

If you need information, advice, to make a complaint or to raise a concern in relation to inappropriate behaviour in sport (such as harassment, discrimination or abuse), this chart may assist in working out who to contact. Start at the level (club, state/territory or national) that the incident occurred.

**CLUB / LOCAL LEVEL ISSUE** 

Plau by the Rules

### **Possible first options**

- Member Protection Information Officer
- Refer to your Member Protection Policy
- President of Club
- Manager of team

#### **Other options**

- *Play by the Rules* website (www.playbytherules.net.au)
- Alternative Dispute Resolution organisation
- Your state/territory sports organisation
- State/territory Equal Opportunity Commission
- State/territory Department of Sport and Recreation

## If issue relates to a person under 18 years of age contact

Child Protection Agency

### If issue relates to a criminal offence contact

• Local or state/territory Police

If unsuccessful, unsatisfied or not resolved

## STATE/TERRITORY LOCAL LEVEL ISSUE

#### If not previously contacted, possible first options

- Member Protection Information Officer
- Refer to your Member Protection Policy
- President, General Manager or other state/ territory Association Executive Member
- Manager of team

#### If not previously contacted, possible options

- Your national governing body
- *Play by the Rules* website (www. playbytherules.net.au)
- Alternative Dispute Resolution organisation
- State/territory Equal Opportunity Commission
- State/territory Department of Sport and Recreation

#### If issue relates to a person under 18 years of age contact

Child Protection Agency

If issue relates to a criminal offence contact

Local or state/territory Police

#### If unsuccessful, unsatisfied or not resolved

# options

- Refer to your Member Protection Policy
- Manager of team

#### Other options

- Commission

Agency

contact

## Additional options

- - ANZSLA

# COMPLAINTS FLOWCHART



If not previously contacted, possible first

- Member Protection Information Officer
- President, General Manager or other
  - national organisation executive member



- Alternative Dispute Resolution organisation
- State/territory Equal Opportunity
  - Commission and/or Human Rights
- Lawyer (legal advice)
- If issue relates to a person under 18 years of age contact
- Relevant state/territory Child Protection

If issue relates to a criminal offence

• Relevant State/Territory Police



Court of Arbitration for Sport (Oceania Registry)