



Safeguarding Children and Young People

Complaints & Reporting Procedure

1. PURPOSE

This Safeguarding Children and Young People Complaints and Reporting Procedure (Complaints and Reporting Procedure) sets out the procedure that all **South Barwon** People must follow to meet their responsibilities in relation to identifying, reporting, and responding to any concerns about, or incidents of, Child Abuse or other inappropriate behaviour towards Children or Young People in our sport. The Complaints and Reporting Procedure was issued in connection with the Safeguarding Children and Young People Policy.

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, all *South Barwon* People are required to report the situation directly to the Police - CALL '000' (within Australia).

3. WHAT IS TO BE REPORTED

The following types of behaviours, including observed or suspected abuse, in relation to any Child or Young Person involved in SBFNC activities, programs or services must be reported in the manner described in this Complaints and Reporting Procedure:

- Child Abuse, Harm, Neglect, or any other form of inappropriate behaviour such as Grooming or Bullying to a Child or Young Person (Emotional or Psychological, Physical or Sexual); and
- any breaches of the Policy or Code of Conduct.

4. MINIMUM REQUIREMENTS WHEN RESPONDING TO DISCLOSURES OF CHILD ABUSE

The following points are to be considered and utilised when a reporting person is receiving a disclosure of Child Abuse from a Child or Young Person.

DO LISTEN, REASSURE AND RESPECT	DO NOT
Actively listen to the Child or Young Person	Ask leading questions
Reassure the Child or Young Person that they have done the correct thing by reporting	Make your own judgement or assessment
Respect the Child or Young Person may only reveal some details	Press for detail, a minimal account will suffice
Let the Child or Young Person use their own words in their own time - be patient	Make promises you cannot keep
Ask open ended questions	Make your own enquiries/investigations in relation to the allegations made
Explain to the Child or Young Person that other people may need to be told	Share information with others *Excl. Police, Child Protection, AFL ISD, Manager



5. HOW TO MAKE A REPORT & OBLIGATIONS

5.1 Overview

South Barwon People must report Child Abuse or other inappropriate behaviour in relation to a Child or Young Person that they are informed of, observe or suspect. A summary of the Incident Reporting Process that all **South Barwon** People must follow is set out at Appendix 1 to this Complaints and Reporting Procedure.

Immediate action will be taken in relation to any matter reported to the **SBFNC**. The **SBFNC** will act with integrity, provide strong leadership, and make decisions that are child centred, legal, ethical, accountable and transparent whilst meeting national legislative requirements.

5.2 Reporting Person's Obligations

• **Step 1: If the Child or Young Person is in imminent risk of harm or immediate danger, the reporting person is required to report the situation directly to the police - CALL '000'.**

• Step 2: Regardless of whether the matter is reported to the police, it is imperative that the reporting person immediately contacts the **Club Child Safety Officer or SBFNC Committee representative**.

• Step 3: When practical, the reporting person must make a report via the Club **online form accessible via the Club website**. In some circumstances, the reporting person's Club Representative may take a statement and formally record the statement on the online reporting platform. The online reporting platform can be accessed via this link:

All **South Barwon** People retain the right to report directly to relevant authorities, such as police or child protection or AFL Integrity Department any concerns they may have in relation to the safety and welfare of a Child or Young Person, regardless of whether they have also reported that matter internally.

Reporting to AFL Integrity Department is via the following link

<https://eafl.austfoot.com.au/afl-makeareport/#/landing>.

5.3 Child Safety Officer's Reporting Obligations

When the Child Safety Officer or Club Executive representative is notified by a reporting person (subject to Step 2 of section 5.2) of an incident, they are to;

1. ensure the reporting person makes an online report as per Step 3 of section 5.2;
2. provide advice and guidance as per the step-by-step process detailed in section 5.2;
3. provide general advice and guidance on 'what' to report and the Policy's purpose;
4. notify the AFL Integrity & Security Department by email of the notification as soon as possible to ensure the report is received by the AFL Integrity & Security Department; and
5. not provide investigative advice to the reporting person unless consent is provided from the AFL Head of the Integrity & Security Department or nominated delegate