



Netball Victoria’s Child Safety Policy (CSP)

Complaint Management Guidance

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| Who <u>can</u> report? | Anyone! We all have an obligation to report breaches of the CSP. | |
| What to report and to whom? | If immediate threat of harm to others | Someone must CALL 000 as soon as possible |
| Generally, regarding Child Safety concerns Always ensure that conversations occur discretely with the appropriate people, & maintain confidentiality | | <ul style="list-style-type: none"> If you <u>aren't</u> a Netball Victoria Person in a Position of Authority (PPA) (ie, coach, official, volunteer, administrator, employee within Netball, MPIO), tell a PPA. If you are an PPA, tell another PPA more senior than you. The PPA must inform your Association and/or Netball Victoria depending on the concern (see below). If any concerns/conflicts of interest, contact Netball Victoria (if involving children) direct by phone or email |
| Serious concerns involving children (under 18 yrs) & serious criminal conduct | | <ul style="list-style-type: none"> The PPA <u>must</u> refer the matter to Netball Victoria 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. Report to the Commissioner for Children and Young People (CCYP) <u>within three business days</u> if “Reportable Conduct”*. |
| Concerns <u>not</u> involving children (ie, between adults) | | <ul style="list-style-type: none"> The PPA must refer the matter to Club administration. If the matter involves persons from different Clubs/Associations, you may refer the matter to Netball Victoria |
| What details should be provided when reporting? **Ask for consent to provide contact details & 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 – <u>with CONSENT</u> . |
| | What? | What happened? |
| | When? | When did the conduct and/or behaviour occur? |
| | Where? | Where did the conduct and/or behaviour occur? |
| | How? Why? | How did the conduct and/or behaviour breach the CSP? 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. Be calm, listen to and be supportive of any child or young person involved. Offer support to other persons as appropriate. Inform those affected that other people may need to be told to deal with the issue. Pass on the information received to the appropriate PPA/organisation(s). Contact authorities (Police or CCYP) as appropriate (see: who <u>must</u> report - above). Record details of the complaint in the Complaint Recording Template (see CSP “Resources” page on Netball Victoria website). | |



CSP Complaint Management Guidance (cont...)

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| <p>What happens next for matters involving significant harm to 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). • Netball Victoria will initially manage the matter and this may involve: <ul style="list-style-type: none"> ○ Gathering more information ○ Reporting the matter to the Department of Health & Human Services (Vic) and if applicable, within three (3) days of becoming aware to the CCYP under the Victorian “Reportable Conduct Scheme”. ○ 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 professional counselling support for those involved. ○ 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 or Association will initially manage the matter 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 professional counselling support for those involved. ○ Resolving through informal conversation/mediation and/or education ○ Taking provisional action (ie, suspension) if necessary. ○ After further internal investigation, deciding that no further action is necessary. ○ Requesting their Association or Netball Victoria 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. |

*** Reportable Conduct includes any one or more of the following:**

- Sexual offence committed against a child
- Sexual offence committed with a child
- Sexual offence committed in the presence of a child
- Physical violence committed against a child
- Physical violence committed with a child
- Physical violence committed in the presence of a child

- Sexual misconduct committed against a child
- Sexual misconduct committed with a child
- Sexual misconduct committed in the presence of a child
- Behaviour that causes significant emotional or psychological harm to a child
- Significant neglect of a child



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Netball Victoria Child Safety

Tips and Scripts for Complaint Conversations*

INITIAL TIPS:

Open questions (those requiring more than just a “yes” or “no”) will help extract information from the person that you are talking to, without “leading” them to answers.

Closed questions will help clarify and confirm what the person that you are talking to is saying.

| Actions | Script Ideas |
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| <p>Testing expectations – finding out what the complainant expects and wants to <u>focus the discussion</u>.</p> | <ul style="list-style-type: none"> • How can I help you? • What are you hoping to achieve by contacting us/bringing your complaint to our attention? • What outcome are you hoping for? • [To parents/carers...] What is it that your child wants? • What do you think our organisation can do for you? • What can we do to resolve this in a way that is fair to everyone? • Let’s explore your goals in this situation. • How do you propose that we resolve this/work through this? • Let me explain what happens under the Child Safety Policy when you make a complaint. • Would it help if I explained how the complaints process works under the Child Safety Policy? |
| <p>Understanding more about the details of the complaint – gathering the <u>key facts</u></p> | <ul style="list-style-type: none"> • The safety of children in our sport is paramount... so if you have any concerns at all, it’s important that we explore those. • Ensuring the wellbeing of children and members in Netball is our number one priority. You’ve done the right thing to contact us – thank you. • Can you please talk me through what you saw? • What happened? Then what happened? • Can you tell me more? • When did this occur? • Where did this occur? • Who was involved? • Is there anyone else that you think may have seen or heard anything? • Were there any witnesses? [If so] Who? Do you know whether they would be comfortable talking to us further? [If not] Do you think that if you explained how important it is to the safety of children in Netball, that they might change their mind and contact us? • How did [those actions/that behaviour] impact on you and/or others? • Why do you think this occurred? • Help me understand... • Describe... • Explain to me... • What else did you notice? |

| Actions | Script Ideas |
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| <p>Defining the issues of complaint – <u>clarifying the complainant’s issues</u> to determine whether they can be dealt with by your organisation</p> | <ul style="list-style-type: none"> • As I understand it, you’re concerned about ... and.... Is this correct? (Allow for clarification) And you want ... to happen. Is that correct? • You appear to be complaining about ... and.... Is this correct? (Allow for clarification) ... is an issue we can look at, but ... and ... aren’t things we can take up because • Are you saying that...? • Let me see if I understand your issue(s). • And am I correct that you want ... to happen? • Can you share that with me one more time just to make sure I understand you completely? • Thank you for going to the trouble of explaining this to me. As I understand it you’re saying ... <p>If the complainant is rambling:</p> <ul style="list-style-type: none"> • Thanks for providing those details. You have obviously [been through a lot/been impacted by these events]. I just need to know... • So that I don’t waste your time, why don’t you tell me about • Tell me what the key issue is that you’re complaining about. |
| <p>Retesting and reframing expectations - correcting any misunderstandings and <u>unrealistic expectations</u></p> | <ul style="list-style-type: none"> • Are you aware of what our organisation can do? (often the answer is ‘not really’) Perhaps I could tell you a bit about the Child Safety Policy and what we can and can’t do. • Let me explain what we can do under the Child Safety Policy. • ... is what we can do.... we can’t do.... • I realise that you want.... We can/can’t do ...because.... • won’t happen because...However, might be possible. • Whilst we won’t be able to do that.... we may/will be able to... • So that you aren’t disappointed later on, I should clarify now that it is very unlikely that we’ll be able to do ... because.... • It seems to me you’re hoping we can do ... Whilst I have to tell you now that this will not be possible because ... |
| <p>Preparing the complainant for disappointment – delivering bad news as early as possible to avoid the complainant developing unrealistic expectations about their complaint and any possible outcomes</p> | <ul style="list-style-type: none"> • I wanted to call you and tell you about the outcome/decision of your complaint before I send out a letter, because I know the outcome isn’t what you’d hoped for (explain). • I wanted to call you to explain why we are unable to progress with your complaint further before I send you a letter saying this (explain). • Of course, the decision will be sent to you in writing. Speaking with you means I can also answer any questions you have about the decision/ outcome. <p>Note: Although these conversations are not easy, they allow you to discuss the ‘bad news’ on your own terms and at a time when you are mentally prepared to do so – instead of some hours, days or weeks after you have sent the complainant their final letter and they have had time to script or rehearse a response to the bad news.</p> <p>Things may escalate over time so it’s best to address things as early as possible.</p> |