



Barwon Heads Football Netball Club

Child Safe Incident Reporting Procedure

March 2023

This procedure has been developed to ensure that complaints about inappropriate behaviour described in this BHFNC Child Safe Policy are addressed sensitively, consistently, fairly, and confidentially.

This document should be used in conjunction with the *BHFNC Child Safe Code of Conduct* and *BHFNC Child Safe Incident Report*.

1. Overview

A complaint may be reported about an individual or group behaviour informally or formally. It may be about an act, behaviour, omission, situation, or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy.

Anyone can make a complaint, even if you do not directly experience the harm, if you see or suspect misconduct towards a child or young person you can make a complaint.

A complaint should first be reported to the Club's nominated Child Safety Officer, Player Well-being Officer or Junior Coordinator, who will be knowledgeable on the correct process to take.

If the complaint is about a member of AFL Barwon staff, or about the Child Safety Officer to whom the incident would otherwise be reported, a report can be made to the Club's President or Vice-President, Player Well-being Officer or can be escalated to AFL Barwon where the report will be submitted. The link to submit a report to AFL Barwon is <https://eafl.austfoot.com.au/afl-makeareport/#/landing>

2. Immediate Response

Overriding any practical requirements outlined through this procedure, if a child or young person is at imminent risk of harm or in immediate danger, report the situation directly to the Police - CALL '000'. Do not delay in reporting. The safety of children and young people come first.

3. What is to be Reported?

As soon as reasonably practical, the following types of behaviours, must be reported in the manner described in this Incident Reporting Procedure. This includes observed or suspected abuse, in relation to any child or young person involved in BHFNC football or netball activities, programs or services:

- Child abuse: harm, neglect or any other form of inappropriate behaviour such as grooming or bullying towards a child or young person (including emotional or psychological, physical or sexual);
- and
- any breaches of the Policy or Code of Conduct, regardless of its perceived impact to the affected person.

4. Internal Procedures and Responses

BHFNC will take action to resolve all reported issues or complaints in a timely and professional manner, upholding the rights of the child and member safety will be the guiding concepts at the centre of all activities. An overview diagram of the reporting process is provided at page 4 of this document.

(a) Self Resolution

Self-resolution may be appropriate where the alleged harasser or bully is oblivious to the impact of their behaviour towards the complainant.

For example, where the incident did not appear to be intentional, taking into account the person's age, maturity, or knowledge at the time.

If the complainant feels it is appropriate, they can attempt to resolve the issue directly with the alleged person by speaking directly to the person/s involved and asking them to stop the offensive behaviour immediately.

(b) Resolve the complaint internally with assistance

Internal club assistance may be appropriate where the complainant is not sure how to handle the problem and wants to talk confidentially about the problem or the problem continues after the complainant has tried to directly approach the person/s involved.

If this is the case, the complainant/ affected persons should talk with their clubs nominated Child Safety Officer or other preferred committee member who will bring it to the Child Safety Officer's attention.

Internal actions that the club may adopt to address the issue could include the following:

- Provide options/methods for the complainant to resolve the problem and/or make a referral to an appropriate person to help the complainant resolve the problem e.g. a mediator, relevant member of the committee or independent investigation delegate
- Explain how the BHFNC or AFL Barwon complaint procedure works
- Act as a support person or refer the complainant to a club welfare officer for further support
- Privately speak with the person alleged to be causing harm on behalf of the complainant / affected person
- Inform the relevant government authorities and/or police if required by law to do so
- Record the nature of the complaint and any outcomes on a club risk register
- Report outcomes and recommendations for improvement to policy or procedure to the Club committee. Any reference to individuals involved will be removed to ensure privacy.

(c) Resolve the complaint formally

Formal procedures may be appropriate where informal procedures have been ineffective, the complaint involves serious and/or criminal allegations or the complainant wishes to make a formal complaint from the outset.

Formal complaints can be lodged with the clubs nominated Child Safety Officer using a [Child Safe Incident Report Form](#).

In addition to the informal procedures described above that the club may adopt to resolve the issue, the club may also enlist the assistance of an independent delegate to gather information and make recommendations to the Club about how to manage a complaint.

If the complaint is about an AFL Barwon staff member or the Child Safety Officer to whom the incident would normally be reported, a report can be made to AFL Barwon. If the Club Child Safety Officer is unsure how to proceed, they can escalate the matter to AFL Barwon or the Club's President or Secretary.

All parties involved in a formal complaint have a number of rights and responsibilities which are detailed below:

Complainant's Rights (affected child/young person or person complaining on behalf of a child)	Respondent's Rights (alleged offender / person causing harm)
<ul style="list-style-type: none"> • Have a complaint investigated and if necessary conciliated • Have support / representation if requested • Express views and opinions without intimidation from others or fear of reprisal • Discontinue a complaint • Have the situation remedied • Privacy – the matter is not discussed openly 	<ul style="list-style-type: none"> • Have natural justice (the right to a fair and consistent processes) • Not be discriminated against • Not be dismissed unfairly, harshly or unreasonably • Privacy – the matter is not discussed openly • Have support / representation if requested • Not be defamed • Not be the subject of unfounded allegations

Record Keeping & Privacy

BHFNC members will be required to record any informal or formal complaints relating to child safety in a secure report register managed by the Club's Child Safety Officer.

Information will only be shared within the club to appropriate committee members on an as-needs basis and every effort will be made to maintain the privacy of individuals involved.

Written incident reports or complaints received will be kept in a secure (lockable) cabinet. Any electronic registers will be kept confidential, with adequate protection and only accessed by committee members with a direct responsibility for responding to the complaint / incident, or if information is required to be provided to relevant government authorities (eg. police).

The club is bound by the Privacy Act (1988) that set standards for private sector organisations when they [collect](#), [use and disclose](#), hold secure, give [access](#) to, and correct [personal information](#).

To request a copy of the information held by the club about you, please contact the Child Safety Officer or Club Secretary cso@barwonheadsfn.org.au.

Further well-being support & reporting options

Kids Help Line

Phone: 1800 551 800
24 hours Australia wide
Web: www.kidshelpline.com.au

1800 RESPECT

Phone: 1800 737 732
24 hours Australia wide
Web: www.1800respect.org.au

Lifeline

Phone: 13 11 14
24 hours Australia wide
Web: www.lifeline.org.au

Crimestoppers

Phone: 1800 333 000
24 hours Australia wide
Web: www.crimestoppers.com.au

Police Assistance Line

Phone: 131 444
24 hours Australia wide
Web: <https://www.police.vic.gov.au/>

Australian Football League

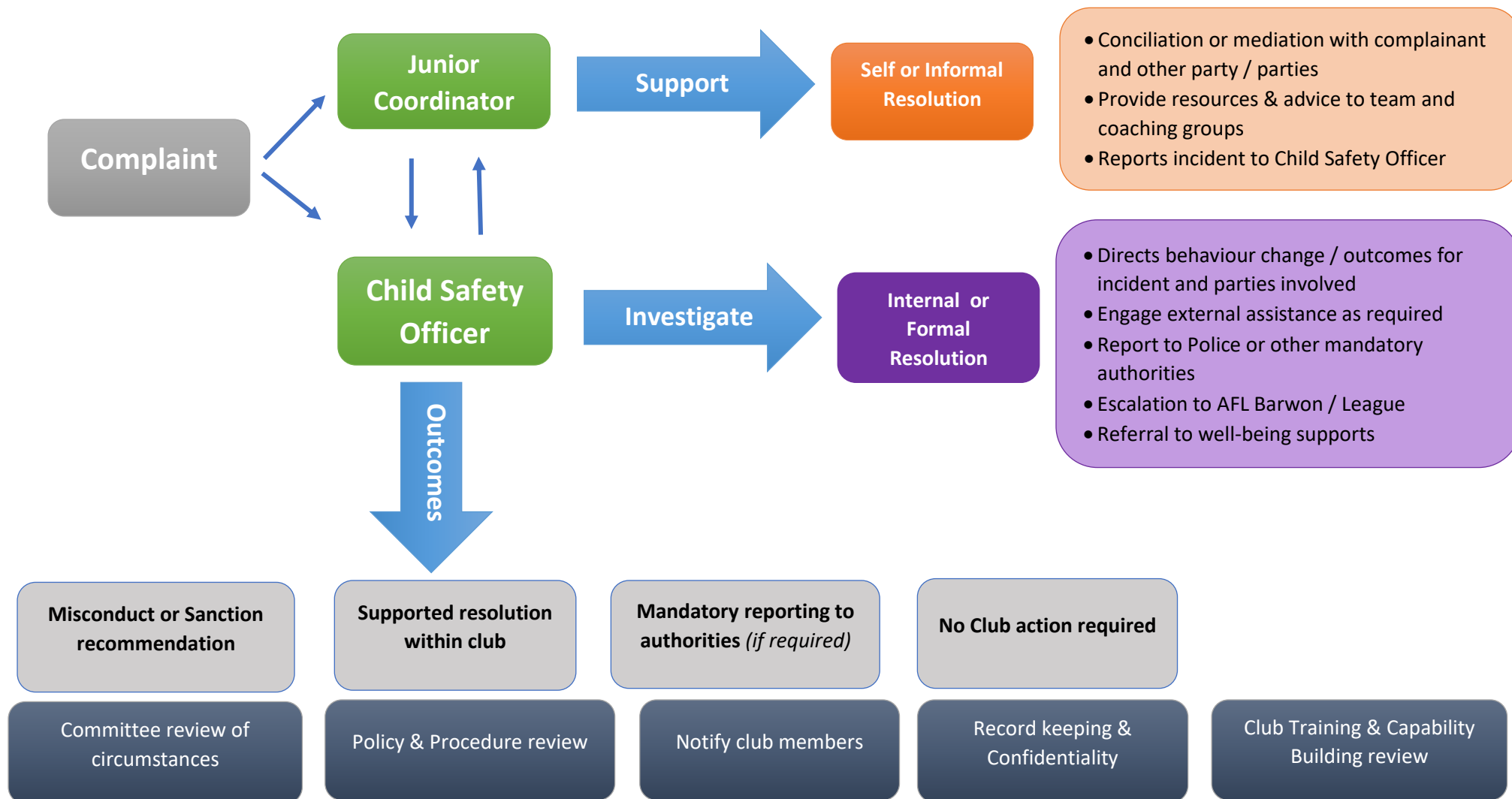
Contact: Integrity and Security Department
Phone: 0447 044 984



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Roles & Responsibilities

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BHFNC Child Safe Roles & Responsibilities

BHFNC Committee

- Develops the code of conduct and policy for all club members and affiliates.
- Maintains legal compliance.
- Drives club culture for the standard for appropriate behaviour towards and around children / young people.
- Recruitment or appointment of positions for club volunteers, paid staff and management through club membership (includes for players, coaching staff and other non-playing memberships).
- Information privacy & security provisions (including confidentiality expectations)
- Implementing misconduct sanctions or other dispute resolution actions.
- Provides advice or training for volunteers to meet club policy and culture expectations.

Child Safety Officer

- Investigate incidents by gathering information about the complaint from all involved / affected parties.
- Makes recommendations to club on outcomes / actions required.
- Supports complainant with referral to well-being services (by consent).
- Escalation to mandatory reporting bodies as required.
- Assisting to review and update policy and procedures to ensure club compliance with legislation and league regulations.

Junior Coordinator – Netball & Football

- Communicates and coordinates activities, programs and club information across their sport (ie. junior football or junior netball)
- Receives complaints and gathers relevant information to determine incident circumstances.
- Provides support to aid dispute resolution
- Liaises with and escalates conduct issues to the Child Safety Officer for investigation.
- Participates in investigations or formal information sharing as required.
- Refers players to Club well-being supports.