



# Fawkner Netball Club

## Child Safety and Member Protection Procedure

**IF ANYONE IS IN IMMEDIATE DANGER, A LIFE-THREATENING SITUATION, OR A CRIME IS OCCURRING 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.

Violence of any nature towards our members will not be tolerated.

A member of Fawkner Netball Club (FNC) is defined as any:

- player registered to the club that has current Netball Victoria insurance, - game official (coach, team manager, scorer, umpire) registered to the club and has current Netball Victoria insurance,
- committee member registered to the club and has current Netball Victoria Insurance, - social member registered to the club,
- spectator (limited to family members of a registered FNC player).

### 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

Matters of physical abuse, verbal abuse and/or intimidation will be treated seriously and members will be supported by the club if they experience violence of any kind. This may include reporting incidents to police where a crime has occurred. Having a violent crime happen to you or a loved one can be very upsetting and disruptive. The Victims of Crime Helpline can connect you with services to provide advice and learn more about the justice system in Victoria and what to do next.



### **Steps to take during an incidence of violence or intimidation**

If a member feels that they are in an unsafe position, then they are to remove themselves from the situation and find safety in another position.

#### **Physical assault:**

If a member is physically assaulted:

- a. The member must remove themselves from the court to a position of safety, with or without the assistance of other members or Association Officials.
- b. The member must seek immediate first aid assistance from the Association, Stadium or Club to treat and assess any injury incurred.
- c. If the physical assault resulted in a head injury, suspected broken bone or immediate and severe bleeding or bruising (indicative of internal injuries) to any part of the body, a Club Official will request that the Stadium Management promptly call an Ambulance (000) and Police (000).
- d. A Club Official must file an incident report immediately with the Stadium and Association following the incident and obtain witness statements from the court umpires, team players, coach and spectators of the game that can be provided to police and kept on club record.
- e. Club Officials will marshal Club Members to a safe place away from where the incident occurred (to minimise interactions with opposing team and spectators).

#### **Verbal abuse and intimidation:**

- a. If a member feels that they are being abused verbally or intimidated, then they are to notify a Coach, Club Official and/or Umpires of the incident.
- b. If the behaviour continues they may:
  - i. remove themselves from the court or surrounding areas on which the game is being played,
  - ii. if they are a player, request their coach to change their position to play on a different opponent,
  - iii. request that the Umpires or a Fawkner Club Official speak to an Association Official during the game and ask them to observe the players or spectators in question and issue official cautions and warnings to players/spectators if the play is 'outside the spirit of the game' or in breach of the Association's Code of Conduct or Bylaws.

#### **In all cases:**

- a. If the incident is severe, Club Officials will request Stadium and Association Officials to provide a safe and alternate exit for the Club Member and their family members from the venue. This may include exiting from a different door and chaperoning the Club Member and their family members to their car, ensuring that they have left the carpark safely to prevent any flare ups of physical assault, verbal abuse, or intimidation.
- b. The member must provide a statement of the incident to the CSMP Officer or a Club Official within 72hrs of the incident occurring. The CSMP Officer will generate an official incident report, which may include witness statements from court umpires, team players, coach and spectators of the game, and forward it to the Association for deliberation and due diligence.
  - i. In cases of physical assault, the member must also provide a statement to the Association and Stadium. Reports will be made to Netball Victoria within 72 hours.



## Complaint Handling

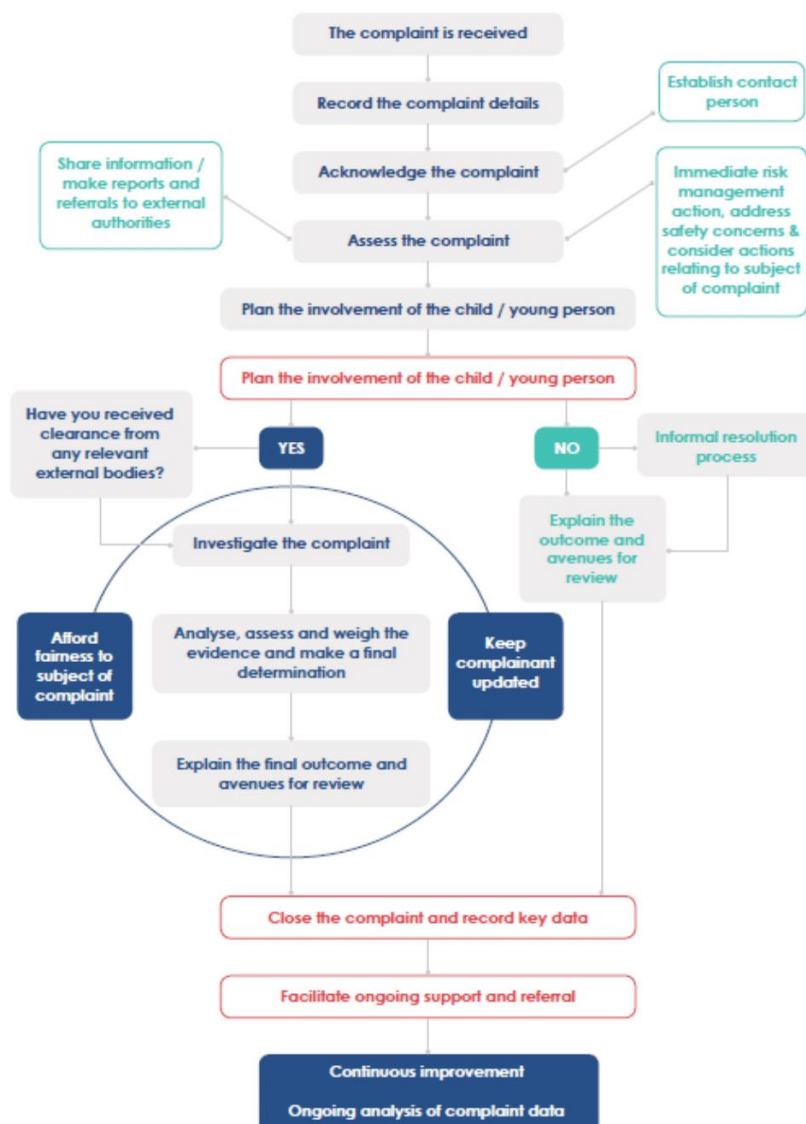
Complaints may be investigated in different manners, depending on whether they refer to an:

- Allegation of child abuse; or
- Allegation of a breach of NA policies (excluding child abuse, including violence towards members); 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 (physical or verbal);
- 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/NV 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, court or NA/NV investigation.

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](mailto: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.

Victims of Crime Helpline - 1800 819 817 (daily 8am-11pm), providing advice and support to anyone who has experienced or been witness to a physical assault in Victoria. Visit their website here: [Victims of Crime](#)



### **Policy Review Period**

Fawkner Netball Club will review and update this policy annually.

### ***Review History***

<b><i>Document revision no.</i></b>	<b><i>Date of revision update</i></b>	<b><i>Comments / Information on what was updated between revisions</i></b>
1.00	1/7/2023	Original document – combine child safety, member protection and complaints handling.
1.1	7/11/2023	Addition of procedure for handling cases of physical abuse, verbal abuse, and/or intimidation