



Banyule Junior Football Club

Child Safe Incident Reporting Procedure



1. Overview

This procedure has been developed to ensure that complaints about inappropriate behaviour described in this policy are addressed sensitively, consistently, fairly and confidentially. A complaint may be reported about an individual or group behaviour informally or formally. It may be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy. A complaint should first be reported to the Banyule Junior Football Club's nominated Child Welfare Officer, who will be knowledgeable on the correct process to take. If the complaint is about a member of the Banyule Junior Football Club, a report can be made to the Banyule Junior Football Club's nominated Child Welfare Officer. If the complaint is about the nominated Child Welfare Officer, the report should be to the Club President.

2. Internal Procedure

(a) Self Resolution

Self resolution may be appropriate where the alleged harasser or bully is oblivious to the impact of their behaviour towards the complainant. If the complainant feels it is appropriate, they can attempt to resolve the issue directly with the alleged harasser without the assistance of Banyule Junior Football Club or the nominated Child Welfare Officer, by speaking directly to the person/s involved and asking them to stop the offensive behaviour immediately.

(b) Resolve the Complaint Informally

Informal assistance may be appropriate where the complainant is not sure how to handle the problem and wants to talk confidentially about the problem or the problem continues after the complainant has tried to approach the person/s involved. If this is the case, the individual/s should talk with their clubs nominated Child Welfare Officer. Informal procedures that may be adopted could include the following:

- provide possible options/methods for the complainant to resolve the problem and/or make a referral to an appropriate person to help the complainant resolve the problem eg: a mediator
- explain how the Banyule Junior Football Club complaints procedure works
- act as a support person
- privately speak with the alleged offender on behalf of the complainant
- inform the relevant government authorities and/or police if required by law to do so

(c) Resolve the Complaint Formally

Formal procedures may be appropriate where informal procedures have been ineffective, the complaint involves serious and/or criminal allegations or the complainant wishes to make a formal complaint from the outset. Formal complaints can be lodged with the nominated Child Welfare Officer using an Incident Report Form. If the complaint is about a member of the Banyule Junior Football Club, a report can be made to the Banyule Junior Football Club's nominated Child Welfare Officer. If the complaint is about the nominated Child Welfare Officer, the report should be to the Club President. If the nominated Child Welfare Officer is unsure how to proceed, they can escalate the matter to the Club President. Both the complainant and respondent involved in a formal complaint have a number of rights and responsibilities which are detailed below:

- have the complaint investigated and if necessary conciliated
- have support/representation if requested
- express views and opinions without intimidation from others
- discontinue a complaint
- have the situations remedied
- have their privacy protected
- have natural justice
- not be discriminated against
- not be dismissed unfairly, harshly or unreasonably
- not be defamed

A formal procedure will be followed as appropriate for each individual complaint which may include one or more of the following steps:

- document full information from the complainant about the complaint and how they want it resolved
- put the information received from the complainant to the person/people that the complaint is about and ask them to provide their side of the story

- decide whether enough information has been obtained to determine whether the matter alleged in the complaint did or didn't happen
- determine what, if any, further action to take. This action may include appointing a person to investigate the complaint, referring the complaint to an informal or a formal mediation session and/or referring the complaint to the police or other appropriate authority.

NB: Where a complaint relates to an allegation of child abuse the matter will immediately be referred to the police or relevant state government authority (see below). More detailed information on conducting internal investigations can be found at www.ausport.gov.au/ethics/policy.asp

(d) Appeal Process

If the internal complaints processes set out in this Policy do not achieve a satisfactory resolution/outcome, or if the complainant believes it would be impossible to get an impartial resolution within the Banyule Junior Football Club, an external agency such as The Equal Opportunity Commission may be contacted to assist with a resolution.

3. External Procedure

There may be a range of external options available depending on the nature of the complaint. In the case of harassment or discrimination advice can be sought from The Equal Opportunity Commission.