understanding of what is being consented to.

It is incumbent upon each person involved in an interaction to ensure that consent exists and is continuing for the duration of each exchange noting that consent can be withdrawn at any time, for any reason, and in any form. If you have any uncertainty as to someone's consent in a given situation - Check.

SAFEGUARDING

Covered Persons must not engage in any conduct that endangers or may endanger the safety or wellbeing of a Child or Adult at Risk.

Covered Persons must not exploit their authority or positional power to exert undue influence, control, or manipulation over others.

CRIMINAL BEHAVIOUR

Criminal behaviour at Swordcraft will not be tolerated and may be referred to appropriate authorities.

DRUG AND ALCOHOL POLICY

The presence or consumption of illicit substances at Swordcraft will not be tolerated. Wherever this is found, Swordcraft officials will take steps to remove those in possession and/or under the influence of illicit substances from the event or game.

Players are required to be under the legal driving limit (0.05% BAC), if over 18 yrs old, when engaging in combat at Swordcraft games. Officials are required to be under the legal driving limit (0.05% BAC) when engaging in their capacity as an Official.

SEXUAL HARASSMENT

Equal Opportunity legislation, at both the state and federal level, provides minimum standards of behaviour, which provide that sexual harassment is unlawful.

Sexual harassment will not be tolerated at Swordcraft.



Definition - Sexual Harassment (From Australian Human Rights Commission)

Sexual harassment is any unwanted or unwelcome sexual behaviour where a reasonable person would have anticipated the possibility that the person harassed would feel offended, humiliated or intimidated. It has nothing to do with mutual attraction or consensual behaviour.

Examples of sexual harassment include:

- *staring, leering or unwelcome touching*
- *suggestive comments or jokes*
- *unwanted invitations to go out on dates or requests for sex*
- *intrusive questions about a person's private life or body*
- *unnecessary familiarity, such as deliberately brushing up against a person*
- *emailing pornography or rude jokes*
- *displaying images of a sexual nature around the workplace*
- *communicating content of a sexual nature through social media or text messages.*

WHAT TO DO IF YOU EXPERIENCE UNWELCOME CONDUCT?

If you feel that another player or official is engaging in improper or unlawful interpersonal conduct towards you, or is not respecting your personal boundaries:

1. Ask them to stop;
2. If they persist, take steps to protect yourself and then follow the procedure outlined in section 'Complaints and Reporting Procedure' of this document.

SWORDCRAFT AND THE LAW

As an organisation Swordcraft acknowledges its limitations to create and enforce rules, especially relating to unacceptable behaviour and potentially criminal conduct. If you are aware of any criminal activity please report it to the police *and (if comfortable)* Swordcraft Officials. All information provided to Swordcraft will be kept confidential and will only be disseminated to the relevant Swordcraft officials. Swordcraft reserves the right to contact relevant authorities in relation to incidents they believe may violate the law.



Complaints and Reporting Procedure

If you have been a victim of a breach of the code of conduct, please submit a report to any official of Swordcraft that you are comfortable with.

Swordcraft will investigate all first hand accounts of incidents reported directly and officially to a Swordcraft Official. Second hand accounts are welcome, and we will provide resources and information where we can to support them, but they will not be subject to an investigation until a first hand account is reported.

REPORTING

Reports are welcome to be made in person to any Swordcraft Official. It is recommended that two Swordcraft Officials are present for any Official report (however if you are uncomfortable with this, one is sufficient). Reports can also be made in writing to the specific chapters email address or to community@swordcraft.com.au for national executive level complaints. Once a report has been received the appropriate escalation procedure level (found on page 10) will be initiated.

The official Email addresses for each Chapter are below:

Adelaide - Adelaide@swordcraft.com.au

Ballarat - Ballarat@swordcraft.com.au

Bendigo - Bendigo@swordcraft.com.au

Brisbane - Brisbane@swordcraft.com.au

Cairns - Swordcraftcairns@gmail.com

Gippsland - Gippsland@swordcraft.com.au

Geelong - Geelongswordcraft@gmail.com

Melbourne - Melbourne@swordcraft.com.au

Mildura - Mildura@swordcraft.com.au

Newcastle - Newcastle@swordcraft.com.au

Townsville - Townsville@swordcraft.com.au



SWORDCRAFT OFFICIALS

Swordcraft officials are:

- Members of the National Board
- Members of the National Executive
- Members of a Chapters Committee (Secretary, Vice Secretary, Treasurer, Health and Safety Officer, Sponsorship and Fundraising Coordinators, Local Advertising Officer, Welfare Officer, Head of Marshals, Event Managers) and any other positions appointed by the chapter committee (eg. the event management team for a quest event).

On Duty Swordcraft Officials (Currently acting in their capacity as a Swordcraft Official, ie - not playing) are empowered to issue warnings, strikes, removal/barring from activities at the event, or removal from their chapters event (eg. a Melbourne Official must hand over to a Ballarat Official to remove someone from a Ballarat Chapter Event. The National Team has authority across all chapters nationwide).

SWORDCRAFT VOLUNTEERS

Swordcraft Volunteers are:

- Head Marshals and Marshals
- EQ Marshals
- Magic Committee Representatives
- New Player Trainers
- Sign in

On Duty (currently acting in their Marshal Capacity, ie - not playing) Swordcraft Marshals are empowered to issue warnings, cards, and removal from the game/battle. Any further action required must be escalated to an On Duty Swordcraft Official.

CARDS

- Yellow: When given a Yellow Card, the player must leave the field for a defined period. Most chapters will set a standard timeout period (the rest of the current quarter, a set number of rounds, etc), but for a minor infraction the marshal may decide a single round will be sufficient for the player to 'cool off'. This should be used if players are very agitated and need a moment to calm down, or not following instructions.
- Red: A Red Card will send a player off for the rest of the game. This is a severe measure and should only be used when there is a serious need, e.g., if a player physically assaults someone. If a Head Marshal gives a Red Card then it must be reported with a record of it in a post-game report. Red Cards can only be issued by Head Marshals.

If in Swordcraft's complete discretion we deem a covered person unsafe to engage in combat for any reason, marshals can send the player off the field or require them to leave the battle.



Escalation Procedure

This procedure is to be followed by **all** chapters across Swordcraft Nationally.

Once a report has been made to a Swordcraft Official, the escalation procedure is dependent on the nature and seriousness of the report. This procedure is designed to give a reasonable outline and guidance on how to escalate examples of reports. It is not intended to be an exhaustive list of all reports that could be made.

Level 1. At Game Reports

These complaints are those that tend to be resolved and handled by the marshalling team on a Game Day/Night or during a battle at an event.

This level includes, but is not limited to:

- 'hard hits', 'not following rules' etc
- Yellow Cards issued by marshals during the game

This level of reports must be noted in the marshals reports that are shared in writing with the individual chapter's committee team (e.g. Melbourne Chapter Team, Ballarat Chapter Team, Brisbane Chapter Team, etc.), so that any continuous breaches of rules/hard hits etc can be further investigated.

No further escalation of these reports is required.

Level 2. Chapter Level Reports

These complaints are those that must involve the Chapter Committee team (e.g. Melbourne Chapter Team, Ballarat Chapter Team, Brisbane Chapter Team etc).

This level includes, but is not limited to:

- Red Cards that are issued by Head Marshals during the game
- Incidents at Chapter roleplay events

Chapter Suspensions

- A Chapter Committee can issue a Local Suspension to a player after they have been issued a Red Card or for behaviour that causes significant disruption or harm to the



cohesion, safety, or enjoyment of the local chapter community. This can be at a maximum up to 4 weeks, where the player cannot attend the chapter that has issued the Local Suspension. A Local Suspension can only be issued to a player once in a 12 month period. If this does not correct behaviour, then the Chapter Committee should seek out a National Suspension.

Red Cards or any Chapter Level Reports must be emailed to the National Executive at community@Swordcraft.com.au with a clear outline of the report, events and the decision reached by the Chapter Committee Team (eg. a 2 week Chapter suspension). The National Executive will not be actively involved in these reports and investigations (But reserves the right to be actively involved if the report warrants further investigation), these reports will be reviewed for any repetitive reports or during a higher level national executive/board investigation.

Players who are issued suspensions or Red Cards are able to appeal this decision by the Chapter Committee Team, via written email to the National Executive at community@Swordcraft.com.au.

No Further Escalation of these reports are required.

Level 3. National Executive Level Reports

These complaints are those that must include the National Executive.

This level includes, but is not limited to:

- Serious Breaches of the NCoC (a serious breach of conduct refers to any action that poses a substantial threat to the safety, trust, or cohesion of the community and typically warrants formal investigation.)
- Complaints against Chapter Committee Members (eg. members of Melbourne Chapter Committee, Ballarat Chapter Committee, Brisbane Chapter Committee etc...)
- Possible Criminal Incidents

These reports must be made in writing via email to community@Swordcraft.com.au. The Executive will actively lead the investigation for these reports, with two members of the executive involved at all times (depending on the report, as to who on the executive is involved).



These Reports and the resolutions are to be emailed to the National Board at info@Swordcraft.com.au with a clear outline of the report, events and the decision reached by the National Executive (eg. a 6 month National suspension)

National Suspension

- For repeat infractions or serious incidents that are possibly criminal, a Chapter Organiser Committee must seek a National Suspension through the National Executive. This is done by sending an email to community@Swordcraft.com.au outlining the infraction, corroborating evidence and the desired length of the suspension, which can range from months to a permanent ban and is effective against all chapters of Swordcraft. The National Suspension can only be issued by the National Executive. This is to provide protection not only to chapters but also to the Swordcraft Organisation as a whole.

Players who are issued suspensions or Red Cards are welcome to appeal this decision by the National Executive, via written email to the National Board at info@Swordcraft.com.au.

Level 4, National Board Level Reports

These complaints are those that must include the National Board.

This level includes, but is not limited to:

- Any Incidents that involve Law Enforcement
- Complaints against National Executive Members

These reports must be made in writing via email to info@Swordcraft.com.au, with a clear outline of the incident and supporting law enforcement documents that are able and willing to be provided (eg. a copy of an IVO, Police Report or Court Document). Swordcraft understands that individuals may not be willing or able to provide documentation to Swordcraft if requested, but this does limit the ability of Swordcraft to act on those complaints.

All Suspensions and Bans will be clearly communicated to the National Committees Team (All the committee members from each chapter) and may be communicated to players if required.

The National Swordcraft Executive and National Swordcraft Board enforce this document at their discretion. Nothing is perfect, that includes this document. Any exploitation of the document will not be tolerated. Action may be taken against anything not in this document that is deemed inappropriate. Use your common sense and do not complain when this team tries to keep Swordcraft a calm and safe environment.





Child Safe Policy

Written By: Jeff Krins

Approved By: Jeff Krins, President

Endorsed By: Executive Team: Jeff, Nelson, Letitia, Andrew, Karrie, Matt, Leigh

Date for Review: 31 July 2026

Purpose

This policy was written to demonstrate the strong commitment of the management, staff and volunteers of the Swordcraft Ltd (the Club) to child safety and to provide an outline of the policies and practices the Club has developed to keep everyone safe from any harm, including abuse.

Commitment to Child Safety

All children who are a part of the Club have a right to feel and be safe. The welfare of the children in our care will always be our first priority and the Club has a zero tolerance to child abuse. The Club aims to create a child safe and child friendly environment where children feel safe and have fun and the Club's activities are always carried out in the best interests of the children.

Application of this Policy

This policy was developed by the Club.

This policy applies to all individuals involved in our organisation (including players, warband leaders and volunteers).

All of the people to which this policy applies have a role and responsibility in relation to child protection. They must all:

- understand the indicators and risks of child abuse;
- appropriately act on any concerns raised by children; and
- understand and follow all applicable laws in relation to the protection of children and reporting or management of child safety concerns.

Child Abuse

Child abuse can take a broad range of forms including physical abuse, sexual abuse, emotional or psychological abuse and neglect. People to whom this policy applies need to be aware that child abuse can occur whenever there is actual or potential harm to a child, and these are circumstances that the Club is committed to reducing the risk of occurrence.

Children's Rights to Safety and Participation

The Club encourages children to express their views about their safety. We listen to their suggestions, especially on matters that directly affect them. We actively encourage all children who use our services to 'have a say' about things that are important to them.



We teach children about what they can do if they feel unsafe. We listen to and act on any concerns children, or their parents, raise with us.

Suggestions can be forwarded to community@swordcraft.com.au

Valuing Diversity

We value diversity and do not tolerate any discriminatory practices. To achieve this we: promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds and their families; welcome children with a disability and their families and act to promote their participation; and seek appropriate staff from diverse cultural backgrounds.

Supporting staff and volunteers

The Club seeks to attract and retain the best staff and volunteers. We provide support and supervision so people feel valued, respected and fairly treated. We have developed a Code of Conduct to provide guidance to our staff and volunteers, all of whom receive training on the requirements of the Code.

Refer to our National Code of Conduct: <https://www.swordcraft.com.au/code-of-conduct>

Reporting a child safety concern or complaint

The Club has appointed Letitia Pullen as Child Safety Persons with the specific responsibility for responding to any complaints made by staff, volunteers, parents or children. That person can be contacted by community@swordcraft.com.au. Our complaints process is outlined in National Code of Conduct: <https://www.swordcraft.com.au/code-of-conduct>

Risk Management

We recognise the importance of a risk management approach to minimising the potential for child abuse or harm to occur and use this to inform our policy, procedures and activity planning. In addition to general occupational health and safety risks, we proactively manage risks of abuse to our children. To reduce the risk of child abuse occurring, adults to whom this policy applies should avoid direct, unsupervised contact with children. For example, this should be a consideration when:

- on-line communication;
- using change room facilities;
- using accommodation or overnight stays;
- travel; or
- physical contact when coaching or managing children.

Reviewing this policy

This policy will be reviewed every two years and we undertake to seek views, comments and suggestions from children, parents, carers, staff and volunteers involved in the Club.

For copies of the constitution. Please email info@swordcraft.com.au.