

## Safe Sport Complaint Management Guidance

Who <u>can</u> report?	Anyone! We all have an obligation to report breaches of the Safe Sport Framework (SSF).	
What to report and to whom?	<b>If immediate threat of harm to others</b>	<b>Someone must CALL 000 as soon as possible</b>
	<p><b>Generally, regarding Safe Sport concerns</b></p> <p><i>Always ensure that conversations occur discretely with the appropriate people, &amp; maintain confidentiality</i></p>	<ul style="list-style-type: none"> <li>If you <u>aren't</u> a Position of Authority (PPA) (ie, coach, official, volunteer, administrator, employee within swimming, MPIO or Child Safety Officer), tell a PPA.</li> <li>If you are a PPA, tell another PPA more senior than you.</li> <li>The Senior Person must then inform your State/Coach/Athlete Association and/or Swimming Australia depending on the Case type (see below).</li> <li>If any concerns/conflicts of interest, contact Swimming Australia (if involving children) direct by phone or email</li> </ul>
	<p><b>Concerns involving children (under 18 yrs) &amp; serious criminal conduct</b></p> <p><b>"Case 1 Matters"</b></p>	<p>The Senior Person or State/Coach/Athlete Association <u>must refer the matter to Swimming Australia</u> who will direct the management of the matter.</p> <p><b>This is particularly important where the wellbeing, physical and/or mental health of children in our sport is at risk.</b></p> <p>Call <b>(03) 9910 0700</b> or email <a href="mailto:reception@swimming.org.au">reception@swimming.org.au</a></p>
	<p><b>Concerns not involving children (ie, between adults)</b></p> <p><b>"Case 2/3 Matters"</b></p>	<ul style="list-style-type: none"> <li>The Senior Person must initially refer the matter to Club Administration and/or ASCTA if the matter involves a coach.</li> <li>If the matter involves persons from different Clubs, the Club may refer issue to the relevant State/Territory Association.</li> </ul>
<p>What details should be provided when reporting?</p> <p><b>**Ask for consent to provide contact details &amp; a record of their concerns to appropriate people, particularly for children</b></p>	Who?	Who was involved? Were there witnesses? Provide names, ages (if children) and contact details if known. Get consent to contact
	What?	What happened?
	When?	When did the conduct and/or behaviour occur?
	Where?	Where did the conduct and/or behaviour occur?
	How?	How did the conduct and/or behaviour breach the SSF?
	Why?	How was damage or impact to yourself/others caused? Why are you concerned?
	What next?	What is it that you and/or the person(s) affected want to happen next? What does the child want (if talking to their parent)? <b>Note</b> – Don't promise that what they want will definitely happen.
	Other questions/ areas to address	<ul style="list-style-type: none"> <li>Who else (if anyone) have you spoken to?</li> <li>Reinforce obligations of confidentiality.</li> </ul>
<p>What must you and/or the person to whom you report the matter to do?</p>	<ul style="list-style-type: none"> <li>Ensure that you are in a position to talk privately – take notes</li> <li>Take concerns seriously &amp; remember – innocent until proven guilty.</li> <li>Listen to and be supportive of any child or young person involved.</li> <li>Offer support to other persons as appropriate.</li> <li>Inform you that other people will need to be told to deal with the complaint.</li> <li>Pass on the information received to the appropriate Senior Person(s)/organisation(s).</li> <li>Contact authorities as appropriate (see: who <u>must</u> report - above).</li> <li>Record details of the complaint in the Complaint Recording Template (see SSF "Resources" page on Swimming Australia website).</li> </ul>	

## Safe Sport Complaint Management Guidance (cont...)

<p><b>What happens next for matters involving children or serious criminal conduct?</b></p>	<ul style="list-style-type: none"> <li>• Next steps will always depend on the nature and seriousness of the concern(s).</li> <li>• Swimming Australia will initially manage the matter (“Case 1”) and this may involve: <ul style="list-style-type: none"> <li>○ Gathering more information</li> <li>○ Delegating the matter to another organisation as appropriate (eg, school, council, employer, facility, etc).</li> <li>○ Ensuring that the person complained about has received the allegations and has an opportunity to respond to those. This is called “natural justice”.</li> <li>○ Organising counselling support for those involved through qualified professionals</li> <li>○ Resolving through informal conversation/mediation and/or education</li> <li>○ After further internal investigation, determining that no further action is necessary.</li> <li>○ Taking provisional action (ie, suspension) if necessary.</li> <li>○ If more formal action is necessary, then either one of: <ul style="list-style-type: none"> <li>▪ appointing an external investigator; or</li> <li>▪ appointing an independent Tribunal to hear the matter.</li> </ul> </li> </ul> </li> </ul>
<p><b>What happens next for matters involving adults?</b></p>	<ul style="list-style-type: none"> <li>• Next steps will always depend on the nature and seriousness of the concern(s).</li> <li>• The Club and/or ASCTA will initially manage the matter (“Case 3”) and this may involve: <ul style="list-style-type: none"> <li>○ Gathering more information</li> <li>○ Ensuring that the person complained about has received the allegations and has an opportunity to respond to those. This is called “natural justice”.</li> <li>○ Organising counselling support for those involved through qualified professionals</li> <li>○ Resolving through informal conversation/mediation and/or education</li> <li>○ Taking provisional action (ie, suspension) if necessary.</li> <li>○ After further internal investigation, determining that no further action is necessary.</li> <li>○ Requesting their State Association to manage the matter (ie, if involves persons from different Clubs).</li> <li>○ If more formal action is necessary, then either one of: <ul style="list-style-type: none"> <li>▪ appointing an external investigator;</li> <li>▪ referring the matter to mediation; or</li> <li>▪ appointing an independent Tribunal to hear the matter.</li> </ul> </li> </ul> </li> </ul>