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**Child Safe – Incident Reporting Procedure**

**1. Overview**

This procedure has been developed to ensure that complaints about inappropriate behaviour described in this OGFNC Child Safe Policy are addressed sensitively, consistently, fairly and confidentially.

A complaint may be reported about an individual or group behaviour informally or formally. It may be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy.

A complaint should first be reported to the Club’s nominated Child Safety Officer, who will be knowledgeable on the correct process to take.

If the complaint is about a member of AFL Barwon staff, or about the Child Safety Officer to whom the incident would otherwise be reported, a report can be made to the Club’s President or Secretary, or can be escalated to AFL Barwon where the report will be submitted.

The link to submit a report is <https://eafl.austfoot.com.au/afl-makeareport/#/landing>

**2. Immediate Response**

Overriding any practical requirements outlined through this procedure, if a Child or Young Person is at imminent risk of harm or in immediate danger, all AFL People are required to report the situation directly to the Police - CALL ‘000’ (within Australia).

**3. What is to be Reported?**

The following types of behaviors, including observed or suspected abuse, in relation to any Child or Young Person involved in AFL activities, programs or services must be reported in the manner described in this Complaints and Reporting Procedure:

* Child Abuse, Harm, Neglect or any other form of inappropriate behavior such as Grooming or Bullying to a Child or Young Person (Emotional or Phycological, Physical or Sexual); and
* any breaches of the Policy or Code of Conduct.

**3. Internal Procedure**

**(a) Self Resolution**

Self resolution may be appropriate where the alleged harasser or bully is oblivious to the impact of their behaviour towards the complainant. If the complainant feels it is appropriate, they can attempt to resolve the issue directly with the alleged by speaking directly to the person/s involved and asking them to stop the offensive behaviour immediately.

**(b) Resolve the Complaint Informally**

Informal assistance may be appropriate where the complainant is not sure how to handle the problem and wants to talk confidentially about the problem or the problem continues after the complainant has tried to approach the person/s involved. If this is the case, the individual/s should talk with their clubs nominated Child Safety Officer.

Informal procedures that may be adopted could include the following:

 provide possible options/methods for the complainant to resolve the problem and/or make a referral to an appropriate person to help the complainant resolve the problem eg: a mediator.

 explain how the AFL Barwon complaints procedure works (AFL Barwon Reporting Procedure attached);

 act as a support person;

 privately speak with the alleged offender on behalf of the complainant

 inform the relevant government authorities and/or police if required by law to do so

**(c) Resolve the Complaint Formally**

Formal procedures may be appropriate where informal procedures have been ineffective, the complaint involves serious and/or criminal allegations or the complainant wishes to make a formal complaint from the outset. Formal complaints can be lodged with the clubs nominated Child Safety Officer using an Incident Report Form.

If the complaint is about an AFL Barwon staff member or the Child Safety Officer to whom the incident would normally be reported, a report can be made to the AFL Barwon Child Safety Officer. If the club Child Safety Officer is unsure how to proceed, they can escalate the matter to AFL Barwon or the Club’s President or Secretary.

Both parties involved in a formal complaint have a number of rights and responsibilities which are detailed below:

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| **Complainant’s Rights** | **Respondent’s Rights** |
|  Has the complaint been investigated and if necessary conciliated   Have support/representation if requested   Express views and opinions without intimidation from others   Discontinue a complaint   Have the situations remedied   Privacy |  Have natural justice   Not be discriminated against   Not be dismissed unfairly, harshly or unreasonably   Privacy   Have support/representation if requested   Not be defamed   Not be the subject of unfounded allegations |