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Australian Capital Territory Referral Guide

TO ASSIST WITH HARASSMENT ISSUES IN SPORT AND RECREATION



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Abbreviations used in this Guide.

ABBREVIATION	ORGANISATION
ASC	Australian Sports Commission
HREOC	Human Rights and Equal Opportunity Commission
SRS	Sport and Recreation Services
DHCS - OCYFS	Department of Disability, Housing and Community Services - Office for Children, Youth and Family Support
AFP	Australian Federal Police – ACT Policing
HRC	ACT Human Rights Commission
SMA-ACT	Sports Medicine Australia ACT Branch
CRS	Conflict Resolution Service
PBTR	Play by the Rules

INTRODUCTION

Sporting groups across the Australian Capital Territory regularly deal with a range of issues and they seek help from organisations including government, non-government and industry bodies.

This Referral Guide is designed to help give the right advice to sporting groups. It provides a comprehensive list of agencies and organisations that can assist with harassment-free sport and child safe environments.

The guide shows where to refer enquiries and complaints and where to find resources and services that could assist sports to deal with issues.

The Referral Guide has four sections:

Referral Checklist - lists questions to be asked prior to referral.

Quick Reference - summarises issues and where to go for information, advice or to lodge a complaint.

Useful Resources - lists key information on the web.

Useful Contacts - lists government, non-government and peak sport and recreation organisations which provide information, resources and training, and respond to enquiries and complaints from sport and recreation.

This guide has been produced with the support of the Play by the Rules (PBTR) partner agencies; ACT Sport and Recreation Services (SRS), the ACT Human Rights Commission (HRC), the Australian Sports Commission (ASC) and the Human Rights and Equal Opportunity Commission (HREOC) with the assistance of:

- Department of Disability, Housing and Community Services - Office for Children, Youth and Family Support (OCYFS)
- Australian Federal Police - ACT Policing (AFP)
- Legal Aid Commission ACT
- ACTSPORT
- Sports Medicine Australia ACT Branch (SMA-ACT)
- The Law Society of the Australian Capital Territory
- Conflict Resolution Service (CRS).

Disclaimer: This is only a guide and should not be used as a substitute for legal advice.

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PBTR cannot accept responsibility for any details that may have changed since the date of publication.

REFERRAL CHECKLIST - How to assess the issue

Before referring an enquiry or complaint, check the following questions.

Before referring an enquiry or complaint, check the following questions.

Knowing where to refer sport complaints can be challenging.

Agencies or organisations referring complaints need to know how sport deals with complaints and other options for resolution. People with complaints also need this information.

After identifying the issue the following questions should be considered by the agency dealing with the enquiry so that an appropriate referral can be made.

How serious is the complaint?

More serious complaints regarding possible unlawful or criminal behaviour should be referred directly to an external authority e.g. sexual assault.

Complaints about inappropriate behaviour or disagreements about rules, regulations or committee decisions are generally referred to the sport to deal with in the first instance.

If in doubt about which to refer to, further advice should be sought from the sport or relevant external authority.

Note:

Some people will choose a sport's tribunal or other complaint processes to deal with their alleged incidents of assault or discrimination.

Who should complaints be directed to in sport?

Complaints should be directed to the President, Executive Officer or Member Protection Information Officer (MPIO) if the sport or club has one, as explained in the sport's Member Protection Policy (MPP) or similar.

Generally, if an issue relates to the:

- Club or local level, it is 'lodged' and dealt with at the club or local level
- Territory level, it is 'lodged' and dealt with at the territory level
- National level, it is 'lodged' and dealt with at the national level.

Note:

If the club has no policies or processes in place, advice should be sought from the State Sporting Organisation (SSO) or the National Sporting Organisation (NSO) if the SSO is unable to assist, about the process to follow.

Does the sport have policies and procedures for dealing with complaints?

State Sporting Organisations (SSO's) may have a Member Protection Policy (MPP), Code of Conduct or dispute resolution procedures that describe appropriate standards of behaviour and how to deal with complaints.

NSO's and SSO's often display their policies and Codes of Conduct on their websites.

Clubs may have developed or adopted similar policies and processes and these are often explained in club handbooks.

How does sport deal with complaints?

Most sporting organisations' complaint processes include one of the following options:

- discussing and trying to sort out the issue with those involved at the local level
- discussing the issue with an MPIO, if the sport has one (found by contacting their SSO or NSO or from the MPIO database www.ausport.gov.au/ethics/memprototof.asp) and trying to sort the issue out informally
- lodging a written complaint with their sporting organisation at the level (club, territory or national) that the incident occurred
- appealing to the next level within their sport if the complainant considers the outcome of the complaint is biased, did not follow the principles of natural justice or did not follow the sport's procedures
- using mediation to impartially and quickly resolve less serious issues.

Note:

It is preferable that complaints are dealt with internally in the first instance to enable the sport to take responsibility for the issue. However, referral to an external authority can occur at any time.

What help is available external to the sport?

Depending on the type of complaint (e.g. harassment, child abuse, sexual assault, discrimination) options external to sport include:

- seeking information and/or lodging a written complaint with the ACT Human Rights Commission
- lodging a complaint with the local police
- seeking advice from the relevant child protection agency
- discussing with the ACT Government's Sport and Recreation Services branch
- discussing with the Australian Sports Commission (Sport Ethics Unit)
- seeking advice and support from peak sport and recreation bodies e.g. ACTSPORT
- using mediation and/or education for self advocacy on conflict resolution skills/strategies
- seeking legal advice.

Use the Quick Reference to direct enquiries to the appropriate agency or resources that may assist them in resolving their issue.

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Quick Reference

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AUSTRALIAN CAPITAL TERRITORY QUICK REFERENCE

Where to refer illegal and unlawful behaviour For links to free information refer to Useful Resources on page 11.

CATEGORY	BROAD DEFINITION	EXAMPLE	AGENCY
PHYSICAL ASSAULT	Physical force intended to harm or frighten	<ul style="list-style-type: none"> • Players hits an umpire or other player • Punch up in clubrooms or car park 	<p>Australian Federal Police - ACT Policing 131 444 or report to local police station.</p> <p>Refer to police if criminal action is to be taken.</p> <p>A complainant may choose to have the issue dealt with through their sport's own disciplinary processes.</p>
SEXUAL ASSAULT	Sexual acts without consent	<p>A person under 16 can not give consent</p> <ul style="list-style-type: none"> • Player is forced to have sex to stay on the team • Rape alleged during club social event • Under 16 year old involved in sexual activity 	<p>Australian Federal Police - ACT Policing 131 444 or report to local police station.</p>
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 a child at risk of harm • The person with Parental Responsibility is unwilling or unable to provide care and or protection to the child or young person 	<p>Office for Children, Youth and Family Support 1300 556 729</p> <p>After Hours Crisis Care 1300 556 729</p> <p>Mandated Reporters 1300 556 728</p> <p>Resources</p> <ul style="list-style-type: none"> • OCYFS: Keeping Children and Young People Safe - Reporting child abuse: a shared community responsibility • ASC: Child Protection in Sport • PBTR: Understanding Child Abuse? • PBTR: Child protection and the law

AUSTRALIAN CAPITAL TERRITORY

QUICK REFERENCE

Where to get help with other issues For links to free information refer to Useful Resources on page 11.

CATEGORY	ISSUE	EXAMPLE	AGENCY
DISCRIMINATION, HARASSMENT AND VICTIMISATION	<p>Unfair treatment because of:</p> <ul style="list-style-type: none"> • age • disability • pregnancy • race • sex • sexuality • marital status • religion <p>Sexual harassment</p> <p>Victimisation</p> <p>Sixteen types of discrimination are unlawful including sexual harassment and victimisation</p>	<ul style="list-style-type: none"> • Umpire removed because too old • HIV player prevented from playing • Pregnant woman banned from playing • Aboriginal person refused club bar service because of race • Gay person not promoted because of sexuality • Girl prevented from playing in boys' teams • Sledging based on a person's religion • Unfair membership fees or services based on gender • Unwanted sexual advances • Unfair treatment due to making a complaint 	<p>ACT Human Rights Commission 6205 2222 TTY: 6205 1666</p> <p>Resources</p> <ul style="list-style-type: none"> • PBTR: Sport and the law • PBTR: Online Training • ASC: Harassment-free Sport Information Sheets • ASC: Transgender in Sport • ASC: Pregnancy In Sport • ASC: Cross-cultural awareness • SMA: Benefits and Risks of Exercise During Pregnancy • SMA: Infectious Disease Policy

AUSTRALIAN CAPITAL TERRITORY QUICK REFERENCE

Where to get help with other issues For links to free information refer to Useful Resources on page 11.

CATEGORY	ISSUE	EXAMPLE	AGENCY
CHILD PROTECTION	Mandated reporting	<ul style="list-style-type: none"> Concern about suspected child physical abuse or sexual abuse Who must report it under the law 	<p>In the ACT it is not mandatory for people in sport to report suspected child abuse unless they are in a profession prescribed in the law such as doctors, nurses or psychologists.</p> <p>However anyone can seek advice and report suspected child abuse.</p> <p>Office for Children, Youth and Family Support 1300 556 729</p> <p>Australian Federal Police - ACT Policing For life threatening concerns 000.</p> <p>Resources</p> <ul style="list-style-type: none"> OCYFS: Keeping Children and Young People Safe - Reporting child abuse: a shared community responsibility OCYFS: Child Safe Organisations Training
	Police checks and employment screening	<ul style="list-style-type: none"> Where to get a police check 	<p>In the ACT it is not a legal requirement for sport and recreation but it is a recommended employment screening process to help to develop safe environments.</p> <p>For applications for ACT Police Record Checks visit www.afp.gov.au/business/national_police_checks</p> <p>Identification is required. Sport and recreation organisations are responsible for managing their decisions based on Police Record Checks.</p>
	Developing child safe environments and harassment-free sport	<ul style="list-style-type: none"> What policies are required Member Protection Policies (MPP) and Codes of Conduct Where to find guidelines and resources How to get information and training How to prevent injury and promote health and safety 	<p>Sport and Recreation Services 6207 1696</p> <p>For harassment-free sport and child safe environments.</p> <p>Office for Children, Youth and Family Support 6205 0315</p> <p>For developing child safe environments.</p> <p>ACT Human Rights Commission Disability & Community Services and Children & Young People Commissioner 6205 2222 TTY: 6207 0525</p> <p>For discrimination and harassment training for child safe organisations.</p> <p>ACTSPORT 6247 0260</p> <p>For territory sport Associations and their members.</p> <p>Sports Medicine Australia ACT Branch 6247 5115</p> <p>For injury prevention, health and safety e.g. Hot Weather Policy.</p>

AUSTRALIAN CAPITAL TERRITORY QUICK REFERENCE

Where to get help with other issues For links to free information refer to Useful Resources on page 11.

CATEGORY	ISSUE	EXAMPLE	AGENCY
COMPLAINT HANDLING	Alternative dispute resolution - mediation	<ul style="list-style-type: none"> How to discuss disputes about rules How to resolve conflicts between different groups in a club How to deal with personality clashes between members 	<p>Clubs and Associations are responsible for internally resolving problems caused by inappropriate behaviour. External assistance may help in certain circumstances. Mediation may resolve a range of non-legal issues; mediation can also be provided for resolving legal problems as an alternative to/or minimise court/legal proceedings.</p> <p>Conflict Resolution Service 6162 4050</p> <p>For advice, information, referral, training, education services and mostly free mediation.</p>
	Conciliation	<ul style="list-style-type: none"> For complaints about services for children and young people, including sport and recreation For complaints about discrimination, harassment and vilification (see section above Illegal and Unlawful Behaviour) 	<p>ACT Human Rights Commission Disability & Community Services and Children & Young People Commissioner 6205 2222 TTY: 6207 0525</p> <p>ACT Human Rights Commission 6205 2222 TTY: 6205 1666</p>
	Legal advice	<ul style="list-style-type: none"> How to respond when accused of illegal behaviour e.g. assault or discrimination Association or Club wants to seek legal advice 	<p>Legal Aid Commission (ACT) 1300 654 314 After hours 0429 440 084</p> <p>For free legal information and advice. Legal representation is means tested.</p> <p>The Law Society of the Australian Capital Territory 6247 5700</p> <p>For free referral to specialist lawyers (fee for service).</p> <p>Resources Legal Aid Commission ACT: Free legal services in the ACT pamphlet The Law Society of the ACT: Referral Service</p>

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Useful Resources

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Supported by the Australian, State and Territory Governments

USEFUL RESOURCES - Issues and Links

This is an index of issues in sport and recreation with direct links to related information on the web.

Enquiries about these issues should be referred to these websites for information.

CHILD ABUSE

General

Play by the Rules (PBTR): Understanding child abuse

www.playbytherules.net.au/site/governing_bodies/understanding_child_abuse.jsp

Reporting Child Abuse and Neglect

Office for Children, Youth and Family Support (OCYFS): Keeping Children and Young People Safe

www.dhcs.act.gov.au/_data/assets/pdf_file/0017/5660/keeping_childweb.pdf

CHILD PROTECTION

Australian Sports Commission (ASC): Child Protection in Sport

www.ausport.gov.au/supporting/ethics/child_protection

Play by the Rules (PBTR): Understanding child abuse

www.playbytherules.net.au/site/sporting_clubs_and_groups/understanding_child_abuse.jsp

Play by the Rules (PBTR): Child protection and the law

www.playbytherules.net.au/site/sporting_clubs_and_groups/sport_and_the_law/child_protection_and_the_law.jsp

CHILD SAFE ENVIRONMENTS

Office for Children, Youth and Family Support (OCYFS): Keeping Children and Young People Safe

www.dhcs.act.gov.au/_data/assets/pdf_file/0017/5660/keeping_childweb.pdf

Heat Guidelines

Sports Medicine Australia (SMA): Heat Guidelines

www.sma.org.au/information/launch.asp

Away/Overnight Trips (these are links to United Kingdom (UK) sites and should only be used as a guide as they relate to UK law)

UK Child Protection in Sport Unit (CPSU): Checklist for Away Fixtures
www.thecpsu.org.uk/Scripts/content/Default.asp?Page=OrgsChecklistAway&MenuPos=Left&Menu=234500&Sel=040300

UK Child Protection in Sport Unit (CPSU): Checklist for Day Trips and Overnight Stays

www.thecpsu.org.uk/Scripts/content/Default.asp?Page=OrgsChecklistTrips&MenuPos=Left&Menu=234500&Sel=040301

UK Child Protection in Sport Unit (CPSU): Checklist for travel Abroad

www.thecpsu.org.uk/Scripts/content/Default.asp?Page=OrgsChecklistAbroad&MenuPos=Left&Menu=234500&Sel=040302

CHILDREN'S BEHAVIOUR

Australian Sports Commission (ASC): Managing children's behaviour

www.ausport.gov.au/participating/coaches/tools/factsheets/coachin_children/Behaviour

COACHES' BEHAVIOUR

Australian Sports Commission (ASC): Tips and tools for new coaches and officials

www.ausport.gov.au/participating/coaches/tools

Australian Sports Commission (ASC): Ethics in Sport - Coaches and officials

www.ausport.gov.au/supporting/ethics/coaches_and_officials

Play by the Rules (PBTR): Your club's roles and responsibilities

www.playbytherules.net.au/site/coaches_and_officials/your_clubs_roles_and_responsibilities.jsp

Play by the Rules (PBTR): Understanding the importance of boundaries

www.playbytherules.net.au/site/coaches_and_officials/why_discrimination_harassment_and_child_abuse_can_occur/understanding_the_importance_of_appropriate_boundaries.jsp

CODES OF CONDUCT

Australian Sports Commission (ASC): Ethics in Sport - Code of behaviour

www.ausport.gov.au/supporting/ethics/strategy/codes

Australian Sports Commission (ASC): Ethics in Sport - Coaches and officials

www.ausport.gov.au/supporting/ethics/coaches_and_officials

COMPLAINTS - GETTING HELP

Legal advice (free)

Legal Aid Commission ACT: Free legal services in the ACT pamphlet

www.legalaid.canberra.net.au/documents/publications/free_legal_services.pdf

Legal advice (paid)

The Law Society of the ACT: Referral Service

www.design2.netspeed.com.au/lawsoc

Mediation

Conflict Resolution Service (CRS)

www.crs.org.au

COMPLAINT HANDLING - GUIDELINES & PROCEDURES

Conflict Resolution Service (CRS): Resolving Your Disputes

www.crs.org.au/html/resolving_dispute.htm

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series - Options for Managing and Resolving Complaints

www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/options

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series - Internal Investigations

www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/investigations

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series - Tribunal Hearing Procedures

www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/tribunal

Play by the Rules (PBTR): Tips for handling complaints

www.playbytherules.net.au/site/sporting_clubs_and_groups/responding_to_complaints_or_incidents_of_concern/tips_for_handling_complaints.jsp

COUNSELLING SERVICES

Kids Help Line
www.kidshelp.com.au/

Lifeline
www.lifeline.org.au

DISCRIMINATION & HARASSMENT

Sport and Recreation Services (SRS): Harassment-free Sport
www.tams.act.gov.au/play/sport_and_recreation/sport_and_recreation_programs/harassment-free_sport

Play by the Rules (PBTR): Sport and the law
www.playbytherules.net.au/site/sporting_clubs_and_groups/sport_and_the_law.jsp

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series
www.usport.gov.au/supporting/ethics/policy_and_resources/hfs

Disability

Australian Sports Commission (ASC): Information sheet series - Disability Discrimination and Harassment
www.usport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/disability_discrimination

Sports Medicine Australia SA Branch (SMA): Infectious Diseases - with particular reference to HIV (AIDS) and Viral Hepatitis
www.smasa.asn.au/resources/downloads/infectious_disease.pdf

DISCRIMINATION & HARASSMENT

Pregnancy

Australian Sports Commission (ASC): Pregnancy in Sport - Guidelines for the Australian Sporting Industry
www.usport.gov.au/participating/all/women/resources/pregnancy

Sports Medicine Australia (SMA): Guidelines - Participation of the pregnant athlete in contact and collision sports
www.sma.org.au/pdfdocuments/torode.pdf

Sports Medicine Australia (SMA): Statement - The benefits and risks of exercise during pregnancy
www.sma.org.au/pdfdocuments/PregnancyStatement.pdf

Race

Australian Sports Commission (ASC): Information sheet series - Racial Discrimination and Harassment
www.usport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/racial_discrimination

Sex

Australian Sports Commission (ASC): Information sheet series - Sex Discrimination and Sexual Harassment
www.usport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/sexual_discrimination

Sexuality

Australian Sports Commission (ASC): Information sheet series - Sexuality Discrimination and Harassment
www.usport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/sexuality_discrimination

Australian Sports Commission (ASC): Transgender In Sport
www.usport.gov.au/participating/all/women/issues/transgender

INCLUSIVE SPORT

Sport and Recreation Services (SRS): Disability Sport Program
www.tams.act.gov.au/play/sport_and_recreation

Sport and Recreation Services (SRS): Indigenous Sport Program
www.tams.act.gov.au/play/sport_and_recreation/sport_and_recreation_programs/indigenous_sport_program

Australian Sports Commission (ASC): Disability Sport Unit
www.ausport.gov.au/dsu/index.asp

Australian Sports Commission (ASC): Indigenous Sport Program
www.ausport.gov.au/participating/all/indigenous

INFECTIOUS DISEASES

Sports Medicine Australia (SMA): Infectious Disease Policy
www.sma.org.au/information/infectious_disease_policy.asp

Sports Medicine Australia (SMA): Blood Rules, OK
www.sma.org.au/information/blood_rules.asp

MEMBER PROTECTION

Australian Sports Commission (ASC): Member Protection Policy template
www.ausport.gov.au/supporting/ethics/member_protection/template

Australian Sports Commission (ASC): Code of Behaviour
www.ausport.gov.au/supporting/ethics/member_protection

Australian Sports Commission (ASC): Member protection officers
www.ausport.gov.au/supporting/ethics/member_protection/member_protection_officers2

Australian Sports Commission (ASC): Member protection officer database
www.ausport.gov.au/supporting/ethics/member_protection

PARENTS' BEHAVIOUR

Play by the Rules (PBTR): Parents and guardians: Your roles and responsibilities
www.playbytherules.net.au/site/parents_and_guardians/your_roles_and_responsibilities.jsp

Western Australia Department of Sport and Recreation (WADSR): Keep It Fun - Clubs Guide to encouraging positive parent behaviour
www.dsr.wa.gov.au/dsrwr/assets/main/lib50079/keepitfun.pdf

PHOTOGRAPHING CHILDREN

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series - Acquiring and Displaying Images of Children
www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/images_of_children

PREGNANCY

Australian Sports Commission (ASC): Pregnancy in Sport - Guidelines for the Australian Sporting Industry
www.ausport.gov.au/data/assets/pdf_file/0019/146305/Pregnancy_in_sport.pdf

Sports Medicine Australia (SMA): Statement - The benefits and risks of exercise during pregnancy
www.sma.org.au/pdfdocuments/PregnancyStatement.pdf

Sports Medicine Australia (SMA): Guidelines - Participation of the pregnant athlete in contact and collision sports
www.sma.org.au/pdfdocuments/torode.pdf

Sports Medicine Australia (SMA) Women in Sport
www.sma.org.au/information/women_in_sport.asp

SPECTATOR BEHAVIOUR & SPORT RAGE

Sport and Recreation Services (SRS): Good Sports Territory
www.tams.act.gov.au/play/sport_and_recreation/sport_and_recreation_programs/good_sports_territory

Australian Sports Commission (ASC): Preventing abuse of officials - through R.E.S.P.E.C.T
www.ausport.gov.au/_data/assets/pdf_file/0013/146011/Preventing_abuse_of_officials.pdf

NSW Sport and Recreation (NSWSR): Sport rage kit
www.dsr.nsw.gov.au/sportrage

NSW Sport and Recreation (NSWSR): Dealing with an incident
www.dsr.nsw.gov.au/sportrage/incidents.asp

NSW Sport and Recreation (NSWSR): Common sport rage scenarios
www.dsr.nsw.gov.au/sportrage/incidents.asp#sr_scenario

Play by the Rules (PBTR): Dealing with sport rage - States Overview
www.playbytherules.net.au/site/sporting_clubs_and_groups/dealing_with_sport_rage.jsp

TEAM SELECTION

Australian Sports Commission (ASC): Getting it Right - Guidelines for Selection
www.ausport.gov.au/_data/assets/pdf_file/0016/115540/9_Selection_Policy_guidelines.pdf

NSW Sport and Recreation (NSWSR): Sports Clubs - Running Your Club - Legal Issues: Selection
www.dsr.nsw.gov.au/sportsclubs/ryc_legal_selection.asp

NSW Sport and Recreation (NSWSR): Sport Clubs - Running Your Club - Legal Issues: Selection checklist
www.dsr.nsw.gov.au/assets/pubs/industry/ryc-selectionchecklist.pdf

TRAINING

Australian Sports Commission (ASC): Cross-cultural awareness
www.ausport.gov.au/participating/all/indigenous/get_involved/cca

Australian Sports Commission (ASC): Harassment Free Sport - Training and Education
www.ausport.gov.au/supporting/ethics/child_protection/training

Australian Sports Commission (ASC): Disability Education Program
www.ausport.gov.au/participating/all/disability/resources

Play by the Rules (PBTR): Online Training - Courses in Discrimination and Harassment and Child Protection
www.playbytherules.net.au/site/online_training.jsp

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Useful Contacts

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AUSTRALIAN CAPITAL TERRITORY USEFUL CONTACTS

COMMONWEALTH GOVERNMENT	ROLE	SERVICES	WEBSITES
<p>AUSTRALIAN SPORTS COMMISSION (ASC) Sport Ethics Unit Canberra (02) 6214 1960</p>	<p>Helps the sport industry develop child safe, harassment-free environments</p> <p>Does not directly handle complaints and investigations</p> <p>Monitors the handling of national level complaints</p>	<ul style="list-style-type: none"> • ASC Sport Ethics website • Telephone guidance and complaint referral • Advice and templates for Member Protection Policies (MPP) and Codes of Conduct • Member Protection Information Officer (MPIO) database • National level complaint monitoring 	<p>www.ausport.gov.au/supporting/ethics/</p>
<p>HUMAN RIGHTS AND EQUAL OPPORTUNITY COMMISSION (HREOC) Sydney General Enquiries (02) 9284 9600 Complaints Infoline 1300 656 419 TTY: 1800 620 241</p>	<p>Administers national human rights and equal opportunity laws</p> <p>Investigates and attempts to resolve complaints of unlawful discrimination and harassment or victimisation</p> <p>Educates to prevent discrimination and harassment</p>	<ul style="list-style-type: none"> • HREOC website • Free, confidential telephone enquiry service and referral • Advice on anti-discrimination law, rights, responsibilities, policies and procedures • Complaint receipt and handling • Conciliation • Education • Fee for service consulting 	<p>www.humanrights.gov.au</p>

AUSTRALIAN CAPITAL TERRITORY USEFUL CONTACTS

TERRITORY GOVERNMENT	ROLE	SERVICES	WEBSITES
<p>DEPARTMENT OF DISABILITY, HOUSING AND COMMUNITY SERVICES (DHCS) Office for Children, Youth and Family Support (OCYFS)</p> <p>24 hours / 7 days 1300 556 729</p> <p>Mandated Reporters 1300 556 728</p> <p>Mandatory Reporting Training 6207 1382</p> <p>Child safe environments 6205 0315</p>	<p>Coordinates across government care and protection of children and young people</p>	<ul style="list-style-type: none"> • OCYFS website • Short and long-term assistance to children and families • Concern appraisal • Care and protection order court applications • Foster or residential care placements • Mandatory reporting training • Child safe environment development 	<p>www.dhcs.act.gov.au/ocyfs</p> <p>Kids help line: www.kidshelp.com.au</p>
<p>ACT HUMAN RIGHTS COMMISSION (HRC) Disability & Community Services and Children & Young People Commissioner 6205 2222</p> <p>TTY: 6207 0525</p> <p>Human Rights and Discrimination Commissioner 6205 2222</p> <p>TTY: 6205 1666</p>	<p>Receives complaints about services to children and young people</p> <p>Assists in improving services</p> <p>Ensures service standards are met</p> <p>Encourages children and young people to take part in decision-making</p> <p>Administers territory anti-discrimination laws</p> <p>Handles and attempts to resolve complaints of unlawful discrimination, sexual harassment, victimisation and vilification.</p> <p>Educates to prevent discrimination</p>	<ul style="list-style-type: none"> • HRC website • Service standards monitoring • Service complaint handling • Free and confidential enquiry service • Information, resources and referral • Advice on the law • Discrimination complaint handling • Conciliation • Tailored training (on request) 	<p>www.hrc.act.gov.au</p>

AUSTRALIAN CAPITAL TERRITORY USEFUL CONTACTS

TERRITORY GOVERNMENT	ROLE	SERVICES	WEBSITES
SPORT AND RECREATION SERVICES (SRS) 6207 1696	<p>Implements territory government sport and recreation policy, standards and guidelines</p> <p>Provides information, referral and advice on issues</p> <p>Does not directly handle complaints or investigate or resolve disputes</p> <p>Helps the sport industry develop child safe, harassment-free environments</p>	<ul style="list-style-type: none"> • SRS website • Information, training and resources <ul style="list-style-type: none"> o risk management o child safe environments o harassment-free sport and recreation o Member Protection Information Officers (MPIO's) o anti-doping o coaching and officiating o disability sport o Good Sports Territory Program 	www.tams.act.gov.au/play/sport_and_recreation
AUSTRALIAN FEDERAL POLICE (AFP) - ACT POLICING Emergency 000 For police attendance 131 444 Or contact local police station	<p>Keeps the peace and preserves public safety within the ACT</p>	<ul style="list-style-type: none"> • AFP website • Intervention and investigation into alleged physical and sexual assault • Intervention and investigation into child abuse • Police Record Checks 	www.afp.gov.au/act
LEGAL AID COMMISSION ACT 1300 654 314 After hours 0429 440 084 Appointments 6243 3471	<p>Informs people of their legal rights and obligations</p> <p>Improves access to the justice system</p> <p>Provides free legal advice and minor assistance</p> <p>Provides legal representation</p>	<ul style="list-style-type: none"> • Legal Aid website • Free information and advice about most legal issues • Free minor telephone assistance to all • Legal representation (means tested) 	www.legalaid.canberra.net.au

AUSTRALIAN CAPITAL TERRITORY USEFUL CONTACTS

NON-GOVERNMENT ORGANISATIONS	ROLE	SERVICES	WEBSITES
ACTSPORT 6247 0260	Industry body for ACT Sports Associations Educates and advocates	<ul style="list-style-type: none"> • ACTSPORT website • Regional sport representation • Education and advocacy • Strategic planning and policy development 	www.actsport.com.au
SPORTS MEDICINE AUSTRALIA ACT Branch (SMA-ACT) 6247 5115	Assists the sports industry to promote health and safety and prevent injury and illness	<ul style="list-style-type: none"> • Smartplay website • Training, information and resources 	www.smartplay.com.au/act/pub/pstart.asp
THE LAW SOCIETY OF THE ACT 6247 5700	Professional association for lawyers and legal practitioners Provides referral to specialist legal practitioners	<ul style="list-style-type: none"> • Law Society website • Referral service 	www.actlawsociety.asn.au
CONFLICT RESOLUTION SERVICE (CRS) 6162 4050	Assists in preventing, managing and resolving conflict within the ACT community	<ul style="list-style-type: none"> • CSR website • Dispute advice and referral • Mediation (mostly free) • Facilitation • Community education • Training 	www.crs.org.au

Play by the Rules



www.playbytherules.net.au