

Brighton Recreational Centre



USER PROTECTION POLICY

VERSION 1.2 May 2019

IMPORTANT NOTE:

For this policy and other policies to be binding on clubs, their members and other relevant persons, they must be:

- formally incorporated or adopted into a club's constituent documents (being the Memorandum and Articles of Association; Constitution of a company; or the rules of an incorporated association) or the rules, regulations or by-Laws made under the constituent documents;
- be agreed to as part of a membership application, agreement, form, other contract with the Club, which relevant members and other persons intended to come within the scope of this policy are required to sign.

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USER PROTECTION POLICY

1. Introduction

The Brighton Recreational Centre's mission is to provide recreational, educational, cultural and sporting activities for all age groups and abilities in the local community.

The vision is to be a recreational centre of choice, by offering diverse programs and services that support inclusiveness, learning and positivity, and allowing everyone to feel more connected to the local community.

Our Values

- Include - we welcome people of all ages and abilities and promote inclusiveness.
- Friendly - we believe in providing a friendly and caring environment.
- Learn - we support the development of new skills and encourage personal growth.
- Positivity - we encourage positivity in every aspect of one's life.
- Connect - we strive for all to feel connected to others and achieve a sense of belonging within the community.

2. Purpose of Our Policy

The main objective of the Brighton Recreational Centre User Protection Policy is to maintain responsible behaviour and the making of informed decisions by members and other participants in this centre. It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from discrimination, harassment and abuse. Our policy informs everyone involved in our centre of his or her legal and ethical rights and responsibilities and the standards of behaviour that are expected of them. It also covers the care and protection of children participating in our centre's activities.

3. Who Our Policy Applies To

This policy applies to everyone involved in the activities of our Centre whether they are in a paid or unpaid/voluntary capacity and including:

- Brighton Recreational Centre committee members, administrators and other Centre officials;
- coaches and assistant coaches and other personnel participating in events and activities, including camps and training sessions;
- support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;
- referees, umpires and other officials;
- athletes;
- members, including any life members;
- parents;
- program participants; and
- spectators

4. Extent of Our Policy

Our policy covers all matters directly and indirectly related to the Brighton Recreational Centre and its activities. In particular, the policy governs unfair selection decisions and actions, breaches of our code of behaviour and behaviour that occurs at training sessions, in the change rooms, at social events organised or sanctioned by the centre (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings the centre or program into disrepute or there is suspicion of harm towards a child or young person.

5. Centre Responsibilities

We will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;
- publish, distribute and promote this policy and the consequences of any breaches of this policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any complaints made under this policy in an appropriate manner;
- deal with any breaches of this policy in an appropriate manner;
- recognise and enforce any penalty imposed under this policy;
- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies;
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to our board of directors and relevant state body associated with the issue.

Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, child abuse) and any other issues that our state or national bodies request to be referred to them.

6. Individual Responsibilities

Everyone associated with our Centre must:

- make themselves aware of the contents of this policy;
- comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy;
- consent to the screening requirements set out in this policy, and any state or territory Working with Children checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18, or where otherwise required by law;
- treat other people with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour; and
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment, bullying or other inappropriate behaviour; and
- comply with any decisions and/or disciplinary measures imposed under this policy.

7. Protection of Children

7.1 Child Protection

The Brighton Recreational Centre is committed to the safety and wellbeing of children and young people who participate in our Centre's activities or use our services. We support the rights of the child and will act at all times to ensure that a child safe environment is maintained. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants.

Brighton Recreational Centre acknowledges the valuable contribution made by our staff, members, participants and volunteers and we encourage their active participating in providing a safe, fair and inclusive environment for all participants.

7.1.1: Identifying and Analysing Risks of Harm

The Brighton Recreational Centre will develop and implement a risk management strategy, which includes a review of our existing child protection practices, to determine how child-safe our organisation is and to identify any additional steps we can take to minimise and prevent the risk of harm to children because of the action of an employee, volunteer or another person.

7.1.2: Developing Codes of Conduct for Adults and Children

We will develop and promote a code of conduct that specifies standards of conduct and care we expect of adults when they deal and interact with children, particularly those in our care. We will also implement a code of conduct to promote appropriate behaviour between children.

The codes will clearly describe professional boundaries, ethical behaviour and unacceptable behaviour.

7.1.3: Choosing Suitable Employees and Volunteers

The Brighton Recreational Centre will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

The Brighton Recreational Centre will ensure that Working with Children Checks and criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law. If a criminal history report is obtained as part of the screening process, the Brighton Recreational Centre will ensure that the criminal history information is dealt with confidentially and in accordance with relevant legal requirements.

7.1.4: Support, Train, Supervise and Enhance Performance

The Brighton Recreational Centre will ensure that all our employees and volunteers who work with children have ongoing supervision; support and training. Our goal is to develop their skills and capacity and to enhance their performance so we can maintain a child-safe environment in the Centre.

7.1.5: Empower and Promote the Participation of Children In Decision-Making And Service Development

The Brighton Recreational Centre will promote the involvement and participation of children and young people in developing and maintaining a child-safe environment in the centre.

7.1.6: Report and Respond Appropriately to Suspected Abuse and Neglect

The Brighton Recreational Centre will ensure that employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable ground that a child has been, or is being, abused or neglected (See Attachment 4).

In addition to any legal obligations, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a child or is in breach of this policy they may make an internal complaint.

Please refer to our complaints procedure in section 10 of this policy.

Any person who believes a child is in immediate danger or in a life threatening situation, should contact the police immediately.

7.2 Supervision

Children under the age of [18] must be supervised at all times by a responsible adult. We endeavour to provide an appropriate level of supervision at all times. If a participant finds a child under the age of [18] is unsupervised, they should assume responsibility for the child's safety until the child's parent/guardian or supervisor is located.

For reasons of courtesy and safety, parents must collect their children on time. If it appears a participant will be left alone with just one child at the end of any centre activity, they will ask another user or staff member to stay until the child is collected.

7.3 Transportation

Parents and or guardians are responsible for organising the transportation of their children to and from centre activities (e.g. training and competitions). Where we make arrangements for the transportation of children (e.g. for away competitions or overnight trips), we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate licence for the vehicle being used and the appropriate safety measures are in place (e.g. fitted working seatbelts).

7.4 Taking Images of Children

Images of children can be used inappropriately or illegally. We require that patrons, wherever possible, obtain permission from a child's parent or guardian before taking an image of a child that is not their own. We will also make sure that the parent or guardian understands how the image will be used.

To respect people's privacy, we do not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets which we control or are used in connection with the centre.

When using a photo of a child, we will not name or identify the child or publish personal information, such as residential address, email address or telephone number, without the consent of the child's parent or guardian. We will not provide information about a child's interests, school or the like, as this can be used by paedophiles or other persons to "groom" a child.

We will only use images of children that are relevant to our Centre's activities and we will ensure that they are suitably clothed in a manner that promotes our centre. We will seek permission from a child's parent or guardian before using their images.

8. Discrimination, Harassment and Bullying

Our Centre is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination, harassment and bullying.

We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, harassed or bullied.

8.1 Discrimination

Unlawful discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by State or Federal anti-discrimination laws.

Discrimination includes both direct and indirect discrimination:

- **Direct discrimination** occurs if a person treats, or proposes to treat, a person with a protected personal characteristic unfavourably because of that personal characteristic.
- **Indirect discrimination** occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with a protected personal characteristic and that requirement, condition or practice is not reasonable.

For the purpose of determining discrimination, the offender's awareness and motive are irrelevant.

8.2 Harassment

Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends or humiliates another person and which happens because a person has a certain personal characteristic protected by State or Federal anti-discrimination legislation.

The offensive behaviour does not have to take place a number of times, a single incident can constitute harassment.

Sexual harassment is one type of harassment. Sexual harassment involves unwelcome conduct, remarks or innuendo of a sexual nature. It covers a wide range of behaviours and can be verbal, written, visual or physical. Sexual harassment is not limited to members of the opposite sex.

Every person is covered by the anti-discrimination laws that apply in their State as well as the Federal anti-discrimination laws.

The following is a list of all the personal characteristics that apply throughout Australia:

- gender;
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration;
- national extraction or social origin;
- marital status, relationship status, identity of spouse or domestic partner;
- pregnancy, potential pregnancy, breastfeeding;
- family or carer responsibilities, status as a parent or carer;
- age;
- religion, religious beliefs or activities;
- political beliefs or activities;
- lawful sexual activity;
- sexual orientation and gender identity;
- profession, trade, occupation or calling;
- irrelevant criminal record, spent convictions;
- irrelevant medical record;
- member of association or organisation of employees or employers, industrial activity, trade union activity;
- physical features;
- disability, mental or physical impairment;
- defence service; and
- personal association with someone who has, or is assumed to have, any of these personal characteristics.

Legislation also prohibits:

- racial, religious, homosexual, transgender and HIV/AIDS vilification; and
- victimisation resulting from a complaint.

8.3 Bullying

The Brighton Recreational Centre is committed to providing an environment that is free from bullying. We understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable at our centre.

Bullying is characterised by repeated, unreasonable behaviour directed at a person, or group of persons, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person. Bullying behaviour can include actions of an individual or group.

Whilst generally characterised by repeated behaviours, one off instances can amount to bullying.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, would be considered bullying:

- verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
- excluding or isolating a group or person;
- spreading malicious rumours; or
- psychological harassment such as intimidation.

Bullying includes cyber-bullying which occurs through the use of technology. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. The Brighton Recreational Centre will not tolerate abusive, discriminatory, intimidating or offensive statements being made online.

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. (Refer to Item 10 of this policy.)

9. Inclusive practices

Our centre is welcoming and we will seek to include participants from all areas of our community.

The following are examples of some of our inclusive practices.

9.1 People with a disability

The Brighton Recreational Centre will not discriminate against any person because they have a disability. Where it is necessary, we will make reasonable adjustments (e.g. modifications to equipment and rules) to enable participation.

9.2 People from diverse cultures

We will support, respect and encourage people from diverse cultures and religions to participate at our centre and where possible we will accommodate requests for flexibility (e.g. modifications to uniforms).

9.3 Sexual & Gender Identity

All people, regardless of their sexuality or gender identity, are welcome at our centre. We strive to provide a safe environment for participation and will not tolerate any form of discrimination or harassment because of a person's sexuality or gender identity.

9.4 Pregnancy

Brighton Recreational Centre is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in centre activities. We will not tolerate any discrimination or harassment against pregnant women.

The Brighton Recreational Centre will take reasonable care to ensure the continuing safety, health and wellbeing of pregnant women. We will advise pregnant women that there may be risks involved with their continuing participation in sport, and we will encourage them to obtain medical advice about those risks. Pregnant women should be aware that their own health and wellbeing, and that of their unborn child, is of utmost importance in their decision-making about the extent they choose to participate in our programs.

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sport and ensure that they make informed decisions about their participation in our programs. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with the Brighton Recreational Centre. We will only require pregnant women to sign a disclaimer in relation to their participation in our sport whilst they are pregnant if all other participants are required to sign one in similar circumstances. We will not require women to undertake a pregnancy test.

If a pregnant woman believes she is being, or has been, harassed or discriminated against by another person bound by this policy, she may make a complaint (see section 10).

10. Responding to Complaints

10.1 Complaints

Our Centre takes all complaints about on and off-field behaviour seriously. The centre will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously;
- the person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- irrelevant matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

More serious complaints may be escalated to our Centre Manager and if required the governing body of the activity.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our centre may need to report the behaviour to the police and/or relevant government authority.

10.2 Complaint Handling Process

When a complaint is received by our centre, the person receiving the complaint (e.g. Co-ordinator, Manager or Member Protection Information Officer) will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask what the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the centre will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about;
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to the Centre Manager or the relevant governing body; and/or
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to our state association and an investigation is conducted, the centre will:

- co-operate fully with the investigation;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on our state association's recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

10.3 Disciplinary Sanctions

Our centre may take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- be applied consistent with any contractual and employment rules and requirements;
- be fair and reasonable;

- be based on the evidence and information presented and the seriousness of the breach; and
- be determined by our constituent documents, by Laws and the rules of the centre.

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology;
- counselling of the individual to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by the centre;
- suspension or termination of program, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently;
- a fine; or
- any other form of discipline that our centre considers reasonable and appropriate.

10.4 Appeals

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by the centre) to our state association. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.

Attachment 1.1: USER PROTECTION DECLARATION

The Brighton Recreational Centre has a duty of care to all those associated with our centre and to the individuals and organisations to whom this policy applies. As a requirement of our User Protection Policy, we must enquire into the background of those who undertake any work, coaching or regular unsupervised contact with people under the age of 18 years.

I (name) of

..... (address) born/...../.....

sincerely declare:

1. I do not have any criminal charge pending before the courts.
2. I do not have any criminal convictions or findings of guilt for sexual offences, offences related to children or acts of violence
3. I have not had any disciplinary proceedings brought against me by an employer, sporting organisation or similar body involving child abuse, sexual misconduct or harassment, other forms of harassment or acts of violence
4. To my knowledge there is no other matter that the centre may consider to constitute a risk to its users, members, employees, volunteers, athletes or reputation by engaging me.
5. I will notify the Centre Manager of the centre immediately upon becoming aware that any of the matters set out in clauses 1 to 4 above has changed.

Declared in the *State/Territory* of

on/...../.....(date) Signature

Parent/Guardian Consent (in respect of a person under the age of 18 years)

I have read and understood the declaration provided by my child. I confirm and warrant that the contents of the declaration provided by my child are true and correct in every particular.

Name:.....

Signature:.....

Date:

Attachment 1.2: WORKING WITH CHILDREN CHECK REQUIREMENTS

Working with Children Checks aim to create a child-safe environment and to protect children and young people involved in our sport from physical and sexual harm.

They assess the suitability of people to work with children and young people and can involve:

- criminal history checks;
- signed declarations;
- referee checks; and
- other relevant background checks to assess a person's suitability to work with children and young people.

Working with Children Check requirements vary across Australia. [Fact Sheets](#) for each state and territory are available on the Play by the Rules website: www.playbytherules.net

Detailed information, including the forms required to complete a Working with Children Check, are available from the relevant agencies in each state and territory.

Victoria

Contact the Department of Justice

Website: www.workingwithchildren.vic.gov.au

Phone: 1300 652 879

Travelling to other states or territories

It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.

In certain jurisdictions, temporary, time limited exemptions from working with children checks may be available for interstate visitors with a Working with Children Check in their home state.

The laws providing interstate exemptions are not consistent across Australia.

If an employee or volunteer for your centre is travelling interstate to do work that would normally require a working for children check, you will need to check the relevant requirements of that state or territory.

Attachment 2: CODES OF BEHAVIOUR

Participants Code of Behaviour

1. Respect the rights, dignity and worth of fellow participants, coaches, officials and spectators.
2. Do not tolerate acts of aggression.
3. Respect the talent, potential and development of fellow participants and competitors.
4. Care for and respect the facilities and equipment provided to you as part of your program.
5. Be frank and honest with your coach/teacher/instructor concerning illness and injury and your ability to train fully within the program requirements.
6. At all times avoid intimate relationships with your coach/teacher/instructor.
7. Conduct yourself in a professional manner relating to language, temper and punctuality.
8. Maintain high personal behaviour standards at all times.
9. Abide by the rules and respect the decision of the official, making all appeals through the formal process and respecting the final decision.
10. Be honest in your attitude and preparation to training. Work equally hard for yourself and your team.
11. Cooperate with coach/teacher/instructor in the development of programs to adequately prepare you for competition at the highest level/ achieve what you set out to complete by enrolling in the program

Coaches/teacher/instructor Code of Behaviour

1. Remember that people participate for pleasure and winning is only part of the fun.
2. Never ridicule or yell at a participant for making a mistake or not coming first.
3. Be reasonable in your demands on participants' time, energy and enthusiasm.
4. Operate within the rules and spirit of your sport and teach your players to do the same.
5. Ensure that the time a participant spend with you is a positive experience.
6. All people are deserving of equal attention and opportunities.
7. Avoid overplaying the talented participants; the 'just average' need and deserve equal time.
8. Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all participants.
9. Do not tolerate acts of aggression.
10. Provide feedback to participants in a manner sensitive to their needs. Avoid overly negative feedback.
11. Recognise participants' rights to consult with other coaches/teachers/instructors and advisers. Cooperate fully with other specialists (for example, sports scientists, doctors and physiotherapists).
12. Treat all participants fairly within the context of their activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socio-economic status and other conditions.
13. Encourage and facilitate participants' independence and responsibility for their own behaviour, performance, decisions and actions.
14. Involve the participants in decisions that affect them.

15. Encourage participants to respect one another and to expect respect for their worth as individuals regardless of their level of participation.
16. Ensure that the tasks and/or training set are suitable for age, experience, ability, and physical and psychological conditions of the participants.
17. Ensure any physical contact with participants is appropriate to the situation and necessary for the participant's skill development.
18. Be acutely aware of the power that you as a coach/teacher/instructor develop with your participants in the coaching relationship and avoid any sexual intimacy with them that could develop as a result.
19. Avoid situations with your participants that could be construed as compromising.
20. Actively discourage the use of performance enhancing drugs, and the use of alcohol, tobacco and illegal substances.
21. Do not exploit any coach/teacher/instructor relationship to further personal, political or business interests at the expense of the best interest of your participants.
22. Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules.
23. Know and abide by rules, regulations and standards, and encourage participants to do likewise. Accept both the letter and the spirit of the rules.
24. Be honest and ensure that qualifications are not misrepresented.

Parents/Guardian Code of Behaviour

1. Respect the rights, dignity and worth of others, regardless of their gender, ability, cultural background or religion.
2. Remember that your child participates in the program for their own enjoyment, not yours.
3. Focus on your child's efforts and performance rather than winning, losing or being the best.
4. Never ridicule or yell at your child and other children for making a mistake or losing a competition.
5. Show appreciation for good performance by all participants (including opposing participants).
6. Show appreciation for volunteers, coaches, judges and administrators.
7. Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of person under 18 years of age, as your words and actions are an example.
8. Respect officials' decisions and teach children to do likewise.
9. Do not physically or verbally abuse or harass anyone associated with the program (participant, coach, judge, teacher, instructor).
10. Be a positive role model.
11. Allow fellow parents the respect they deserve in their viewing or involvement in their child's participation.
12. Be aware of the repercussions that any breaches of this code of behaviour may incur.

Attachment 3: REPORTING REQUIREMENTS AND DOCUMENTS

RECORD OF COMPLAINT

Name of person receiving complaint		Date: / /
Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Complainant's contact details	Phone: Email:	
Complainant's role/status in centre	<div> <input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent </div> <div> <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator </div> <div> <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel </div> <div> <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other </div> <div> <input type="checkbox"/> Official </div>	
Name of person complained about	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Person complained about role/status in centre	<div> <input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent </div> <div> <input type="checkbox"/> Athlete/player/participant <input type="checkbox"/> Spectator </div> <div> <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel </div> <div> <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other </div> <div> <input type="checkbox"/> Official </div>	
Location/event of alleged issue		
Description of alleged issue		

<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<div> <input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination </div> <div> <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods </div> <div> <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse </div> <div> <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse </div> <div> <input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation </div> <div> <input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision </div> <div> <input type="checkbox"/> Other </div>
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	

PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

If you believe a child is in immediate danger or a life-threatening situation, contact the Police immediately on 000.

Fact sheets on reporting allegations of child abuse in different states and territories are available at www.playbytherules.net.au

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

All people working at the Brighton Recreational Centre in a paid or unpaid capacity have a duty to report any concerns to the appropriate authorities, following the steps outlined below.

Step 1: Receive the allegation

If a child or young person raises with you an allegation of child abuse or neglect that relates to them or to another child, it is important that you listen, stay calm and be supportive.

Do	Don't
Make sure you are clear about what the child has told you	Do not challenge or undermine the child
Reassure the child that what has occurred is not his or her fault	Do not seek detailed information, ask leading questions or offer an opinion.
Explain that other people may need to be told in order to stop what is happening.	Do not discuss the details with any person other than those detailed in these procedures.
Promptly and accurately record the discussion in writing.	Do not contact the alleged offender.

Step 2: Report the allegation

- Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the police and/or the relevant child protection agency. You may need to make a report to both.
- Contact the relevant child protection agency or police for advice if there is **any** doubt about whether the allegation should be reported.
- If the allegation involves a person to whom this policy applies, then also report the allegation to the Brighton Recreational Centre Manager, Natasha Mandic so that he or she can manage the situation.

Step 3: Protect the child and manage the situation

- The Centre Manager Natasha Mandic will assess the immediate risks to the child and take interim steps to ensure the child's safety and the safety of any other children. This may include redeploying the alleged offender to a position where there is no unsupervised contact with children, supervising the alleged offender or removing/suspending him or her until any investigations have been concluded. Legal advice should be sought before any interim steps are made if the person is an employee of Brighton Recreational Centre.
- The Centre Manager Natasha Mandic will consider what services may be most appropriate to support the child and his or her parent/s.
- The Centre Manager Natasha Mandic will consider what support services may be appropriate for the alleged offender.
- The Centre Manager Natasha Mandic will seek to put in place measures to protect the child and the alleged offender from possible victimisation and gossip.

Step 4: Take internal action

- At least three different investigations could be undertaken to examine allegations that are made against a person to whom this policy applies, including:
 - a criminal investigation (conducted by the police)
 - a child protection investigation (conducted by the relevant child protection agency)
 - a disciplinary or misconduct inquiry/investigation (conducted by Centre Manager Natasha Mandic)
- Centre Manager Natasha Mandic will assess the allegations and determine what action should be taken in the circumstances. Depending on the situation, action may include considering whether the alleged offender should return to his or her position, be dismissed, banned or suspended or face other disciplinary action.
- If disciplinary action is undertaken, we will follow the procedures set out in [Clause 10] of our User Protection Policy.
- Where required we will provide the relevant government agency with a report of any disciplinary action we take.
- **Contact details for advice or to report an allegation of child abuse**

Victoria	
Victoria Police Non-urgent police assistance Ph: (03) 9247 6666 www.police.vic.gov.au	Department of Human Services www.dhs.vic.gov.au Ph: 131 278

CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in *Procedure for Handling Allegations of Child Abuse* have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name (if other than the child)	Date Formal Complaint Received: / /	
Role/status in program		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in program	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official 	
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)		
Police contacted	Who: When: Advice provided:	

Government agency contacted	Who: When: Advice provided:
Manger and/or MPIO contacted	Who: When:
Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position: Signature: / /
Signed by	Complainant (if not a child)

This record and any notes must be kept in a confidential and safe place and provided to the relevant authorities (police and government) should they require them.