



# EAST BRIGHTON VAMPIRES NETBALL CLUB

## CHILD SAFETY – INCIDENT REPORTING PROCEDURE

### Overview

This procedure has been developed to ensure that complaints about inappropriate behaviour towards children are addressed in a sensitive, fair and confidential manner. Complaints may be about individual or group behaviour, and may be about an act, omission or decision that someone thinks is unfair, unlawful and/or a breach EBVNC'S Child Safe policy.

Complaints requiring more than self-resolution should be reported to the EBVNC'S Child Safety Officer (CSO), or if the complaint is about the CSO a report can also be made to the Club President.

**If you believe a child is at immediate risk of unlawful abuse phone 000 as soon as possible.**

### 1. Internal Procedure

#### **(a) Self Resolution**

Self resolution may be appropriate where the alleged harasser is unaware of the impact of their behaviour. The complainant can attempt to resolve the issue directly with the alleged harasser without the assistance of the CSO by speaking directly to the person/s involved and asking them to stop the offensive behaviour.

#### **(b) Informally Resolve the Complaint**

Informal assistance may be appropriate where the complainant is not sure how to handle the problem and wants to talk confidentially about it, or the problem continues after the complainant has tried self resolution. The individual/s should contact the Child Safety Officer unless the complaint is about a non-EBVNC person, or about the CSO. In this case the report should be made to the Club President.

Informal procedures might include the CSO doing any of the following:

- provide ways to resolve the problem and/or make a referral to an appropriate person such as a mediator to help resolve the problem;
- explain how the complaints procedure of the CDNA/BDNA or EBVNC works;
- act as a support person;
- privately speak with the alleged offender on behalf of the complainant
- inform the relevant authorities and/or police if required to do so by law.

#### **(c) Formally Resolve the Complaint**

Formal procedures may be appropriate if the complaint involves serious and/or criminal allegations or the complainant wishes to make a formal complaint

Formal complaints can be lodged with the Child Safety Officer using an Incident Report Form. If the complaint is about an CDNA/BDNA staff member or the CSO, the report can be made to the EBVNC President.

Both parties involved in a formal complaint have a number of rights and responsibilities:

Complainant's Rights	Respondent's Rights
<ul style="list-style-type: none"> <li>• Have the complaint investigated and/or conciliated in search of a remedied situation.</li> <li>• Have support/representation if requested</li> <li>• Express views and opinions without intimidation</li> <li>• Discontinue a complaint</li> <li>• Privacy</li> </ul>	<ul style="list-style-type: none"> <li>• Have natural justice</li> <li>• Not be discriminated against or be dismissed unfairly, harshly or unreasonably</li> <li>• Have support/representation if requested</li> <li>• Not be defamed, or the subject of unfounded talk or innuendo</li> <li>• Privacy</li> </ul>



A formal procedure will be followed as appropriate for each individual complaint. This may include:

- documenting full information from the complainant about the incident and required resolution;
- address the incident with the alleged offender and ask them to provide their side of the story;
- deciding if enough information has been obtained to determine a matter;
- determine if any, further action is required.

Actions may include appointing a person to investigate, referring to an informal or a formal mediation session and/or referring the complaint to the police or other appropriate authority.

Where a complaint relates to an allegation of serious child abuse, the matter will immediately be referred to the police or relevant state government authority.

#### Appeal Process

If the internal complaints processes do not achieve a satisfactory outcome, or if the complainant believes it would be impossible to get an impartial resolution from the Club, external agencies such as The Victorian Equal Opportunity and Human Rights Commission may be contacted to assist.

## **2. External Procedure**

External options are available depending on the nature of the complaint.

Harassment or discrimination advice can be sought from the Victorian Equal Opportunity and Human Rights Commission, without being obliged to make a formal complaint.

For serious child abuse, the police or relevant state government department responsible for child welfare should be notified. This may relate to any children at risk of harm, by adults or other children; often by those they know and trust. It may include physical, sexual or emotional abuse, neglect or inappropriate activities such as severe training that exceeds a child's development or maturity.

EBVNC will not attempt to investigate, mediate or conduct any hearing into any allegation of child abuse. This will be left to the relevant authorities.