Quick Reference Guide

To assist with harassment, discrimination and child protection issues in sport and recreation

July 2013

Play by the Rules

making sport inclusive, safe and fair.

introduction

Sport and recreation organisations across the country regularly have to deal with a range of harassment, discrimination and child protection issues involving players, coaches, officials and spectators.

This Quick Reference Guide shows where you can find the essential information and services to help you resolve these issues, including:

- **Referring illegal or unlawful behaviour**
- **Promoting a positive, child-safe environment**
- **Making and resolving complaints**

Getting help . . .

The Guide also includes links to key sporting and recreation bodies, government agencies and non-government organisations, along with a short description of the support they can provide.

- Sport and recreation organisations: National
- Sport and recreation organisations: State and territory
- Police
- Child protection/child welfare agencies
- Equal opportunity and anti-discrimination agencies
- Dispute resolution and mediation services
- Legal services and advice
- Counselling services

Information on **Reporting child abuse** and **Working with children checks** is also available on our website: www.playbytherules.net.au/resources.

Referring illegal or unlawful behaviour

AREA	BROAD DEFINITION	EXAMPLE	CONTACT
Physical assault	Physical force intended to harm or frighten	• Player hits an umpire • Punch up in clubrooms or carpark	• Police
Sexual assault	Sexual acts without consent	• Player forced to have sex to stay on the team • Rape alleged during club social event • Player under age of consent • Inappropriate touching or physical contact in/outside clothing	• Police
Child abuse	Physical, emotional, sexual abuse or neglect	• Sexually suggestive behaviour • Inappropriate touching • Non-accidental injury or harm • Constant verbal abuse, threats, bullying or harassment • Excessive or unreasonable demands • Failure to provide basic physical and emotional needs • Putting child at risk of harm	• Police or • Child protection agency in your state or territory
Discrimination, harassment and bullying (the list of attributes here is not exhaustive, but examples only)	Unfair treatment based on a person's: • Age, including compulsory retirement • disability • race • religion • sex, including breastfeeding • sexuality • pregnancy • domestic/marital status • identity of spouse • carer's responsibility • Association with family, friends and others come under one of the above categories Also includes: • sexual harassment • victimisation • vilification	• Umpire removed for being too old • HIV positive player prevented from registering • Pregnant or breast feeding woman banned from playing • Gay person not included in the rep team because of sexuality • Girl prevented from playing in boys' teams • Sledging based on a person's race or religion • Unfair membership fees or services based on gender • Unwanted sexual advances • Unfair treatment due to making a complaint • Public behaviour aimed at inciting hatred towards, serious contempt for, or severe ridicule of another team because its members are of a particular race, are gay or lesbian or are HIV positive	• Your club/MPIO • Australian Human Rights Commission • Equal opportunity agency in your state or territory

Promoting a positive, child-safe environment

AREA	ISSUES/QUESTIONS	CONTACT
Mandated reporting	• Concerns about suspected child abuse or neglect • Who must report it under the law • What policies are required	• Police • Child protection agency in your state or territory
Working with children checks and employment screening	• What background checks are required for employees and volunteers working with children • Who undertakes the checks • How to manage a check that reveals a criminal record	• Child protection agency in your state or territory • *Play by the Rules*
Developing child-safe environments and safe, fair and inclusive sport	• Member protection policies • Codes of conduct • Guidelines and resources • Information and training • Preventing injury, promoting health and safety • Photographing children • Selecting teams • Promoting inclusive sport for children with a disability	• Your club/MPIO • Australian Sports Commission • *Play by the Rules* • Department of Sport and Recreation in your state or territory • Equal opportunity agency in your state or territory
Player and spectator behaviour	• Promoting acceptable behaviour for players, spectators, coaches and officials • Managing incidents of inappropriate behaviour	• Your club/MPIO • *Play by the Rules* • Some Departments of Sport and Recreation
Resolving complaints or disputes	• Resolving disputes about rules • Resolving conflict between different groups in your club • Dealing with personality clashes between members or officials • Establishing fair and effective complaint procedures	• Your club/MPIO • *Play by the Rules* • Dispute resolution / mediation services in your state or territory

Making and resolving complaints

Every sporting organisation needs an effective procedure for managing complaints.

Sometimes different processes will be required to resolve a complaint, depending on the nature of the complaint, the organisation's legal requirements and the individuals involved.

The *Play by the Rules* website has information on making a complaint, being complained against and dealing with a complaint. It also features a **complaint handling tool** for sports administrators and **videos** on the complaint process.

Making a complaint

Sport should be a place where you enjoy yourself, develop friendships and have fun. It's not a place where you should be subjected to discrimination, harassment or abuse. If this behaviour occurs, you have every right to make a complaint.

The **Complaints Flowchart** (following) can help you work out who to contact and how a complaint may be resolved. It sets out scenarios for resolving complaints that involve issues at the:

- Club/local level
- State level
- National level.

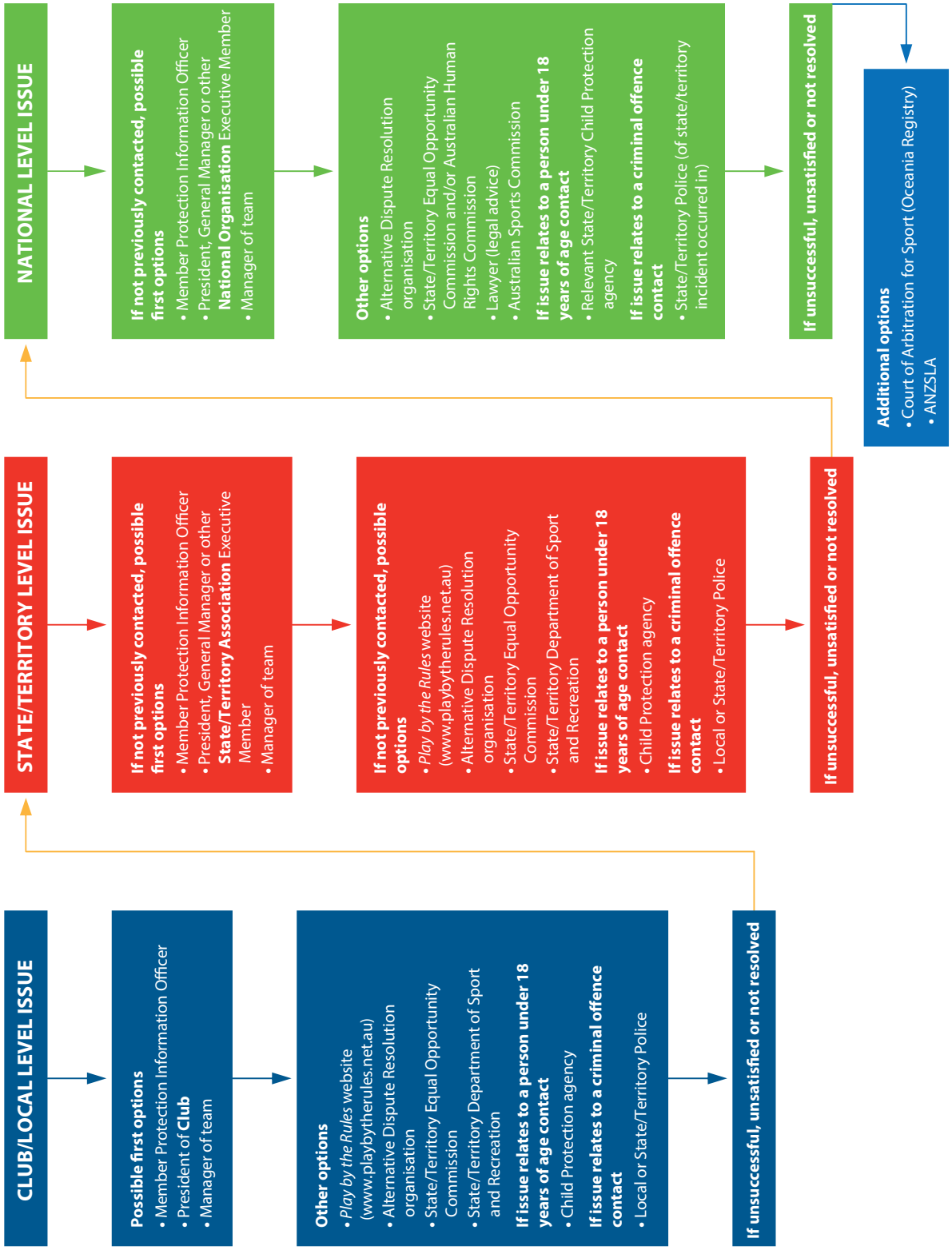
More information or advice

There are a range of groups that can provide specialist advice and service to help individuals and organisations resolve a complaint or deal with conflict:

- Dispute resolution and mediation services in your state or territory.
- Australian Human Rights Commission or your state or territory's equal opportunity agency (for complaints involving discrimination, harassment or victimisation).

Complaints Flowchart

If you need information, advice, to make a complaint or to raise a concern in relation to inappropriate behaviour in sport (such as harassment, discrimination or abuse), this chart may assist in working out who to contact and how. Start at the level (club, state or national) that the incident occurred.



Getting help . . .

The following section includes links to key sporting and recreation bodies, government agencies and non-government organisations, along with a short description of the support they can provide.

Sport and recreation organisations: National

ORGANISATION	SERVICES	CONTACT
Play by the Rules	Provides free information, resources and online courses for players, coaches, administrators, officials and spectators to develop an inclusive and welcoming environment for all participants. Website contains information on: • managing risks • legal rights and responsibilities • complaint handling procedures • child protection • preventing harassment and discrimination • inclusive sport • managing inappropriate behaviour.	www.playbytherules.net.au
Australian Sports Commission	Supports the sport industry to develop safe, fair and inclusive sporting environments. Website contains information on: • member protection policies/templates • club development • preventing harassment and discrimination • complaint handling procedures.	www.ausport.gov.au/supporting/ethics
Sports Medicine Australia	Provides information to help the sporting community prepare for events, prevent injury and manage injuries when they occur. Website contains information on: • exercising in hot weather • infectious diseases and blood rules • children safety guidelines in sport and recreation • Sports First Aid for asthma, head injuries and dental injuries • injury reporting forms and medical profile forms.	www.sma.org.au

Sport and recreation organisations: State and territory

ORGANISATION	SERVICES	CONTACT
Departments of Sport and Recreation	Lead agencies for Australia's state and territory governments on policies and programs to promote sport and active recreation. Provide advice, information and services for the sport industry and sporting organisations on a range of issues, such as: • financial assistance • advice and information for players, clubs, coaches, officials and administrators • industry development • coaching development • talent development • sport safety and creating an inclusive environment.	**Northern Territory Sport and Recreation** www.sportandrecreation.nt.gov.au/ **Sport and Recreation Services ACT** www.economicdevelopment.act.gov.au/sport_and_recreation **Sport and Recreation Western Australia** www.dsr.wa.gov.au **Sport and Recreation NSW** www.dsr.nsw.gov.au **Sport and Recreation Services Queensland** www.communities.qld.gov.au/sportrec **Office for Recreation and Sport South Australia** www.recsport.sa.gov.au **Sport and Recreation Tasmania** www.sportandrecreation.tas.gov.au/sportrectas **Sport and Recreation Victoria** www.dpcd.vic.gov.au/sport
Federations of Sport	Represent and support their member organisations by providing a range of services, including: • advocacy with government, decision-makers and the media • education and information • sports leadership programs • support for organisations • recognition of sporting achievements.	**ACT Sport** www.actsport.com.au **NSW Sports Federation** www.sportnsw.com.au **Sport SA** www.sportsa.org.au **The Sports Federation of Queensland QSport** www.qsport.org.au **VicSport** www.vicsport.asn.au **Western Australian Sports Federation** www.wasportsfed.asn.au

Police

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

ACT Police Non-urgent police assistance Ph: 131444 www.afp.gov.au	**Northern Territory Police** Non-urgent police assistance Ph: 131 444 www.pfes.nt.gov.au	**South Australia Police** Non-urgent police assistance Ph: 131 444 www.sapolice.sa.gov.au	**Victoria Police** Victoria Police switchboard Ph: (03) 9247 6666 www.police.vic.gov.au
New South Wales Police Non-urgent police assistance Ph: 131 444 www.police.nsw.gov.au	**Queensland Police** Non-urgent police assistance Ph: 131 444 www.police.qld.gov.au	**Tasmania Police** Non-urgent police assistance Ph: 131 444 www.police.tas.gov.au	**Western Australia Police** Non-urgent police assistance Ph: 131 444 www.police.wa.gov.au

Child protection/child welfare agencies

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

ORGANISATION	SERVICES	CONTACT
State and territory child protection agencies	Responsible for receiving, assessing and investigating reports of possible child abuse. There are a number of professions who are mandated to report suspicions of child abuse, such as teachers, doctors and nurses. However, anyone who has reasonable grounds for suspecting that a child or young person is being neglected or abused should report it. More detailed information about **reporting child abuse** is available on the *Play by the Rules* website.	**Australian Capital Territory** Office for Children, Youth and Family Services www.dhcs.act.gov.au/ocyfs/services/care_and_protection Ph: 1300 556 729 **Northern Territory** Department of Children and Families www.childrenandfamilies.nt.gov.au Ph: 1800 700 250 **New South Wales** Department of Community Services www.community.nsw.gov.au Ph: 132 111 **Tasmania** Department of Health and Human Services www.dhhs.tas.gov.au/children Ph: 1300 737 639 **Victoria** Department of Human Services www.dhs.vic.gov.au Ph: 131 278 **Western Australia** Department for Child Protection www.dcp.wa.gov.au Ph: (08) 9222 2555 or 1800 622 258 **Queensland** Department of Communities www.communities.qld.gov.au/childsafety/protecting-children Ph: 1800 811 810 **South Australia** Department for Education and Child Development www.families.sa.gov.au/childsafe Ph: 13 14 78 (Child Abuse Report Line)

ORGANISATION	SERVICES	CONTACT
State and territory Children's Commissioners and Children's Guardians	Promote and protect the rights, interests and wellbeing of children and young people, especially vulnerable children. Some are responsible for conducting Working with Children Checks on people employed in positions where they have direct contact with children. More detailed information about **Working with children checks** is available in the Resources section of the *Play by the Rules* website.	**ACT Children & Young People Commissioner** www.hrc.act.gov.au/childrenyoungpeople **NSW Commission for Children & Young People** www.kids.nsw.gov.au **Northern Territory Office of the Children's Commissioner** www.childrenscommissioner.nt.gov.au **Queensland Commission for Children & Young People and Child Guardian** www.ccypcg.qld.gov.au **South Australia Guardian for Children & Young People** www.gcyp.sa.gov.au **Tasmania Commissioner for Children** www.childcomm.tas.gov.au/ **Victoria Office of the Child Safety Commissioner** www.kids.vic.gov.au/ **Western Australia Commissioner for Children & Young People** www.ccyp.wa.gov.au/index.aspx

Drugs in sport

ORGANISATION	SERVICES	CONTACT
Australian Sports Anti-Doping Authority	Government statutory authority that is Australia's driving force for pure performance in sport. It is the organisation with prime responsibility for implementation of the Word Anti-Doping Code in Australia. Website contains information on: • checking which substances are permitted in sport • accessing anti-doping education resources for individuals or organisations • providing anonymous doping information • news and media releases on anti-doping.	www.asada.gov.au Ph: 13 000 ASADA (13 000 27232)

Equal opportunity and anti-discrimination agencies

ORGANISATION	SERVICES	CONTACT
Australian Human Rights Commission	Responsible for administering federal human rights and anti-discrimination laws and: • provides information, resources and advice to individuals and organisations • investigates and attempts to conciliate complaints of unlawful harassment, discrimination and victimisation • develops education programs to prevent discrimination and harassment.	www.humanrights.gov.au
State and territory anti-discrimination and equal opportunity agencies	Responsible for administering equal opportunity laws in their respective state and territory. As part of their functions they also: • provides information, resources and advice to individuals and organisations • attempt to resolve complaints of unlawful harassment, discrimination or victimisation • deliver education and training programs to prevent discrimination and harassment.	**ACT Human Rights Commission** www.hrc.act.gov.au **Anti-Discrimination Board of NSW** www.lawlink.nsw.gov.au/adb **Anti-Discrimination Commission Queensland** www.adcq.qld.gov.au **Equal Opportunity Commission South Australia** www.eoc.sa.gov.au **Equal Opportunity Commission Western Australia** www.eoc.wa.gov.au **Northern Territory Anti-Discrimination Commission** www.adc.nt.gov.au **Tasmania Office of the Anti-Discrimination Commissioner** www.antidiscrimination.tas.gov.au **Victorian Human Rights and Equal Opportunity Commission** www.humanrightscommission.vic.gov.au

Dispute resolution services

The following organisations provide practical strategies, mediation services and education programs to help individuals and organisations resolve a wide range of issues without having to resort to legal action.

Australia-wide LEADR (Association of Dispute Resolvers) www.leadr.com.au	**Australia-wide** Institute of Arbitrators and Mediators www.iama.org.au
ACT Conflict Resolution Service www.crs.org.au	**New South Wales** Community Justice Centres www.cjc.nsw.gov.au
Northern Territory Community Justice Centre www.communityjusticecentre.nt.gov.au	**Queensland** Dispute Resolution Branch www.justice.qld.gov.au/justice-services/dispute-resolution
South Australia State Sport Dispute Centre www.sportsa.org.au	**Tasmania** Positive Solutions – www.positivesolutions.com.au Resolve Dispute Management – www.resolvedispute.com.au
Victoria Dispute Settlement Centre of Victoria www.justice.vic.gov.au/disputes	**Western Australia** Citizens Advice Bureau www.cabwa.com.au

Legal services and support

ORGANISATION	SERVICES	CONTACT
Australian and New Zealand Sports Law Association	Provides education and advocacy about legal issues in sport. The Legal Contact List provides details of ANZSLA members who have practising certificates that enable them to provide legal services to the public.	www.anzsla.com.au
State and territory legal aid services	Government-funded services that provide free legal advice and representation.	**Legal Aid Commission of Tasmania** www.legalaid.tas.gov.au **Legal Aid NSW** www.legalaid.nsw.gov.au **Legal Aid Queensland** www.legalaid.qld.gov.au **Victoria Legal Aid** www.legalaid.vic.gov.au **Legal Aid ACT** www.legalaidact.org.au **Legal Aid WA** www.legalaid.wa.gov.au **Legal Services Commission of South Australia** www.lsc.sa.gov.au **Northern Territory Legal Aid Commission** www.ntlac.nt.gov.au

Counselling services

ORGANISATION	SERVICES	CONTACT
Kids Helpline	Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.	www.kidshelp.com.au Ph: 1800 55 1800
Lifeline	Confidential 24-hour crisis support service for people to access support or talk through issues they are facing.	www.lifeline.org.au Ph: 13 11 14
Childwise	The Child Wise National Child Abuse Prevention Helpline is a toll free number that provides Australians with access to expert advice from trained counsellors and an opportunity to speak up about child abuse.	www.childwise.net/ Ph: 1800 99 10 99

Play by the Rules

making sport inclusive, safe and fair.

www.playbytherules.net.au