



Fawkner Netball Club

Child Safety and Member Protection Procedure

IF YOU BELIEVE A CHILD IS IN IMMEDIATE DANGER OR A LIFE-THREATENING SITUATION, CONTACT POLICE IMMEDIATELY ON 000.

Child Safety and Member Protection

Every person in the netball community has a responsibility to understand their role in ensuring the safety and wellbeing of all children and young people in our care.

The Child Safety and Member Protection (CSMP) Officer and Executive Committee will work together to ensure all complaints are handled appropriately.

Breach of policies and standards of behaviour

Any complaints received by FNC will be assessed against the guidelines provided in the following Netball Australia (NA) policies:

- Child Safeguarding Policy
- Member Protection Policy
- Netball Integrity Policy Framework, Conduct and Disciplinary Policy

In addition, we will assess complaints against FNC guidelines as described in our governing documents, including our:

- Child Safety and Member Protection Policy
- Registration Policy
- Hardship and Payment Plan Policy
- Code of Conduct
- Expectations of our coaches
- Expectations of our committee members



Complaint Handling

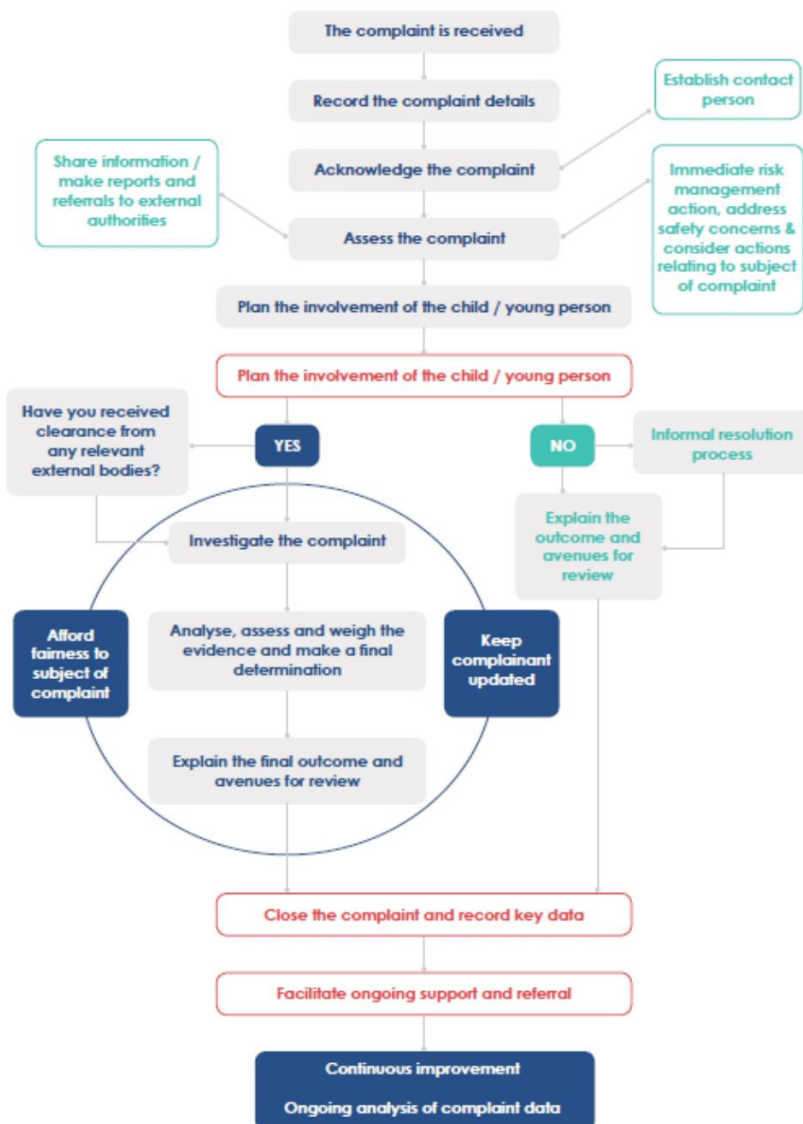
Complaints may be investigated in different manners, depending on whether they refer to an:

- Allegation of child abuse; or
- Allegation of a breach of NA policies (excluding child abuse); or
- Allegation of a breach of FNC policies or guidelines.

In general, all complaints will be handled in line with the National Office for Child Safety Complaints Handling guide as summarised in the process below:

Complaint Handling:

Upholding the rights of children and young people (an overview)





Initial receipt of a complaint

A complaint may be received by any FNC coach or committee member. To support you in receiving the complaint, you should complete the **Record of Complaint** and refer to the NV **Complaint Management Tips and Scripts** document.

The complaint will then be considered by the Executive Committee and/or the CSMP Officer to determine whether it relates to child abuse, a breach of NA policy and/or a breach of FNC policy.

1. Child Abuse Allegations

Child abuse is the mistreatment of a child as defined by Netball Australia (NA) in Appendix 1 of the Child Safeguarding policy and includes:

- Physical abuse;
- Emotional or psychological abuse;
- Sexual abuse;
- Neglect; and
- Exposure to family violence.

If a child or young person discloses an allegation of harm or abuse to them or another child, the person receiving the complaint must follow the guidance in the **NA Child Safeguarding Policy, Appendix 2. If the child is at risk of immediate harm, call 000.**

When receiving the complaint it is essential to:

- Listen, stay calm and be supportive.
- Do not challenge or undermine the child.
- Reassure the child that what has occurred is not his/her fault.
- Be honest with the child and tell them that other people may need to be involved in order to stop what is happening.
- Make sure you are clear about what the child has told you but do not elicit detailed information, ask leading questions or offer an opinion.
- Act promptly to accurately record the discussion in writing.
- Do not discuss the details with any person other than those detailed in this procedure
- Do not contact the alleged offender.

You do not need to have all the details about the child or family when you contact the Police or Department for Families, Fairness and Housing (DFFH) Victorian Child Protection Service.

Contact details to report child abuse appropriately can be found under Contacts.

The type of information that the officer will gather includes:

- Details about the child/young person and family;
- The reasons you are concerned;
- The immediate risk to the child;
- Whether or not the child or family has support;
- What may need to happen to make the child safe; and



- Your contact details, so that the officer can call you to obtain further information if required or to provide feedback.

2. NA Policy Breach

Prohibited conduct under the NA Member Protection Policy includes:

- Abuse;
- Bullying;
- Harassment;
- Sexual misconduct;
- Unlawful discrimination;
- Victimisation; and
- Vilification.

If there is a suspected breach of the NA Integrity Policies, the complaint will be assessed against the initial threshold questions specified in the **NA Conduct & Disciplinary Policy**. If a breach is established, FNC will follow the policy guidance and will seek support from NA as required.

3. FNC Policy/Guideline/Expectation Breach

FNC will assess all complaints and allegations internally. Where a complaint is substantiated, FNC will decide whether the person should be reinstated, banned, have their employment or position terminated or any other action having regard for all the information, including the findings of any Police, Child Protection, court or NA/NV investigation.

Investigations

Up to 3 types of investigations could be undertaken to examine such allegations, including:

- Criminal investigation (conducted by the Police);
- Child protection investigation (conducted by the Child Protection (North Division) agency)
- Disciplinary or misconduct investigation (conducted by Fawkner Netball Club)

Disciplinary or misconduct investigations

Irrespective of the findings of child protection and/or police inquiries, FNC will assess the complaint to decide whether the person should be suspended, banned, have their employment or position terminated or any other action having regard for all the information, including the findings of the Police, Child Protection agency and/or court.

When investigating a complaint, FNC will:

- Hold the safety and wellbeing of children and young people at the centre of all processes and decisions
- Act respectfully and professionally
- Maintain confidentiality, as far as is reasonably possible
- Obtain evidence to support any decisions
- Keep accurate records of the complaint, evidence collected and any outcomes



Key Contacts

Child Safety & Member Protection Officer – childsafetyofficer@fawknernetballclub.com.au

Victoria Police – non urgent assistance – 131 444

Child Protection Service - North Division (8.45am-5pm Mon-Fri) - 1300 664 977.

After Hours Child Protection Emergency Services (5pm-9am Mon-Fri, on weekends and public holidays) – 131 278.



Policy Review Period

Fawkner Netball Club will review and update this policy annually.

Review History

<i>Document revision no.</i>	<i>Date of revision update</i>	<i>Comments / Information on what was updated between revisions</i>
1.00	1/7/2023	Original document – combine child safety, member protection and complaints handling.