

Quick Reference Guide

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

www.playbytherules.net.au



Introduction

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

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

- referring illegal or unlawful behaviour
- promoting a positive, child safe environment
- making and resolving complaints.

The guide also includes links to key sport 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
- Drugs in sport/integrity in sport
- Equal opportunity and anti-discrimination agencies
- Dispute resolution and mediation services
- Legal services and advice
- Counselling/support services.

Referring illegal or unlawful behaviour

Area	Broad definition	Example	Contact
Physical assault	Physical force intended to harm or frighten	<ul style="list-style-type: none"> • Player hits an umpire • Punch up in clubroom or carpark 	Police
Sexual assault	Sexual acts without consent	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 are examples only, and not exhaustive)	Unfair treatment based on a person's: <ul style="list-style-type: none"> • age, including compulsory retirement • disability • race • religion • sex, including breastfeeding • sexuality • pregnancy • domestic/marital status • identity of spouse 	<ul style="list-style-type: none"> • Umpire removed for being too old • HIV positive player prevented from registering • Pregnant or breastfeeding 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 	<ul style="list-style-type: none"> • Your state or territory sports organisation or national body • Your club/ MPIO • Australian Human Rights Commission • Equal opportunity agency in your state or territory

	<ul style="list-style-type: none">• carer's responsibility. Association with family, friends and others comes under one of the above categories. Also includes: <ul style="list-style-type: none">• sexual harassment• victimisation• vilification.	team because its members are of a particular race, are gay or lesbian or are HIV positive	
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Promoting a positive, child safe environment

Area	Issues/questions	Contact
Mandated reporting	<ul style="list-style-type: none"> Concerns about suspected child abuse or neglect Who must report it under the law? What policies are required? 	<ul style="list-style-type: none"> Police Child protection agency in your state or territory
Working with Children Checks and employment screening	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Child Protection agency or Department of Justice in your state or territory Play by the Rules
Developing child safe environments and safe, fair and inclusive sport	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Your state/territory sports organisation or national body Your club/MPIO Sport Australia 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	<ul style="list-style-type: none"> Promoting acceptable behaviour for players, spectators, coaches and officials Managing incidents of inappropriate behaviour 	<ul style="list-style-type: none"> Your state/territory sports organisation or national body Your club/MPIO Play by the Rules Some departments of sport and recreation have developed resources and programs around player and spectator behaviour.

**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 state/territory sporting organisation or national body
- 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. Your Member Protection Policy should contain all the procedures for managing complaints. Refer to your state/territory association or national governing body if you do not have a Member Protection Policy.

The Play by the Rules website has information on making a complaint, being complained against and dealing with a complaint. It also has a free online training program on complaint handling, including videos on the complaints 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 on page 7 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:

- club/local level
- state level
- national level.

More information or advice

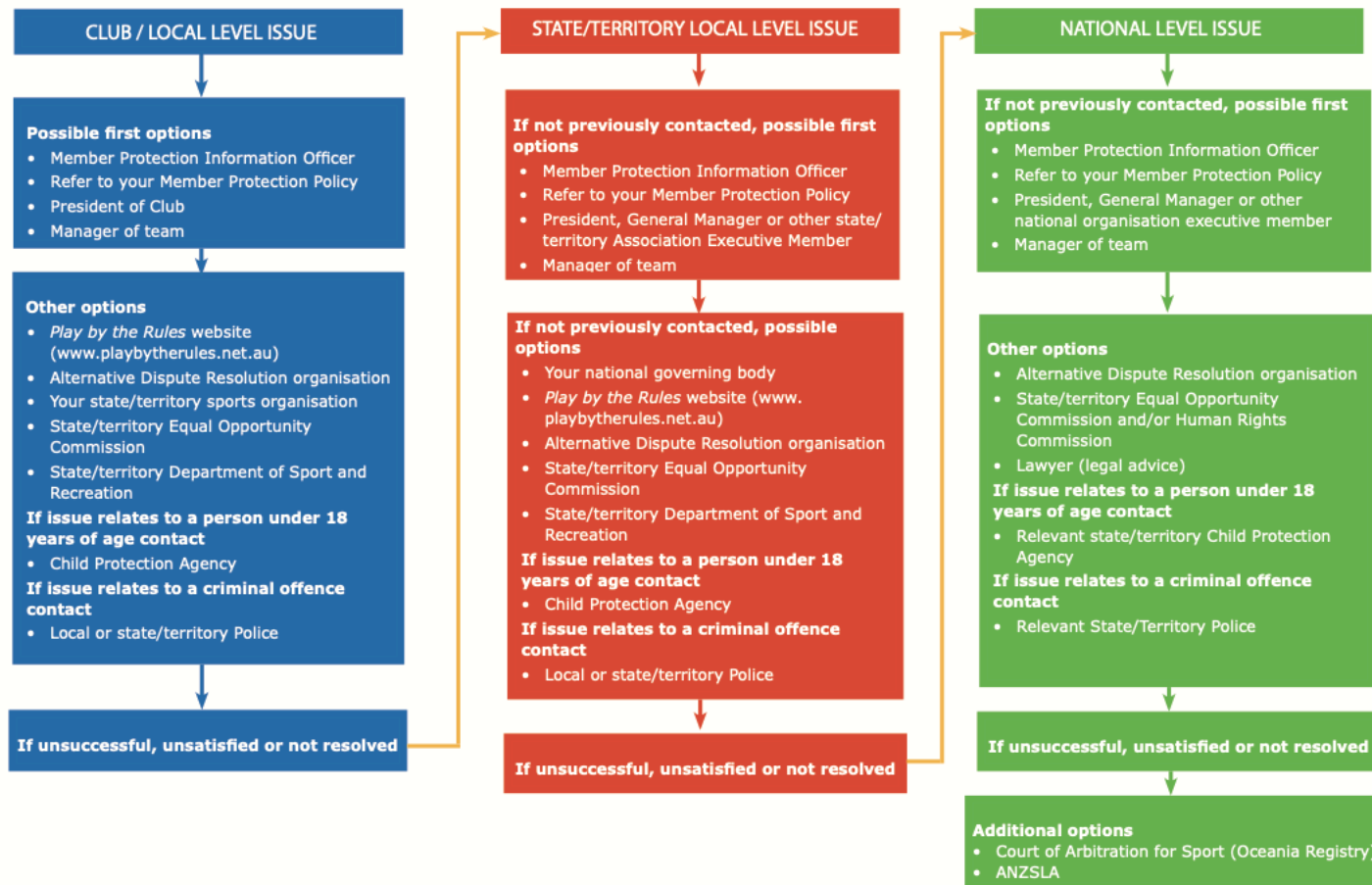
There are a range of groups that can provide specialist advice and service to help individuals and organisations resolve a complaint or deal with conflict:

- 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. Start at the level (club, state/territory or national) that the incident occurred.



You can download a copy of the Complaints Flowchart at

http://play-by-the-rules.s3.amazonaws.com/Resources/Complaints_Flowchart_2019.pdf

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	<p>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:</p> <ul style="list-style-type: none">• managing risks• legal rights and responsibilities• complaint handling• child protection• Member Protection Information Officers• preventing harassment and discrimination• inclusive sport• managing inappropriate behaviour.	<p>www.playbytherules.net.au</p>
Sport Australia	<p>Supports the sport industry to develop safe, fair and inclusive sporting environments focusing on the national level. Website contains information on:</p> <ul style="list-style-type: none">• member protection policies/templates• club development and health checks• governance reform• policies and procedures.	<p>http://www.sportaus.gov.au/integrity_in_sport</p>

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: <ul data-bbox="560 207 1299 446" style="list-style-type: none">• 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
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Sport and recreation organisations: State and territory

Organisation	Services	Contact
<p>Departments of sport and recreation</p>	<p>Lead agencies for Australia's state and territory governments on policies and programs to promote sport and active recreation. They provide advice, information and services for the sport industry and sporting organisations on a range of issues, such as:</p> <ul style="list-style-type: none"> • 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 • child protection. <p>They do not handle complaints; rather, they provide advice and referral services.</p>	<p>ACT Sport and Recreation www.sport.act.gov.au</p> <p>NT Department of Tourism, Sport and Culture www.dtsc.nt.gov.au</p> <p>NSW Office of Sport www.sportandrecreation.nsw.gov.au</p> <p>Qld Recreation, Sport and Arts www.qld.gov.au/recreation</p> <p>SA Office for Recreation, Sport and Racing www.ors.sa.gov.au</p> <p>Communities, Sport and Recreation Tasmania www.dpac.tas.gov.au/divisions/csr</p> <p>Sport and Recreation Victoria www.sport.vic.gov.au</p> <p>WA Department of Local Government, Sport and Cultural Industries www.dsr.wa.gov.au</p>
<p>Federations of sport</p>	<p>Represent and support their member organisations by providing a range of services, including:</p> <ul style="list-style-type: none"> • advocacy with government, decision-makers and the media • education and information • sports leadership programs • support for organisations • recognition of sporting achievements. 	<p>Sport NSW: www.sportnsw.com.au</p> <p>Sport SA: www.sportsa.org.au</p> <p>QSport: www.qsport.org.au</p> <p>Vicsport: www.vicsport.com.au</p> <p>WA Sports Federation: www.wasportsfed.asn.au</p>

Police

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

ACT Police Non-urgent police assistance: 131 444 www.afp.gov.au	NT Police Non-urgent police assistance: 131 444 www.pfes.nt.gov.au	South Australian Police Non-urgent police assistance: 131 444 www.police.sa.gov.au	Victorian Police Victorian Police Switchboard 03 9247 6666 www.police.vic.gov.au
NSW Police Non-urgent police assistance: 131 444 www.police.nsw.gov.au	Queensland Police Non-urgent police assistance: 131 444 www.police.qld.gov.au	Tasmania Police Non-urgent police assistance: 131 444 www.police.tas.gov.au	WA Police Non-urgent police assistance: 131 444 www.police.wa.gov.au

Child protection/child welfare agencies

Organisation	Services	Contact
<p>State and territory child protection agencies</p>	<p>These agencies are responsible for receiving, assessing and investigating reports of possible child abuse. There are several professions that are mandated to report suspicions of child abuse, such as teachers, doctors and nurses.</p> <p>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.</p>	<p>Australian Capital Territory Child and Youth Protection Services http://www.communityservices.act.gov.au/ocyfs/children/child-and-youth-protection-services 1300 556 729</p> <p>Northern Territory Department of Children and Families www.nt.gov.au/law/crime/report-child-abuse 1800 700 250</p> <p>New South Wales Department of Family and Community Services www.community.nsw.gov.au/preventing-child-abuse-and-neglect 132 111</p> <p>Queensland Department of Child Safety, Youth and Women www.communities.qld.gov.au/childsafety/protecting-children 1800 177 135 or 07 3235 9999</p> <p>South Australia Child Protection agency https://www.childprotection.sa.gov.au/reporting-child-abuse 131 478</p> <p>Tasmania Department of Health and Human Services www.dhhs.tas.gov.au/children/child_protection_services 1800 000 123</p> <p>Victoria Department of Health and Human Services www.dhhs.vic.gov.au/child-protection 13 12 78</p> <p>Western Australia Department of Communities, Child Protection and Family Support www.dcp.wa.gov.au 1800 273 889 (bh) or 1800 199 008 (ah)</p>

Organisation	Services	Contact
<p>State and territory Children's Commissioners and Children's Guardians</p>	<p>A children's commissioner works to improve and ensure better services for all children. A children's guardian works solely to help improve the services for children in the care of a department. Not all states and territories have a commissioner and a guardian. In most states and territories, the commissioner also acts as the guardian. Queensland and NSW have separate commissioners and guardians. South Australia has a children's guardian and no children's commissioner.</p> <p>These agencies 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 on the Play by the Rules website.</p>	<p>National</p> <p>The National Children's Commissioner—Australian Human Rights Commission www.humanrights.gov.au/our-work/childrens-rights Office of the eSafety Commissioner www.esafety.gov.au</p> <p>Australian Capital Territory</p> <p>ACT Human Rights Commission—ACT Children and Young People Commissioner www.hrc.act.gov.au/childrenyoungpeople/</p> <p>New South Wales</p> <p>Office of the Children's Guardian www.kidsguardian.nsw.gov.au Advocate for Children and Young People www.acyp.nsw.gov.au</p> <p>Northern Territory</p> <p>Office of the Children's Commissioner www.childrenscommissioner.nt.gov.au</p> <p>Queensland</p> <p>Queensland Family and Child Commission www.qfcc.qld.gov.au Office of the Public Guardian www.publicguardian.qld.gov.au</p> <p>South Australia</p> <p>Guardian for Children and Young People www.gcyp.sa.gov.au Commissioner for Children and Young People https://ccyp.com.au</p> <p>Tasmania</p> <p>Commissioner for Children and Young People www.childcomm.tas.gov.au Consumer, Building and Occupational Services www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people</p> <p>Victoria</p> <p>The Commission for Children and Young People www.ccyp.vic.gov.au</p> <p>Western Australia</p> <p>The Commissioner for Children and Young People www.ccyp.wa.gov.au</p>

Drugs in sport

Organisation	Services	Contact
Australian Sports Anti-Doping Authority (ASADA)	<p>The 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 World Anti-Doping Code in Australia.</p> <p>The website contains information on:</p> <ul style="list-style-type: none">• 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.	<p>www.asada.gov.au 1300 027 232 or 02 6222 4200</p>

Integrity of sport

Organisation	Services	Contact
National Integrity of Sport Unit (NISU)	<p>Provides national oversight, monitoring and coordination of efforts to protect the integrity of sport in Australia from threats of match-fixing, doping and other forms of corruption.</p>	<p>www.health.gov.au/internet/main/publishing.nsf/Content/national-integrity-of-sport-unit 02 6289 9518</p>

Equal opportunity and anti-discrimination agencies

Organisation	Services	Contact
<p>Australian Human Rights Commission</p>	<p>Responsible for administering federal human rights and anti-discrimination laws, and:</p> <ul style="list-style-type: none"> • 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. 	<p>www.humanrights.gov.au</p>
<p>State and territory anti-discrimination and equal opportunity agencies</p>	<p>Responsible for administering equal opportunity laws in their respective state and territory. As part of their functions they also:</p> <ul style="list-style-type: none"> • provide 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. 	<p>ACT Human Rights Commission www.hrc.act.gov.au</p> <p>Anti-Discrimination Board of NSW www.antidiscrimination.justice.nsw.gov.au</p> <p>Northern Territory Anti-Discrimination Commission www.adc.nt.gov.au</p> <p>Anti-Discrimination Commission Queensland www.adcq.qld.gov.au</p> <p>Equal Opportunity Commission SA www.eoc.sa.gov.au</p> <p>Equal Opportunity Tasmania www.equalopportunity.tas.gov.au/home</p> <p>Victorian Equal Opportunity and Human Rights Commission www.humanrightscommission.vic.gov.au</p> <p>Equal Opportunity Commission WA www.eoc.wa.gov.au</p>

Dispute resolution and mediation services

Organisation	Services	Contact
<p>Dispute resolution agencies</p>	<p>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. There may be fees involved for these services.</p>	<p>National Resolution Institute www.resolution.institute</p> <p>Australian Capital Territory Conflict Resolution Service www.crs.org.au</p> <p>New South Wales Community Justice Centres www.cjc.justice.nsw.gov.au</p> <p>Northern Territory NT Government www.nt.gov.au/law/processes/resolving-disputes-without-going-to-court</p> <p>Queensland Dispute Resolution Services www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/dispute-resolution-centres</p> <p>South Australia State Sport Dispute Centre www.sportsa.org.au/member-information/state-sport-dispute-centre</p> <p>Tasmania Resolve Dispute Management www.resolvedispute.com.au Positive Solutions www.positivesolutions.com.au</p> <p>Victoria Dispute Settlement Centre of Victoria www.disputes.vic.gov.au</p> <p>Western Australia WA Sport and Active Recreation Dispute Resolution Service www.wasportsfed.asn.au/sport-dispute-service/ Citizens Advice Bureau www.cabwa.com.au</p>

Legal services and support

Organisation	Services	Contact
<p>Australia and New Zealand Sports Law Association (ANZSLA)</p>	<p>ANZSLA provides education and advocacy about legal issues in sport.</p> <p>The Legal Contact List provides details of ANZSLA members who have practising certificates that enable them to provide legal services to the public.</p>	<p>www.anzsla.com.au</p>
<p>State and territory legal aid services</p>	<p>Government-funded services that provide free legal advice and representation.</p>	<p>Legal Aid ACT www.legalaidact.org.au</p> <p>Legal Aid NSW www.legalaid.nsw.gov.au</p> <p>NT Legal Aid Commission www.ntlac.nt.gov.au</p> <p>Legal Aid Queensland www.legalaid.qld.gov.au</p> <p>Legal Services Commission of SA www.lsc.sa.gov.au</p> <p>Legal Aid Commission of Tasmania www.legalaid.tas.gov.au</p> <p>Victoria Legal Aid www.legalaid.vic.gov.au</p> <p>Legal Aid Western Australia www.legalaid.wa.gov.au</p>

Counselling/support services

Organisation	Services	Contact
Kids Helpline	Free, private and confidential telephone and online counselling service specifically for young people aged between 5 and 25, and for parents and carers.	www.kidshelpline.com.au 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 13 11 14
Child Wise	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.org.au 1800 99 10 99
Beyondblue	The beyondblue info line provides information on depression, anxiety and related disorders, available treatments and referrals to relevant services.	www.beyondblue.org.au 1300 22 4636
Relationships Australia	Support groups and counselling on relationships, and for abusive and abused partners.	www.relationships.org.au 1300 364 277
Bravehearts	The Bravehearts national information and support line can be accessed by anyone wanting information or support regarding child sexual assault, including but not limited to parents, carers, adult survivors and professionals such as teachers, guidance officers, doctors and psychologists.	www.bravehearts.org.au 1800 272 831

Blue Knot	For adults who have experienced childhood trauma.	www.blueknot.org.au 1300 657 380
Mensline	A professional telephone and online support and information service for Australian men.	www.mensline.org.au 1300 78 99 78

Play by the Rules is a joint initiative of Sport Australia, the Australian Human Rights Commission, all state and territory departments of sport and recreation and human rights/equal opportunity commissions, the Office of the Children's Guardian (NSW) and the Anti-Discrimination Board of NSW.



Play by the Rules, 2019

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