

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?	If immediate threat of harm to others	Someone must CALL 000 as soon as possible
	<p>Generally, regarding Safe Sport concerns</p> <p><i>Always ensure that conversations occur discretely with the appropriate people, & maintain confidentiality</i></p>	<ul style="list-style-type: none"> 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. If you are PPA, tell another PPA more senior than you. The Senior Person must then inform your State/Coach/Athlete Association and/or Swimming Australia depending on the Case type (see below). If any concerns/conflicts of interest, contact Swimming Australia (if involving children) direct by phone or email
	Concerns involving children (under 18 yrs) & serious criminal conduct "Case 1 Matters"	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. This is particularly important where the wellbeing, physical and/or mental health of children in our sport is at risk.
	Concerns not involving children (ie, between adults) "Case 2/3 Matters"	<ul style="list-style-type: none"> The Senior Person must initially refer the matter to Club Administration and/or ASCTA if the matter involves a coach. If the matter involves persons from different Clubs, the Club may refer the matter to the relevant State/Territory Association.
What details should be provided when reporting? **Ask for consent to provide contact details & a record of their concerns to appropriate people, particularly for children	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)? Note – Don't promise that what they want will definitely happen.
	Other questions/ areas to address	<ul style="list-style-type: none"> Who else (if anyone) have you spoken to? Reinforce obligations of confidentiality.
What must you and/or the person to whom you report the matter to do?	<ul style="list-style-type: none"> Ensure that you are in a position to talk privately – take notes Take concerns seriously & remember – innocent until proven guilty. Listen to and be supportive of any child or young person involved. Offer support to other persons as appropriate. Inform you that other people will need to be told to deal with the complaint. Pass on the information received to the appropriate Senior Person(s)/organisation(s). Contact authorities as appropriate (see: who <u>must</u> report - above). Record details of the complaint in the Complaint Recording Template (see SSF "Resources" page on Swimming Australia website). 	

Safe Sport Complaint Management Guidance (cont...)

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