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Abbreviations used in this Guide.

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<td>ASC</td>
<td>Australian Sports Commission</td>
</tr>
<tr>
<td>CCYP</td>
<td>Commission for Children and Young People</td>
</tr>
<tr>
<td>DoCS</td>
<td>Department of Community Services</td>
</tr>
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<td>NSWSR</td>
<td>NSW Sport and Recreation</td>
</tr>
<tr>
<td>PBTR</td>
<td>Play by the Rules</td>
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<tr>
<td>ADB</td>
<td>Anti-Discrimination Board of NSW</td>
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<td>HREOC</td>
<td>Human Rights and Equal Opportunity Commission</td>
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<td>SMA</td>
<td>Sports Medicine Australia NSW Branch</td>
</tr>
<tr>
<td>CJC</td>
<td>Community Justice Centres</td>
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INTRODUCTION

Sporting groups across New South Wales 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 to 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 partner agencies, NSW Sport and Recreation, Anti-Discrimination Board of NSW, Australian Sports Commission and Human Rights and Equal Opportunity Commission and:

- Commission for Children and Young People
- Department of Community Services
- NSW Police Force
- NSW Sports Federation
- Sports Medicine Australia NSW Branch
- LawAccess NSW
- Law Society of NSW
- Community Justice Centres.

Disclaimer: This is only a guide and should not be used as a substitute for legal advice. Published 2008.

PBTR cannot accept responsibility for any details that may have changed since the date of publication.
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 caller so that an appropriate referral can be made.

**How serious is the complaint?**
More serious complaints regarding possible unlawful or criminal behaviour (e.g., sexual assault) should be referred directly to an external authority (e.g., police).

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 or similar policy.

Generally, if an issue relates to the:
- club or local level, it is ‘lodged’ and dealt with at the club or local level
- state level, it is ‘lodged’ and dealt with at the state 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 (SSOs) may have a Member Protection Policy, Code of Conduct or dispute resolution procedures that describe appropriate standards of behaviour and how to deal with complaints.

*Note:*
NSOs and SSOs 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 a MPIO, if the sport has one (found by contacting their SSO or NSO or from the MPIO database [www.ausport.gov.au/ethics/memprotof.asp](http://www.ausport.gov.au/ethics/memprotof.asp)) and trying to sort the issue out informally
- lodging a written complaint with their sporting organisation at the level (club, state 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
- mediation may be an option used by sports 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 an anti-discrimination or equal opportunity commission
- lodging a complaint with the local police
- seeking advice from the relevant child protection agency
- discussing with the state government department for sport and recreation
- discussing with Australian Sports Commission (Sport Ethics Unit)
- seeking advice and support from peak sport and recreation bodies (e.g., State Sports Federation)
- referral to mediation services
- seeking legal advice.

Use the Quick Reference guide on page 7 to direct the caller to the appropriate agency or resources that may assist them in resolving their issue.
Play by the Rules

making sport inclusive, safe and fair.

Supported by the Australian, State and Territory Governments
Where to refer illegal and unlawful behaviour

For links to free information refer to Useful Resources on page 13.

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<th>BROAD DEFINITION</th>
<th>EXAMPLE</th>
<th>AGENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHYSICAL ASSAULT</td>
<td>Physical force intended to harm or frighten</td>
<td>• Player hits an umpire or other player</td>
<td>NSW Police Force</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Punch up in clubrooms or car park</td>
<td>For concerns that are life threatening 000.</td>
</tr>
<tr>
<td>SEXUAL ASSAULT</td>
<td>Sexual acts without consent</td>
<td>• Player is forced to have sex to stay on the team</td>
<td>NSW Police Force</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Rape alleged during club social event</td>
<td>For concerns that are life threatening 000.</td>
</tr>
<tr>
<td>CHILD ABUSE</td>
<td>Physical, emotional, sexual abuse or neglect</td>
<td>• Sexually suggestive behaviour</td>
<td>NSW Police Force</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Inappropriate touching</td>
<td>For concerns that are life threatening 000.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Hitting a child around the head, neck and/or using an object to discipline or punish a child</td>
<td>Department of Community Services Helpline (24 hours/7 days)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Non-accidental injury or harm (eg injuries from excessive discipline such as bruising and welts)</td>
<td>To report suspected child abuse or neglect:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Constant verbal abuse, threats, bullying or harassment, intimidation, excessive criticism</td>
<td>133 622 for mandatory reporters</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Excessive or unreasonable demands</td>
<td>132 111 for non-mandatory reporters</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Failure to provide basic physical and emotional needs (such as food, shelter, medical and dental care and adequate supervision)</td>
<td>NSW Sport and Recreation Info line</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Putting a child at risk of harm</td>
<td>1300 366 407 For child protection advice</td>
</tr>
</tbody>
</table>

Resources

- Department of Community Services
- NSW Interagency Guidelines for Child Protection Intervention 2006
- NSWSR: Child Protection
- ASC: Child Protection in Sport
- PBTR: Understanding Child Abuse
- PBTR: Child protection and the law
- NSWSR Publications: Guidelines for achieving child protection for peak bodies and associations
- NSWSR Publications: Guidelines for achieving child protection for sport and recreation clubs
- NSWSR Publications: Guidelines for parents/guardians and children
- NSWSR Publications: Child Protection – a simple guide for sport and recreation organisations

Disclaimer: This is only a guide and should not be used as a substitute for legal advice.
### Where to get help with other issues

For links to free information refer to Useful Resources on page 13.

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>ISSUE</th>
<th>EXAMPLE</th>
<th>AGENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISCRIMINATION, HARASSMENT AND VICTIMISATION</td>
<td>People treated unfairly because of:</td>
<td>• Umpire removed because too old</td>
<td>Anti-Discrimination Board of NSW (02) 9268 5544 Toll free 1800 670 812 TTY: (02) 9268 5522</td>
</tr>
<tr>
<td></td>
<td>• age</td>
<td>• HIV player prevented from playing</td>
<td><a href="http://www.lawlink.nsw.gov.au/adb">www.lawlink.nsw.gov.au/adb</a> (does not apply to unregistered clubs and associations).</td>
</tr>
<tr>
<td></td>
<td>• disability</td>
<td>• Pregnant woman banned from playing</td>
<td>If the discrimination occurred in an unregistered club or association, it will be necessary to contact:</td>
</tr>
<tr>
<td></td>
<td>• pregnancy</td>
<td>• Aboriginal person refused club bar service because of race</td>
<td>Human Rights and Equal Opportunity Commission (HREOC)</td>
</tr>
<tr>
<td></td>
<td>• race (including ethno-religion)</td>
<td>• Gay person not promoted because of sexuality</td>
<td>General enquiries: (02) 9284 9600</td>
</tr>
<tr>
<td></td>
<td>• sex</td>
<td>• Girl prevented from playing in boys’ teams</td>
<td>Complaints info line: 1300 656 419</td>
</tr>
<tr>
<td></td>
<td>• sexuality</td>
<td>• Sledging based on a person’s religion</td>
<td>TTY 1800 620 241</td>
</tr>
<tr>
<td></td>
<td>• marital status</td>
<td>• Unfair membership fees or services based on gender</td>
<td>Resources</td>
</tr>
<tr>
<td></td>
<td>• carer’s responsibility</td>
<td>• Unwanted sexual advances</td>
<td>• PBTR: Sport and the law</td>
</tr>
<tr>
<td></td>
<td>• sexual harassment</td>
<td>• Unfair treatment due to making a complaint</td>
<td>• PBTR: Online Training</td>
</tr>
<tr>
<td></td>
<td>• victimisation</td>
<td></td>
<td>• ASC: Harassment-free Sport Information Sheets</td>
</tr>
<tr>
<td></td>
<td>• vilification</td>
<td></td>
<td>• ASC: Transgender in Sport</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• ASC: Pregnancy in Sport</td>
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<td>• ASC: Cross-cultural awareness</td>
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<td></td>
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<td></td>
<td>• SMA: Benefits and Risks of Exercise During Pregnancy</td>
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<td></td>
<td>• SMA: Infectious Disease Policy</td>
</tr>
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<td></td>
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<td></td>
<td>• NSW ADB: Fact sheets and publications</td>
</tr>
</tbody>
</table>

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## Where to get help with other issues

<table>
<thead>
<tr>
<th>CATEGORY</th>
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<th>EXAMPLE</th>
<th>AGENCY</th>
</tr>
</thead>
</table>
| CHILD PROTECTION      | Mandated reporting                | • Concern about suspected child abuse or neglect                        | It is not mandatory for people in sport to report suspected child abuse unless they are in the groups who are required by law, such as people working in health care, welfare, education, children’s services, residential services or law enforcement wholly or partly to children, aged under 16. However, people involved in sport who suspect, on reasonable grounds, that a child or young person is at risk of being neglected or physically abused, sexually or emotionally abused should report it to DoCS – refer to:  

NSW Police Force  
For concerns that are life threatening 000.  

Department of Community Services  
Helpline (24 hours/7 days)  
133 622 for mandatory reporters  
132 111 for non-mandatory reporters  
To report suspected child abuse or neglect  

NSW Sport and Recreation Info line  
1300 366 407  
For child protection advice  

NSW Sport and Recreation - Child Protection and Employment Screening Unit does not handle complaints or investigations. |
| Reporting child abuse | • Who must report it under the law |  

| Working With Children Checks and employment screening | • The Working With Children Check (WWCC) is about looking at a person’s suitability to work with children  
• Employers must use the WWCC for people in “child-related” employment  
1300 366 407 |
## Where to get help with other issues

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>ISSUE</th>
<th>EXAMPLE</th>
<th>AGENCY</th>
</tr>
</thead>
</table>
| CHILD PROTECTION cont. | Developing child-safe environments and harassment-free sport | • 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 | NSW Sport and Recreation  
Senior Project Officer – Community Sport and Recreation  
(02) 9006 3838  
For harassment-free sport and Member Protection  
NSW Sport and Recreation  
Child Protection and Employment Screening Unit  
1300 366 407  
For child protection policies and procedures  
NSW Commission for Children and Young People  
(02) 9286 7276  
On-line resources and training for child-safe, child-friendly organisations  
Anti-Discrimination Board of NSW  
(02) 9268 5544 Toll free 1800 670 812 TTY: (02) 9268 5522  
For discrimination and harassment  
Human Rights and Equal Opportunity Commission (HREOC)  
General enquiries: (02) 9284 9600  
Complaints info line: 1300 656 419  
TTY 1800 620 241  
Sports Medicine Australia NSW Branch  
(02) 8116 9815  
For injury prevention, health and safety eg Hot Weather Policy  
Resources  
• NSWSR Publications: Guidelines for achieving child protection for peak bodies and associations  
• NSWSR Publications: Guidelines for achieving child protection for sport and recreation clubs  
• NSWSR Publications: Guidelines for parents/guardians and children  
• NSWSR Publications: Child Protection - a simple guide for sport and recreation organisations |
### Where to get help with other issues

<table>
<thead>
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<th>CATEGORY</th>
<th>ISSUE</th>
<th>EXAMPLE</th>
<th>AGENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COMPLAINT HANDLING</strong></td>
<td>Alternative dispute resolution - mediation</td>
<td>• How to discuss disputes about rules</td>
<td>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 problems.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• How to resolve conflicts between different groups in a club</td>
<td><strong>Community Justice Centres</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• How to deal with personality clashes between members</td>
<td>1800 990 777</td>
</tr>
<tr>
<td></td>
<td>Legal advice</td>
<td>• How to respond when accused of illegal behaviour – eg assault or discrimination</td>
<td>For free mediation and conflict management services and training</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Association or club wants to seek legal advice</td>
<td></td>
</tr>
</tbody>
</table>

**New South Wales**

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Useful Resources

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
Department of Community Services (DoCS): NSW Interagency Guidelines for Child Protection Intervention

CHILD PROTECTION

NSW Sport and Recreation (NSWR): Child Protection

NSW Sport and Recreation (NSWR): Child Protection Publications

Australian Sports Commission (ASC): Child Protection in Sport

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

General
NSW Commission for Children and Young People (CCYP): Child-safe, child-friendly

NSW Commission for Children and Young People (CCYP): Developing Codes of Conduct

Heat Guidelines
Sports Medicine Australia (SMA): Heat Guidelines

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
COACHES’ BEHAVIOUR

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

Australian Sports Commission (ASC): Ethics in Sport - 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

COMPLAINTS - GETTING HELP

Legal Advice
LawAccess NSW Online
www.lawaccess.nsw.gov.au

Legal Advice (paid)
Law Society of NSW: Find a lawyer
www.lawsociety.com.au

Mediation (free)
Community Justice Centres (CJC)
www.cjc.nsw.gov.au

Mediation (paid)
Law Society of NSW: Alternative Dispute Resolution

COMPLAINT HANDLING – GUIDELINES & PROCEDURES

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

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

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

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

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

NSW Sport and Recreation (NSWSR): Sport rage resources – Codes of Conduct
COUNSELLING SERVICES

Kids Help Line  
www.kidshelp.com.au

Lifeline  
www.lifeline.org.au

DISCRIMINATION & HARASSMENT

NSW Anti-Discrimination Board (ADB): Fact Sheets  

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  

Disability  
Australian Sports Commission (ASC): Information sheet series - Disability Discrimination and Harassment  

Sports Medicine Australia SA Branch (SMA): Infectious Diseases - with particular reference to HIV (AIDS) and Viral Hepatitis  

Pregnancy  
Australian Sports Commission (ASC): Pregnancy in Sport - Guidelines for the Australian Sporting Industry  

Sports Medicine Australia (SMA): Guidelines - Participation of the pregnant athlete in contact and collision sports  


Race  
Australian Sports Commission (ASC): Information sheet series - Racial Discrimination and Harassment  

Sex  
Australian Sports Commission (ASC): Information sheet series - Sex Discrimination and Sexual Harassment  

Sexuality  
Australian Sports Commission (ASC): Information sheet series - Sexuality Discrimination and Harassment  

Australian Sports Commission (ASC): Transgender in Sport  
**INCLUSIVE SPORT**

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

**INFECTIONOUS DISEASES**

Sports Medicine Australia (SMA): Infectious Disease Policy  
Sports Medicine Australia (SMA): Blood Rules, OK  

**MEMBER PROTECTION**

Australian Sports Commission (ASC): Member Protection Policy template  
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  
NSW Sport and Recreation (NSWSR): Sport rage resources – Codes of conduct  

**PHOTOGRAPHING CHILDREN**

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series - Acquiring and Displaying Images of Children  

**PREGNANCY**

Australian Sports Commission (ASC): Pregnancy in Sport - Guidelines for the Australian Sporting Industry  
Sports Medicine Australia (SMA): Guidelines - Participation of the pregnant athlete in contact and collision sports  
Sports Medicine Australia (SMA): Women in Sport  
**SPECTATOR & OTHER INAPPROPRIATE BEHAVIOUR**


NSW Sport and Recreation (NSWR): Sport rage kit

NSW Sport and Recreation (NSWR): Dealing with an incident

NSW Sport and Recreation (NSWR): Child protection

NSW Sport and Recreation (NSWR): Common sport rage scenarios

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

NSW Sport and Recreation (NSWR): Sports Clubs - Running Your Club – Legal Issues: Selection

NSW Sport and Recreation (NSWR): Sport Clubs - Running Your Club – Legal Issues: Selection checklist

**USEFUL RESOURCES**

**TRAINING**

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

Australian Sports Commission (ASC): Harassment-Free Sport - Training and Education

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

**WORKING WITH CHILDREN CHECK**

NSW Sport and Recreation (NSWR): Working With Children Check
Supported by the Australian, State and Territory Governments

www.playbytherules.net.au

Useful Contacts

Play by the Rules
making sport inclusive, safe and fair.
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<thead>
<tr>
<th>COMMONWEALTH GOVERNMENT</th>
<th>ROLE</th>
<th>SERVICES</th>
<th>WEBSITES</th>
</tr>
</thead>
</table>
| AUSTRALIAN SPORTS COMMISSION (ASC) | Helps the sport industry develop child safe, harassment-free environments | • 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 | www.ausport.gov.au/ethics |
| Sport Ethics Unit  
Canberra  
(02) 6214 1960 | Does not directly handle complaints and investigations  
Monitors the handling of national level complaints | | |
| HUMAN RIGHTS AND EQUAL OPPORTUNITY COMMISSION (HREOC) | Administers national human rights and equal opportunity laws  
Investigates and attempts to resolve complaints of unlawful discrimination and harassment or victimisation  
Educates to prevent discrimination and harassment | • 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 | www.humanrights.gov.au |
| Sydney  
General Enquiries  
(02) 9284 9600  
Complaints Infoline  
1300 656 419  
TTY: 1800 620 241 | | | |

<table>
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<tr>
<th>STATE GOVERNMENT</th>
<th>ROLE</th>
<th>SERVICES</th>
<th>WEBSITES</th>
</tr>
</thead>
</table>
| COMMISSION FOR CHILDREN AND YOUNG PEOPLE (CCYP) | Administers child protection employment screening | • CCYP website  
• Information, training and resources on developing child safe environments  
• Referral  
Does not directly provide any child protection services | www.kids.nsw.gov.au |
| (CCYP)  
(02) 9286 7276  
TTY: 9286 7286 | | | |
<table>
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</thead>
</table>
| **DEPARTMENT OF COMMUNITY SERVICES (DoCS)**  
Helpline  
(24 hours/7 days)  
133 627 for mandatory reporters  
132 111 for non-mandatory reporters  
TTY (02) 9633 7698 | Investigates alleged child abuse and neglect | • DoCS website  
• Advice  
• Investigation of child abuse  
• Case management  
• Support services for abused children and young people | www.community.nsw.gov.au/DOCS/HOMEPAGE/HOME.htm  
| **NSW SPORT AND RECREATION (NSWSR)**  
Child Protection and Employment Screening Unit  
1300 366 407 | Approved Screening Agency (ASA) for Working With Children Check (WWCC) for sporting and recreation organisations within NSW  
Implements policy, standards and guidelines  
Provides information and advice on child protection to sporting organisations, club members, parents and children  
**Does not directly handle complaints or investigations** | • NSWSR website  
• WWCC Checks  
• Child Protection Info line 1300 366 407  
• Advice on reportable conduct and incident management and child protection policies and procedures | www.dsr.nsw.gov.au/children  
| **Senior Project Officer – Community Sport and Recreation**  
(02) 9006 3838 | Provides information, referral and advice on issues  
Implements policy, standards and guidelines  
Helps the sport industry to develop child-safe, harassment-free environments | • Advice and presentations  
• Member Protection, grievance and complaint handling advice  
• Advice on club and association policies and procedures  
• Mediation referrals | www.dsr.nsw.gov.au  
Email info@dsr.nsw.gov.au |
## STATE GOVERNMENT

### ANTI-DISCRIMINATION BOARD OF NSW (ADB)

- **Address:**
- **Telephone:** (02) 9268 5544
- **Email:**
- **Website:** www.lawlink.nsw.gov.au/adb

<table>
<thead>
<tr>
<th>ROLE</th>
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<tbody>
<tr>
<td>Administers state anti-discrimination laws</td>
</tr>
<tr>
<td>Receives complaints of unlawful discrimination, harassment and victimisation</td>
</tr>
<tr>
<td>Educates to prevent discrimination and harassment</td>
</tr>
</tbody>
</table>

**Note:** legislation does not apply to unregistered clubs and associations. If the discrimination occurred in an unregistered club or association, it will be necessary to contact:

- **Human Rights and Equal Opportunity Commission (HREOC)**

### NSW POLICE FORCE

- **Emergency:** 000
- **Police Assistance Line (PAL):** 131 444
- **Crime Stoppers (report crime anonymously):** 1800 333 000

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<thead>
<tr>
<th>ROLE</th>
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<tbody>
<tr>
<td>Ensures community safety and security</td>
</tr>
<tr>
<td>Reduces crime and the fear of crime</td>
</tr>
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</table>

### LAWACCESS NSW

- **Telephone:** 1300 888 529
- **TTY:** 1300 889 529
- **Translating and Interpreting Service (TIS):** 131 450

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<thead>
<tr>
<th>SERVICES</th>
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<tbody>
<tr>
<td>ADB website</td>
</tr>
<tr>
<td>Free and confidential enquiry service</td>
</tr>
<tr>
<td>Advice on anti-discrimination laws, rights, responsibilities, policies and procedures</td>
</tr>
<tr>
<td>Policy and constitution review (fee for service)</td>
</tr>
<tr>
<td>Complaint handling</td>
</tr>
<tr>
<td>Conciliation</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Tailored training (fee for service)</td>
</tr>
</tbody>
</table>

**Note:**
- Discrimination, harassment and bullying grievance handling
- Contact officer training

**Report any suspicion of child abuse to the DoCS Helpline on 132 111 (24 hours/7 days)**
## STATE GOVERNMENT USEFUL CONTACTS

<table>
<thead>
<tr>
<th><strong>COMMUNITY JUSTICE CENTRES (CJC)</strong></th>
<th><strong>ROLE</strong></th>
<th><strong>SERVICES</strong></th>
<th><strong>WEBSITES</strong></th>
</tr>
</thead>
</table>
| 1800 990 777                        | Mediates for clubs and community groups | • Community Justice website  
• Free mediation and conflict management  
• Training in conflict and dispute management and dealing with difficult people | www.cjc.nsw.gov.au |

## NON-GOVERNMENT ORGANISATIONS USEFUL CONTACTS

<table>
<thead>
<tr>
<th><strong>NSW SPORTS FEDERATION</strong></th>
<th><strong>ROLE</strong></th>
<th><strong>SERVICES</strong></th>
<th><strong>WEBSITES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(02) 8116 9740</td>
<td>‘The Voice of Sport in NSW’; representing State Sporting Organisations, regional sporting bodies, sport industry organisations, sporting clubs and individuals associated with sport in NSW</td>
<td>• Educates and advocates</td>
<td><a href="http://www.sportnsw.com.au">www.sportnsw.com.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SPORTS MEDICINE AUSTRALIA NSW Branch (SMANSW)</strong></th>
<th><strong>ROLE</strong></th>
<th><strong>SERVICES</strong></th>
<th><strong>WEBSITES</strong></th>
</tr>
</thead>
</table>
| (02) 8116 9815                                     | Assists the sports industry to promote health and safety and prevent injury and illness | • SMANSW website  
• Training, information and resources | www.smansw.com.au |

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<tr>
<th><strong>LAW SOCIETY OF NSW</strong></th>
<th><strong>ROLE</strong></th>
<th><strong>SERVICES</strong></th>
<th><strong>WEBSITES</strong></th>
</tr>
</thead>
</table>
| (02) 9926 0300        | Professional association for lawyers and legal practitioners  
Provides referral to specialist legal practitioners | • Law Society website  