



Ice Hockey New South Wales Child Safeguarding Policy

Policy Name:	Child Safeguarding Policy
Date of Approval:	17/03/2025
Policy Coverage:	Statement of Commitment to Child Safety, Child Safe Policy, Child Safe Code of Conduct, Child Safe Reporting, Child Safe Recruitment, Induction and Training, Child Safe Risk Management.
Date of Review:	16/03/2026

<u>1</u>	<u>STATEMENT OF COMMITMENT TO CHILD SAFETY</u>	<u>4</u>
1.1.	INTRODUCTION	4
1.2.	OUR COMMITMENT TO PARENTS, CARERS, FAMILIES AND THEIR COMMUNITIES	4
1.3.	OUR COMMITMENT TO BEING A CHILD SAFE ORGANISATION	5
<u>2.</u>	<u>CHILD SAFE POLICY</u>	<u>8</u>
2.1.	PURPOSE	8
2.2.	SCOPE AND AUDIENCE	8
2.3.	RESPONSIBILITIES	9
2.4.	DEFINITIONS OF HARM AND ABUSE	11
2.5.	REPORTING THRESHOLDS	14
2.6.	POLICY COVERAGE	16
2.7.	RELATED CHILD SAFE DOCUMENTS	20
2.8.	RELATED LEGISLATION, REGULATIONS AND STANDARDS	20
2.9.	PUBLICATION, COMMUNICATION AND ENGAGEMENT	22
<u>3.</u>	<u>CHILD SAFE CODE OF CONDUCT</u>	<u>24</u>
3.1.	COMMITMENT TO CHILD SAFETY	24
3.2.	POSITIVE STAFF BEHAVIOURS CONSISTENT WITH ICE HOCKEY NSW CULTURE AND VALUES	25
3.3.	TYPE OF BEHAVIOUR ICE HOCKEY NSW CONSIDERS UNACCEPTABLE	27
3.4.	CONCERNING BEHAVIOURS	28
3.5.	INTERNAL AND EXTERNAL REPORTING OBLIGATIONS	30
3.6.	CRIMINAL OFFENCES FOR NOT ACTING TO PROTECT CHILDREN	33
3.7.	PENALTIES FOR STAFF OR VOLUNTEERS WHO BREACH THE CHILD SAFE CODE OF CONDUCT	35
<u>4.</u>	<u>CHILD SAFE REPORTING POLICY</u>	<u>37</u>
4.1.	INTRODUCTION	37
4.2.	DEFINITIONS OF HARM AND ABUSE (WHAT TO REPORT)	37
4.3.	TYPES OF COMPLAINTS (WHAT TO REPORT)	38
4.4.	REPORTING OBLIGATIONS (WHO TO REPORT TO)	40
4.5.	RISK MANAGEMENT STRATEGIES	42
4.6.	PROCEDURAL FAIRNESS, INCLUDING PRIVACY AND CONFIDENTIALITY	45
4.7.	COMPLAINT PROCESS (HOW TO REPORT)	47
4.8.	LEGISLATION RELEVANT TO MANDATORY REPORTING:	50
4.9.	HOW WE PUBLICISE OUR CHILD SAFE REPORTING POLICY	51

5. CHILD SAFE RECRUITMENT, INDUCTION AND TRAINING POLICY	53
5.1. PURPOSE	53
5.2. WHO THE POLICY IS FOR AND WHAT IT APPLIES TO	54
5.3. PROCESS FOR CHILD SAFE RECRUITMENT AT ICE HOCKEY NSW	55
5.4. INDUCTION PROCESS FOR CHILD-RELATED ROLES AT ICE HOCKEY NSW	59
5.5. TRAINING FOR CHILD SAFETY AT ICE HOCKEY NSW	62
6. CHILD SAFE RISK MANAGEMENT PLAN	65
6.1. NATURE OF SERVICES PROVIDED BY ICE HOCKEY NSW (IHNSW)	65
6.2. RISK MATRIX	66
6.3. ADDITIONAL PROTECTIVE STRATEGIES	69
7. APPENDICES	73
APPENDIX 2: CHILD-RELATED POSITION ASSESSMENT RECOMMENDATIONS	76
APPENDIX 3: INTERVIEW RECOMMENDATIONS AND SAMPLE QUESTIONS	77
APPENDIX 4: REFERENCE CHECK RECOMMENDATIONS AND SAMPLE QUESTIONS	78
APPENDIX 5: CHILD ABUSE INCIDENT REPORT FORM	79
APPENDIX 6: CHILD SAFEGUARDING COMPLAINT FORM	84
APPENDIX 7: CHILD SAFEGUARDING RISK ASSESSMENT	86
APPENDIX 8: CHILD SAFEGUARDING HANDOVER CHECKLIST	87

1 Statement of Commitment to Child Safety

1.1. Introduction

Ice Hockey NSW are fully committed to ensuring the safety, wellbeing, and protection of children and young people involved in ice sports. Our goal is to create a safe, supportive environment where children can thrive, participate, and develop to their full potential while being free from any form of abuse or neglect.

We are *dedicated to upholding the New South Wales Child Safe Standards, which have been specifically designed to help protect children and young people under the age of 18 from harm.* These standards have been made in line with the [Ice Hockey Australia National Integrity Framework](#) and the requirements set out by the [NSW Office of the Children's Guardian](#) and are critical in safeguarding children against various forms of abuse, including physical violence, sexual offences, serious emotional or psychological abuse, and neglect.

1.2. Our commitment to parents, carers, families and their communities

At Ice Hockey NSW, we are deeply committed to ensuring that all children and young people in our care have the opportunity to participate in a safe, inclusive, and supportive environment. We understand that child safety is a shared responsibility, and we actively work with parents, carers, families, and the wider community to create and maintain a child-safe culture within ice sports.

As part of our commitment, we will:

- **Prevent Child Abuse:** We are dedicated to preventing the abuse of children and young people by identifying and addressing risks at the earliest opportunity. We work proactively to remove and reduce risks wherever possible, ensuring that children can engage in our programs in a safe and secure environment.
- **Comply with Legal Requirements:** We will comply with all relevant legal requirements, including mandatory reporting obligations. This means that if we suspect that a child has been, or is at risk of being, abused, we will report it to the police or child protection authorities in accordance with the law.
- **Promote Cultural Safety and Empowerment:** We are committed to promoting the cultural safety, participation, and empowerment of all children, regardless of their background or abilities. This includes actively listening to, and responding to, the views and concerns of children, ensuring they feel respected and valued within the ice hockey community.
- **Create a Supportive Environment for Reporting Concerns:** In the event of any allegations of child abuse or safety concerns, we are committed to providing an environment in which children and their parents or guardians feel safe, supported, and confident in coming forward. Any concerns raised will be handled consistently and in line with our established child protection policies and procedures, ensuring that every report is treated with the utmost seriousness and respect.

- **Implement Best Practice Standards:** We will ensure that best practice standards, such as the requirement for *Working With Children Checks (WWCC)* or similar background checks, are applied to all individuals in roles involving child-related activities within ice hockey. This will apply to coaches, officials, volunteers, and any other personnel who may interact with children.
- **Treat Everyone with Respect:** We are committed to creating an environment where every person involved in ice hockey, from children to adults, is treated with dignity, respect, and fairness. We expect all participants, coaches, parents, and staff to uphold this commitment to respect in all interactions and behaviours.
- **Celebrating Diversity and Inclusion**

We celebrate the rich diversity within our community and are dedicated to promoting the equal participation of all children, regardless of their background or abilities. In particular, we make a concerted effort to ensure the cultural, emotional, and physical safety of children from Aboriginal backgrounds, children from culturally and/or linguistically diverse backgrounds, and children with disabilities. This includes fostering an environment where these children feel safe, included, and empowered to participate fully in all aspects of ice hockey.

At *Ice Hockey NSW*, we believe that keeping children safe is not the responsibility of any one person, but a collective effort that involves everyone who is part of our organisation. Whether you're a parent, carer, coach, volunteer, or official, we ask that you share in this commitment to protect children and prevent child abuse and neglect. Together, we can ensure a safe, positive, and enriching experience for all children and young people involved in ice hockey.

1.3. Our commitment to being a child safe organisation

Ice Hockey NSW holds child safety is at the core of everything we do. We are dedicated to creating and maintaining an environment where children and young people can participate in ice hockey safely, confidently, and without fear of harm. Our commitment to being a child-safe organisation is embedded in our planning, decision-making processes, and day-to-day operations, ensuring that child safety is not only a priority but also a shared responsibility across the organisation.

1.3.1. Integrating Child Safety into Our Governance and Leadership

Our leadership team at *Ice Hockey NSW* takes primary responsibility for creating and maintaining a child-safe culture. Child safety is embedded into our organisational structure, with clear accountability for ensuring the safety and wellbeing of children at all levels. This includes:

- A designated **Child Safeguarding Officer** to oversee and monitor child safety initiatives and policies.
- Regular review of policies and procedures to ensure they align with best practice standards and comply with relevant legislation.
- Ongoing child safety training for staff, committee members, coaches, managers, and volunteers to ensure a comprehensive understanding of child protection responsibilities.

1.3.2. Child Safety Embedded in Decision-Making

In all decision-making processes, Ice Hockey NSW ensures that the safety and wellbeing of children are prioritised. This is achieved by:

- **Child Safety Considerations in Planning and Policy Development:** We ensure that all decisions—whether related to facility management, recruitment, or event planning—take into account the potential impact on child safety. This includes assessing risks and implementing measures to reduce or eliminate those risks wherever possible.
- **Inclusive Consultation:** When making decisions that affect children and young people, we actively seek input from children, parents, and carers. We value their perspectives and ensure their voices are heard, helping us to shape policies and programs that meet their needs and ensure their safety.

1.3.3. Day-to-Day Operations That Support Child Safety

In our day-to-day operations, we have established a range of practices and procedures that actively support and promote child safety:

- **Safe Recruitment Practices:** All staff, committee members, coaches, managers, and volunteers will have their *Working With Children Check (WWCC)* as part of the recruitment process to ensure they are legally and ethically fit to work with children. In addition, we provide comprehensive training on child protection, appropriate behaviour, and recognising the signs of abuse to ensure everyone involved understands their responsibilities in maintaining a safe environment for children.
- **Child Safe Codes of Conduct:** We have clear codes of conduct for all participants, staff, committee members, coaches, managers, and volunteers. These codes outline expectations for behaviour, ensuring that everyone understands their role in maintaining a safe environment for children. These guidelines help prevent inappropriate behaviour and encourage respectful, supportive interactions.
- **Ongoing Monitoring and Supervision:** Regular monitoring of programs and events ensures that child safety is upheld in practice. We maintain appropriate adult-to-child ratios during training and events, and encourage a culture where concerns about safety are swiftly addressed.
- **Clear Reporting Mechanisms:** We have established accessible and confidential channels for reporting concerns or incidents. We provide clear information to children, parents, and staff on how to report suspected abuse or safety concerns, and ensure that all reports are handled in line with our child protection policies.
- **Ongoing Risk Management:** We continuously assess risks to children's safety across all areas of our operations, including at events, in training sessions, and in relation to transport and travel. We implement preventative measures and continuously review our approach to risk management to ensure ongoing improvement.

1.3.4. Promoting a Positive, Child-Centred Culture

A key aspect of our commitment is fostering a positive, child-centred culture across the organisation:

- **Empowerment and Education:** We promote the education of children and young people about their rights, safety, and how to seek help if needed. Through education and empowerment, children are more likely to feel confident in speaking up and accessing support when needed.
- ***Respectful Relationships:*** We encourage and model respectful relationships at all levels. Our focus on respectful communication, inclusivity, and active listening ensures that children and young people feel heard, respected, and valued within the ice hockey community.

1.3.5. Collaboration with External Agencies

We recognise that ensuring child safety is a broader community responsibility. Ice Hockey NSW works closely with external agencies, such as law enforcement and child protection services, to ensure that any incidents of suspected abuse or neglect are handled appropriately and in accordance with the law. We also stay informed about best practice guidelines and legal requirements to continually improve our child protection practices.

By embedding child safety into the fabric of our organisational culture, decision-making, and day-to-day operations, Ice Hockey NSW is committed to being a child-safe organisation that ensures the wellbeing and protection of every child involved in our sport. We will continue to refine and strengthen our approach to create a safer and more supportive environment for all.

2. Child Safe Policy

2.1. Purpose

The purpose of this policy is to establish clear protocols and practices that ensure the safety, protection, and wellbeing of children and young people involved in Ice Hockey NSW. The policy reflects Ice Hockey NSW's commitment to a zero-tolerance approach to all forms of harm, abuse, and neglect. It aims to foster a culture of accountability, responsibility, and vigilance in safeguarding children within the sport.

This policy sets out the framework for preventing abuse, identifying risks, and responding to concerns in a timely and effective manner. It ensures that every person involved in the sport understands their rights and responsibilities regarding child safety. The policy applies to all activities associated with Ice Hockey NSW, including training, competitions, travel, and other events, and is designed to create a safe, positive, and inclusive environment for children and young people.

The core objectives of the policy include:

- Ensuring that all children and young people can participate in ice hockey in a safe and supportive environment, free from harm, neglect, and exploitation.
- Clearly defining the responsibilities of all individuals involved in the sport to uphold child safety standards and prevent inappropriate behaviour.
- Outlining the procedures for reporting suspected abuse or harm and ensuring that those in positions of responsibility are equipped to act appropriately in response to any concerns.

This policy also emphasises the importance of complying with local child protection laws and regulations, including mandatory reporting requirements, and promoting best practices in recruitment, screening, and training. It is part of Ice Hockey NSW's proactive approach to maintaining a child-safe organisation and empowering everyone to contribute to the safety and welfare of children and young people in the sport.

If any child or young person is at immediate risk of harm, this policy mandates that the appropriate authorities, including law enforcement or child protection agencies, be notified immediately as per the procedures set out in Ice Hockey NSW Child Safe Reporting Policy.

By adhering to this policy, Ice Hockey NSW reinforces its commitment to providing a safe, enjoyable, and inclusive environment where children and young people can participate confidently in the sport.

2.2. Scope and Audience

This policy applies to all Relevant Persons and Relevant Organisations associated with Ice Hockey NSW. Specifically, it covers:

- Relevant Persons, including committee members, staff, coaches, managers, volunteers, and players, who are involved in Ice Hockey NSW sanctioned events, functions, and activities.
- Relevant Organisations, including affiliated clubs, associations, and any other entities associated with Ice Hockey NSW.

This policy applies in the following contexts:

- 2.2.1. Ice Hockey Activities: Any dealings with children and young people arising from a Relevant Person's or Relevant Organisation's involvement with Ice Hockey, whether it be in training sessions, competitions, events, travel, or any other activity sanctioned by Ice Hockey NSW.
- 2.2.2. Child-Related Interactions: Any dealings relating to a child or young person that involve a Relevant Person or Relevant Organisation, including staff, contractors, and representatives of affiliated entities.
- 2.2.3. Capacity as a Relevant Person/Organisation: Any dealings between a Relevant Person and a child, young person, or another Relevant Person/Organisation in their official capacity as a member or representative of Ice Hockey NSW or an affiliated body.
- 2.2.4. Membership and Standing: The policy applies to all activities and relationships concerning a Relevant Person's or Relevant Organisation's membership or standing within the Ice Hockey community.

The policy does not apply to interactions between a Relevant Person and a child/young person that are unrelated to Ice Hockey or a Relevant Organisation, such as pre-existing personal or family relationships.

2.3. Responsibilities

At Ice Hockey NSW, ensuring the safety and well-being of children is a shared responsibility, and each individual within the organisation has a key role to play. The following outlines the specific responsibilities for various roles, ensuring that everyone understands their obligations in upholding child safety standards.

2.3.1. Board Members and Executive Leadership

- Ensure the integration of child safety into the strategic direction, governance, and decision-making of Ice Hockey NSW.
- Regularly review and update policies to ensure compliance with child protection laws, best practices, and organisational needs.
- Allocate resources for child safety initiatives, including training, reporting systems, and ongoing education for all involved.
- Oversee the implementation and effectiveness of the child safety policy to ensure it meets the needs of the organisation and adheres to relevant legislation.
- Provide regular reports on the state of child safety practices and any child protection concerns.

2.3.2. Child Safeguarding Officer

- Lead responsibility for the implementation, monitoring, and oversight of child protection policies and practices within the organisation.

- Act as the primary point of contact for any child safety concerns, complaints, or allegations, ensuring they are managed in accordance with Ice Hockey NSW policies.
- Provide guidance, support, and training to staff, volunteers, coaches, and other members regarding child protection.
- Ensure that all reports of suspected abuse or misconduct are investigated thoroughly and followed up according to the organisation's procedures.
- Regularly monitor and evaluate child safety practices and ensure compliance with child protection laws.

2.3.3. Staff, Committee Members, Coaches, and Managers

- Actively uphold and promote child-safe practices in all interactions, activities, and events involving children.
- Report concerns or suspicions of abuse or inappropriate behaviour immediately to the Child Safeguarding Officer or appropriate authorities.
- Adhere to the organisation's Code of Conduct, ensuring that interactions with children are respectful and appropriate at all times.
- Participate in child protection training, maintain current Working With Children Checks (WWCC), and ensure all relevant documentation is kept up to date.
- Monitor and supervise children during training, events, and other activities, ensuring their safety and well-being.

2.3.4. Volunteers

- Follow child protection policies and guidelines, maintaining a safe and respectful environment for children at all times.
- Report any concerns or incidents regarding child safety to the Child Safeguarding Officer or relevant authorities.
- Complete required training and ensure they hold a valid Working With Children Check (WWCC) before engaging in activities involving children.
- Uphold the organisation's Code of Conduct, ensuring that children's safety is always prioritised during volunteer activities.

2.3.5. Players (Under 18 Years)

- Respect the rights, safety, and well-being of fellow players, coaches, and staff by adhering to the organisation's Code of Conduct.
- Contribute to creating a positive, respectful, and inclusive culture within the organisation.
- Speak up if they feel unsafe or witness unsafe behaviour, reporting concerns to a trusted adult or the Child Safeguarding Officer.

2.3.6. Players (Over 18 Years)

- Serve as role models for younger players by demonstrating respectful, responsible behaviour at all times.

- Support the safety and well-being of younger players and ensure they adhere to the organisation’s child safety policies and procedures.
- Report any concerns of unsafe or inappropriate behaviour to the appropriate authorities or the Child Safeguarding Officer.
- Participate in child safety training, and ensure they maintain a valid Working With Children Check (WWCC) if involved with children.
- Foster a positive, inclusive, and respectful environment that supports the safety and development of younger players.

2.3.7. Parents and Carers

- Support child safety initiatives by ensuring their child is aware of their rights, how to report concerns, and the importance of respectful treatment.
- Work collaboratively with coaches, staff, and volunteers to create a safe environment for their child’s participation.
- Report concerns or allegations regarding child safety to the Child Safeguarding Officer or relevant authorities. *Reporting tools can be found in the appendices of this document.*
- Help promote a culture of respect, inclusivity, and safety for all children and young people involved in the organisation.

Shared Responsibility

While specific roles and responsibilities are outlined above, child safety is a collective responsibility at Ice Hockey NSW. From committee members to parents, volunteers, coaches, and players, everyone involved must contribute to maintaining a culture of child protection. This means actively supporting the safety and well-being of children and young people, responding appropriately to any concerns, and fostering a safe, respectful, and inclusive environment for all participants.

2.4. *Definitions of harm and abuse*

To ensure clarity and consistency in the understanding of this policy, the following definitions are provided for key terms related to child safety. These definitions align with the standards set out in the relevant safeguarding frameworks and legislation, ensuring that everyone reading the policy can comprehend the terms in the same way:

2.4.1. Harm

Harm refers to any form of damage to a child or young person’s health, safety, or wellbeing, whether caused intentionally or unintentionally. It includes, but is not limited to, physical, emotional, psychological, and sexual harm. Harm can result from a single incident or be cumulative over time and may result from actions by adults, peers, or other children.

- Physical harm: Injury or damage to a child’s body, such as bruises, burns, fractures, or any other form of physical injury.
- Emotional and psychological harm: Damage to a child’s emotional or mental wellbeing, such as anxiety, depression, stress, or diminished self-esteem caused by abusive or neglectful behaviours.

- Sexual harm: Abuse or exploitation that impacts a child's sexual integrity, dignity, or safety, including any form of sexual activity involving a child.

2.4.2. Child Abuse

Child abuse refers to any action or behaviour that causes harm to a child or young person. It includes, but is not limited to:

- Sexual abuse: Any form of sexual contact or behaviour with a child, including inappropriate touching, grooming, wilful exposure, sexual exploitation, sexual assault, harassment, or any other sexual activity.
- Physical abuse: The intentional application of physical force that causes harm, such as hitting, slapping, shaking, burning, kicking, or injuring a child.
- Emotional abuse: Harm caused to a child's emotional or mental wellbeing, including verbal abuse, bullying, intimidation, humiliation, threats, and continual rejection or exclusion.
- Neglect: The failure to provide a child with their basic needs for food, shelter, clothing, medical care, and emotional support, leading to harm to their health and development.

2.4.3. Child/Young Person

A child or young person is defined as any person under the age of 18 years. This aligns with the legal definition of a child in New South Wales and relevant child protection laws.

2.4.4. Exploitation

Exploitation involves taking advantage of a child's vulnerabilities for personal, financial, or other gain. This includes the manipulation of children for purposes such as child labour, sexual exploitation, or the production of illegal content (e.g., child pornography).

2.4.5. Grooming

Grooming refers to the deliberate process by which an adult or older individual builds a relationship with a child or their family in order to gain trust and manipulate the child into a vulnerable position for the purposes of exploitation or abuse. Grooming may involve giving gifts, offering special treatment, or providing emotional support to create dependence or loyalty from the child.

2.4.6. Child Protection

Child protection encompasses the policies, actions, and measures taken to prevent and respond to child abuse, neglect, and exploitation. It involves safeguarding children from harm and ensuring their safety and well-being in any environment.

2.4.7. Duty of Care

The duty *of* care is the legal and ethical responsibility of adults, including coaches, staff, volunteers, and others, to ensure the safety and well-being of children in their care. It requires taking reasonable steps to prevent harm, respond to concerns, and provide appropriate care and supervision.

2.4.8. Safe Environment

A safe environment is one where children are protected from harm and feel secure, respected, and valued. This includes both physical safety (e.g., safe facilities and

equipment) and emotional safety (e.g., a supportive, inclusive, and positive atmosphere that promotes the mental and emotional well-being of children).

2.4.9. Reportable Conduct

Reportable conduct refers to any inappropriate or unlawful behaviour by an adult (including staff, volunteers, coaches, or committee members) that endangers or harms a child. This includes any form of abuse, misconduct, or failure to provide adequate care. Reportable conduct must be reported to the appropriate authorities in line with applicable laws and regulations.

2.4.10. Bullying

Bullying is defined as repeated, intentional behaviour that seeks to cause distress and harm to a child or young person, whether in person or online. It can involve physical, emotional, or verbal abuse and often uses power or control to intimidate the victim.

2.4.11. Harassment

Harassment refers to any form of behaviour towards a child or young person that is unwanted, offensive, or abusive, and which is reasonably likely to cause harm to their wellbeing. This may occur in person or online and can include behaviours that belittle, threaten, or intimidate a child.

2.4.12. Harmful Behaviour Towards a Child/Young Person

This term encompasses any behaviour that is age-inappropriate or places a child at risk of harm. It includes, but is not limited to:

- Child abuse (physical, emotional, sexual, neglect)
- Harmful training practices that involve overtraining or physical punishment
- Excessive focus on weight or appearance that might lead to harmful dieting, restrictive eating, or unsafe health practices
- Forced participation in activities when ill or injured
- Inappropriate comments or discussions of a sexual or adult nature
- Inappropriate physical contact, such as sexual or intimate gestures

2.4.13. Victimisation

Victimisation refers to any form of unfair treatment or punishment of a person because they have made, or intend to make, a complaint or report under this policy or any other relevant legislation. This includes retaliation for supporting others in taking such actions.

2.4.14. Vilification

Vilification is public conduct or behaviour, either in-person or online, that incites hatred, contempt, or severe ridicule towards a person or group of people because of a protected characteristic (e.g., age, disability, race, sex, sexual orientation, or religion).

2.4.15. Volunteer

A volunteer is any person who engages with the organisation in a non-paid capacity. This includes parents, carers, directors, coaches, officials, and other support personnel.

2.4.16. Adult

An adult refers to any person aged 18 years or over.

By providing these clear and comprehensive definitions, Ice Hockey NSW ensures a consistent understanding of critical child safety terms across the organisation. These definitions will help everyone involved in the organisation understand their responsibilities and contribute to maintaining a safe environment for children.

2.5. *Reporting thresholds*

2.5.1. Internal Reporting Obligations

Reporting to the Child Safeguarding Officer (CSO)

- All staff, volunteers, and players (over 18) must report any child safety concerns to the CSO immediately. The CSO will assess the report, maintain confidentiality, and take appropriate action.

Reporting to Management

- If the CSO is unavailable or involved, report directly to the Executive Leadership team or Board Members.

Reporting to Relevant Authorities

- Concerns involving specific teams or individuals should be reported to team managers or event coordinators, who will inform the CSO or leadership.

2.5.2. External Reporting Obligations

Reporting to Police/Child Protection Authorities

- All adults working with children are mandatory reporters. If you suspect a child is at risk, report to the NSW Police or the Department of Communities and Justice (Child Protection).

Reporting to the Office of the Children's Guardian (OCG)

- Report any allegations of misconduct involving workers or volunteers in positions of trust to the OCG.

Reporting to the Child Protection Helpline

- Contact the Child Protection Helpline (132 111) for guidance if a child is at risk of significant harm.

Reporting to Other Authorities

- Serious abuse or criminal activity should be reported to NSW Police. Additional regulatory bodies may also need to be notified.

2.5.3. Reporting Procedure

Immediate Action

- If a child is in immediate danger, call 000 for emergency assistance. Ensure the child's safety and separate them from any threat.

Documenting and Reporting

- Provide detailed information, including the child's details, nature of the concern, and any supporting evidence (*refer to appendix 5*).

Confidentiality

- All reports must be handled confidentially, sharing information only with those who need to know.

Follow-Up

- The CSO will ensure appropriate follow-up actions, including investigations and external referrals where necessary.

2.5.4. Failure to Report

Failure to report suspected child abuse or neglect is a serious violation of Ice Hockey NSW's child protection policies and could result in disciplinary action. All staff, volunteers, and other relevant parties are encouraged to report their concerns in good faith without fear of retaliation.

Responding to Allegations of Abuse and Harm

Under NSW law, failing to report reasonable suspicion of harm can lead to criminal charges. As an Ice Hockey NSW participant, you must follow these steps:

Responding to Immediate Harm

- Ensure the child's immediate safety and call 000 for urgent assistance. Administer first aid if necessary.

Reporting

- Report suspicions of abuse or neglect to the police or relevant child protection agency immediately.

Contacting Authorities

- Consult with police or child protection agencies about how and when to contact parents/carers.

Providing Support

- Offer support to the child in a calm and non-leading manner, and ensure any disclosures are documented and reported.

2.6. Policy Coverage

The Child Safety Policy of Ice Hockey NSW outlines the framework for ensuring the safety and well-being of children and young people participating in ice hockey activities. This policy sets clear expectations for how all individuals within the organisation must act to uphold child safety standards and prevent abuse or harm. Below is a list of what the policy covers and the organisation's expectations regarding child-safe practices:

2.6.1.1. Child Safety Commitment

- Ice Hockey NSW's commitment to safeguarding children and young people in our care, and the organisation's dedication to providing a safe and supportive environment for all participants, both on and off the ice.
- The values and principles guiding the organisation's child safety culture, including respect, integrity, transparency, and accountability.

2.6.1.2. Child Protection Obligations

- Mandatory reporting requirements for staff, volunteers, and others involved in child-related activities, in line with relevant legislation, such as the Children and Young Persons (Care and Protection) Act 1998 (NSW).
- Clear protocols for reporting concerns of suspected abuse, neglect, or inappropriate behaviour, including internal and external reporting pathways (*refer to appendix 5 and 6*).

2.6.1.3. Code of Conduct for Child Safety

- Expected behaviour of all individuals involved with Ice Hockey NSW, including staff, volunteers, coaches, managers, committee members, parents, players, and others regarding their interactions with children.
- Guidelines for creating a respectful, inclusive, and safe environment, with specific expectations for appropriate conduct, such as avoiding inappropriate physical contact, maintaining appropriate boundaries, and modelling respectful language and behaviour.
- Prohibitions against all forms of bullying, harassment, and discrimination, and zero tolerance for any abusive behaviour.

2.6.1.4. Safe Recruitment and Screening

- **Safe recruitment practices** to ensure that only suitable individuals are engaged to work with children. This includes checking the **Working with Children Check (WWCC)** for all staff, committee members, volunteers, coaches, and managers who interact with children.
- Detailed procedures for ensuring that staff, committee members, coaches, and volunteers are trained and equipped to respond to child protection issues and maintain child-safe environments (*see appendices 1, 2, 3, and 4*).

2.6.1.5. Supervision and Monitoring

- Clear expectations for the supervision of children during ice hockey activities and events, ensuring that appropriate adult-to-child ratios are maintained.
- Guidelines for ensuring that children are never left unattended in situations where they may be vulnerable.
- Protocols for the monitoring of interactions between children and adults to prevent potential instances of abuse, neglect, or misconduct.

2.6.1.6. Training and Education

- Mandatory training for all staff, coaches, volunteers, and committee members on child protection and recognising signs of abuse. The Office of the Children's Guardian offer a free [Child Safe Sport course](#).
- Ongoing professional development to ensure that those working with children stay informed about best practices in child protection and remain up to date with relevant legislation and guidelines.
- Education for children and young people on their rights, how to speak up if they feel unsafe, and how to report any concerns regarding their safety or wellbeing.

2.6.1.7. Addressing Allegations and Concerns

- Detailed procedures provided in the IHNSW Child Safeguarding policy for responding to allegations of abuse or misconduct, ensuring that such concerns are taken seriously, investigated thoroughly, and handled with sensitivity and confidentiality.
- Clear steps are outlined in this policy for supporting children and their families if an allegation is made, including offering counselling or access to support services.
- Processes set out in this policy for ensuring that allegations are addressed promptly and that the safety and wellbeing of the child are prioritised throughout the process.

2.6.1.8. Risk Management and Prevention

- Risk management procedures to identify, assess, and mitigate risks that may threaten the safety of children involved in ice hockey activities. This includes risks related to facilities, equipment, or environmental factors that may contribute to harm. These procedures can be found at [IHNSW Policies](#), [IHA National Integrity Framework](#), and [IHA Policies](#)

- Proactive measures to ensure that safety standards are maintained at all times, such as ensuring the physical environment is secure, well-maintained, and free from hazards.

2.6.1.9. Cultural Safety and Inclusion

- Cultural safety provisions to ensure that children from diverse backgrounds (including Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse (CALD) backgrounds, and children with disabilities) are respected, supported, and feel safe within the organisation.
- A commitment to promoting inclusivity in all programs, ensuring that every child is treated fairly and without discrimination.

2.6.1.10. Responding to Child Abuse or Harm

- Clear procedures for dealing with incidents of child abuse or harm, ensuring immediate action is taken to protect the child and investigate the concern.
- Referral processes to external agencies, such as child protection services, police, or other appropriate authorities, when required by law or in cases of serious concern.

2.6.1.11. Confidentiality and Privacy

- Expectations of maintaining confidentiality and protecting the privacy of individuals, especially children and families involved in reports of abuse or concerns.
- Protocols for ensuring that information is shared only on a need-to-know basis and in compliance with relevant privacy laws.

2.6.1.12. Continuous Improvement

- A commitment to regularly reviewing and updating the policy and child safety practices, ensuring they remain aligned with best practices, legal requirements, and the evolving needs of the organisation.
- Ongoing feedback mechanisms from children, parents, staff, and volunteers to ensure that the organisation is continuously improving and strengthening its child protection framework.

2.6.2. Ice Hockey NSW's Expectations of Child-Safe Practices

- All staff, volunteers, coaches, managers, players, committee members, and others are expected to:
 - Prioritise child safety and always act in the best interest of children.
 - Maintain appropriate boundaries in all interactions with children and young people.
 - Be vigilant and proactive in identifying and addressing any signs of abuse or harm.
 - Ensure that all activities involving children are conducted in a safe and supportive environment.
 - Report any concerns or suspicions of child abuse or harm immediately, following the appropriate internal and external reporting procedures.

- Children are encouraged to:
 - Understand their rights, including their right to be safe, respected, and heard.
 - Speak up if they feel unsafe or uncomfortable, and report any concerns to a trusted adult or the designated Child Safeguarding Officer.

By clearly outlining what the Child Safety Policy covers and the expectations for child-safe practices, Ice Hockey NSW ensures that all individuals involved in the organisation understand their responsibilities in maintaining a safe, supportive, and respectful environment for children and young people. This policy helps foster a culture of zero tolerance for abuse, where every child's safety and well-being are a shared responsibility.

2.7. *Related child safe documents*

Within this Child Safeguarding Policy includes:

- Child Safe Policy
- Child Safe Code of Conduct
- Child Safe Reporting Policy
- Child Safe Risk Management Plan
- Child Safe Recruitment, Induction and Training Policy
- Recruitment, Screening and Training Recommendations
- Child-Related Position Assessment Recommendations
- Interview Recommendations and Sample Questions
- Reference Check and Sample Questions
- Child Abuse Incident Report
- Child Safeguarding Complaint Form
- Child Safeguarding Risk Assessment
- Child Safeguarding Handover Checklist
- Other related policies:
 - IHNSW Team Selection Policy and Team Guidelines
 - IHNSW Code of Conduct
 - AWIHL Regulations
 - Ice Hockey Australia National Integrity Framework

2.8. *Related legislation, regulations and standards*

Ice Hockey NSW is committed to ensuring the safety and well-being of all children and young people participating in our programs. To achieve this, we adhere to a range of legislation, regulations, and standards that govern child protection and child-safe practices. The following documentation is relevant to our organisation's child-safe work:

2.8.1.1. *Children's Guardian Act 2019 (NSW)*

- This legislation establishes the Office of the Children's Guardian (OCG), which is responsible for overseeing child protection in organisations, including sporting bodies like Ice Hockey NSW.
- The Children's Guardian Act 2019 sets out requirements for managing reportable conduct and maintaining child-safe standards within organisations.

2.8.1.2. *Child Safe Standards (NSW)*

- These standards, based on the National Principles for Child Safe Organisations, outline key elements that organisations must implement to ensure children are safe from harm. The Child Safe Standards are designed to create environments

that support the safety, well-being, and dignity of children and young people in all settings.

2.8.1.3. Children and Young Persons (Care and Protection) Act 1998 (NSW)

- This legislation outlines the obligations of individuals and organisations regarding the care and protection of children in New South Wales. It includes mandatory reporting requirements and the responsibilities of organisations in responding to child abuse and neglect.

2.8.1.4. Working with Children Act 2012 (NSW)

- This Act establishes the Working with Children Check (WWCC), a key part of the recruitment process for all staff and volunteers working with children in New South Wales.
- It requires organisations to ensure that individuals who work with children undergo screening to assess their suitability to do so.

2.8.1.5. Crimes Act 1900 (NSW)

- Relevant provisions under this Act include laws against child abuse, neglect, and other forms of harm. It criminalises actions such as sexual offences against children, grooming, and physical abuse, establishing the legal framework for responding to criminal child abuse cases.

2.8.1.6. Reportable Conduct Scheme (Children's Guardian Act 2019)

- Under the Children's Guardian Act, the Reportable Conduct Scheme mandates organisations to report any allegations of child abuse or inappropriate conduct by workers or volunteers. This includes physical abuse, sexual misconduct, neglect, or any other inappropriate behaviour towards children.

2.8.1.7. National Principles for Child Safe Organisations

- These principles provide a national framework for child-safe practices across all organisations working with children, helping to create environments that prevent harm, promote well-being, and ensure children's rights are upheld.
- Ice Hockey NSW is committed to aligning with these principles to safeguard children and young people in all aspects of our operations.

2.8.1.8. NSW Disability Inclusion Act 2014

- This Act is relevant for ensuring the inclusion and safety of children with disabilities in all activities, including ice hockey programs. It promotes the equal participation and empowerment of people with disabilities and ensures that organisations create inclusive and accessible environments.

2.8.1.9. Privacy Act 1988 (Cth)

- This Act governs the collection, use, and storage of personal information, including information related to child protection and safety. It ensures that personal data about children, parents, or staff is handled in a way that respects their privacy and complies with the law.

2.8.1.10. Australian Human Rights Commission - National Framework for Protecting Australia's Children 2009-2020

- This framework aims to ensure that children's rights are protected and that all organisations working with children implement appropriate safeguards to prevent abuse, neglect, and exploitation.

2.9. *Publication, communication and engagement*

2.9.1.1. Website and Online Accessibility

- Our Child Safeguarding Policy and related documents will be prominently displayed on our official website, making them easily accessible to all staff, volunteers, parents, and the general public. We will regularly update these resources to ensure they reflect current policies and legal requirements.
- We will provide direct links to the policy and relevant child safety resources across our social media platforms, encouraging engagement and awareness.

2.9.1.2. Social Media

- Ice Hockey NSW will share links to our Child Safeguarding Policy and other related materials on our social media channels (e.g., Facebook, Instagram, Twitter, etc.) to reach a broader audience, including parents, volunteers, and the community at large.
- We will post about child safety initiatives, training opportunities, and updates to keep our community informed and engaged.

2.9.1.3. Training and Inductions

We will provide child safety training to our State team coaches, **managers**, volunteers, and parents, ensuring they understand the importance of child protection, their roles in maintaining a safe environment, and how to respond to concerns appropriately.

Additionally, they will be required to complete the Office of the Children's Guardian's [Child Safe Sport](#) course.

- New staff and volunteers will receive a thorough induction that includes an overview of our Child Safeguarding Policy, as well as mandatory training on child protection, recognising signs of abuse, and reporting procedures.

2.9.1.4. Club Meetings and Discussions

- We will discuss our Child Safeguarding Policy at club meetings with club delegates at the meeting. These discussions will provide an opportunity for everyone involved in our programs to ask questions, provide feedback, and ensure they understand their responsibilities in keeping children safe.
- Post meeting we will then provide a summary to all Ice Hockey NSW members.
- We will also highlight ongoing child safety initiatives, updates to the policy, and any changes in the legislation or best practices related to child protection.

2.9.2. Esportsdesk Registration

- Policy Acknowledgment: All players, coaches, managers, committee members, and volunteers will be required to read and agree to our Child Safeguarding Policy and related policies during the registration process on Esportsdesk.

- **Registration Process:** As part of the Esportsdesk registration process, individuals will be prompted to review and acknowledge the policies before completing their registration.
- **Policy Agreement:** By registering, individuals will confirm that they have read, understood, and agreed to adhere to the policies, ensuring that everyone involved in our programs is aware of and committed to maintaining a safe environment for children.

This process helps ensure that all participants are aware of their responsibilities regarding child safety and that they are aligned with Ice Hockey NSW's commitment to creating a safe and respectful environment for children and young people.

3. Child Safe Code of Conduct

3.1. Commitment to child safety

At Ice Hockey NSW, the safety and well-being of children and young people are our top priorities. We are fully committed to creating and maintaining a safe, inclusive, and supportive environment where all children can participate in ice hockey without fear of harm, abuse, or neglect. This commitment extends to all aspects of our operations, from recruitment and training to daily interactions, policies, and practices.

3.1.1. Harm

Harm refers to any damage to the health, safety, or wellbeing of a child or young person, whether caused by abuse, neglect, or other harmful circumstances. Harm can be physical, emotional, psychological, or sexual in nature, and may result from intentional or unintentional actions.

- Physical harm includes injury or damage to a child's body, such as bruises, burns, fractures, or other forms of bodily injury.
- Emotional and psychological harm refers to damage to a child's mental or emotional wellbeing, such as anxiety, depression, diminished self-esteem, or stress resulting from abusive, neglectful, or harmful behaviours.
- Sexual harm involves any abuse or exploitation that impacts a child's sexual integrity, dignity, or safety.

Harm can result from a single incident or event, or it can be cumulative, arising from a series of harmful experiences over time. This includes harm caused by adults, peers, or other children, and may occur in both direct or indirect ways, such as when a child's basic needs are not met.

3.1.2. Child Abuse

Child abuse refers to any action or behaviour that causes harm to a child or young person. It includes, but is not limited to, the following:

- **Sexual Abuse against a child:** Any form of sexual contact or behaviour with a child, including inappropriate touching, grooming, sexual exploitation, wilful exposure, sexual assault, exploitation, harassment or any other sexual activity that involves a child.
- **Physical violence against a child:** Any act of physical force that causes harm to a child, such as hitting, slapping, shaking, burning, or inflicting injury intentionally.
- **Causing serious emotional or psychological harm to a child:** Actions that harm a child's emotional or mental wellbeing, including verbal abuse, bullying, intimidation, or causing undue stress or fear.
- **Serious neglect of a child:** The failure to provide a child with their basic needs for food, shelter, clothing, medical care, and emotional support, resulting in harm to their health and wellbeing.

3.1.3. Exploitation

Exploitation refers to taking advantage of a child's vulnerabilities for personal, financial, or other gain. This can include the coercion or manipulation of children for

purposes such as child labour, sexual exploitation, or using a child to produce illegal content (e.g., child pornography).

3.1.4. Grooming

Grooming is the process by which an adult or older individual builds a relationship with a child or their family to gain trust and manipulate the child into a position where they can be exploited or abused. Grooming may involve giving gifts, offering special treatment, or providing emotional support to create a sense of dependence or loyalty from the child.

3.2. *Positive staff behaviours consistent with Ice Hockey NSW culture and values*

Ice Hockey NSW is unwavering in its commitment to safeguarding children and young people involved in our programs and activities, ensuring they are safe, respected, and protected at all times. Our Child Safeguarding policies are designed in line with the National Integrity Framework set forth by Ice Hockey Australia to promote a culture of safety, respect, and transparency, with a clear focus on preventing harm and abuse and fostering positive and professional interactions.

3.2.1. Zero Tolerance for Abuse and Harm

We uphold a **zero-tolerance policy** for all forms of abuse, including physical, sexual, emotional, psychological abuse, and neglect.

All children and young people in our programs must feel safe, respected, and protected from harm at all times.

3.2.2. Adherence to Legal and Regulatory Standards

We comply with all relevant child protection laws, regulations, and industry standards, including the **NSW Child Safe Standards**, the **Children's Guardian Act 2019**, and the **Working with Children Act 2012**.

All staff, coaches, volunteers, and committee members must undergo **Working with Children Checks (WWCC)** and adhere to industry best practices for child protection.

3.2.3. Professional Boundaries

All individuals in positions of authority must maintain professional boundaries with children and young people, both in person and online, ensuring that relationships do not become exploitative or harmful.

Approved Persons are required to refrain from offering personal support to children or their families (e.g., financial assistance or babysitting) and from engaging in any inappropriate personal contact outside the scope of their role.

3.2.4. Safe Recruitment, Screening, and Supervision

We ensure that all staff, coaches, volunteers, and committee members undergo comprehensive background checks before engaging with children.

Children and young people participating in our activities will be adequately supervised at all times, with active monitoring to ensure their safety and wellbeing.

3.2.5. Promoting a Child-Safe Culture

We encourage an environment where children's voices are heard, their rights are upheld, and open communication is fostered.

We promote diversity and inclusivity, ensuring that all children, regardless of background, feel respected and empowered.

3.2.6. Use of Language, Tone, and Positive Guidance

The language and tone used by staff must encourage, affirm, and provide clear direction, never belittling, discriminatory, or harmful.

Relevant persons will use appropriate discipline techniques, ensuring the safety and wellbeing of children, without resorting to physical punishment or degrading treatment.

3.2.7. Training and Education

We require that all staff, coaches, managers, and volunteers complete the Office of the Children's Guardian's [Child Safe Sport](#) course to ensure they are equipped to identify and respond to signs of abuse and to handle concerns appropriately.

3.2.8. Reporting and Responding to Concerns

All suspected or observed abuse or harm must be **reported immediately** to the Child Safeguarding Officer (CSO). Allegations will be treated seriously, investigated promptly, and responded to in line with our safeguarding policies, offering support to affected children and their families.

3.2.9. Use of Electronic Communication

Direct communication between staff and children/young people through electronic means (including phone calls, online messages, etc.) must involve the child's parent or carer or be appropriately supervised.

3.2.10. Physical Contact and Discipline

Physical contact with children will only occur when necessary and appropriate to the delivery of our programs, and must be based on the needs of the child (e.g., technique assistance or first aid).

We strictly prohibit any physical contact that is intended to cause distress, pain, or discomfort, or that could be seen as inappropriate.

3.2.11. Overnight Stays and Sleeping Arrangements

Overnight stays involving children will require prior written consent from the child's parent or carer and will be managed according to safety standards, including ensuring children have privacy and are not exposed to inappropriate content or conduct.

Adults will not sleep alone in a room with children unless they are the child's parent or guardian, and children will not share beds with adults or other children outside their family.

3.2.12. Transporting Children and Young People

Children should only be transported in connection with our sport programs, and appropriate consent must be obtained beforehand.

Staff members transporting children must follow safety protocols, including driving responsibly and ensuring the use of seatbelts and child restraints.

3.2.13. Change Room Supervision

Children and young people will be supervised in change rooms, maintaining their right to privacy while ensuring their safety and wellbeing. Staff in authority positions should not be alone with a child in the change room or engage in any inappropriate conduct.

3.2.14. Prohibited Use or Supply of Alcohol and Drugs

No person in a position of authority should use, possess, or be under the influence of alcohol or illicit drugs in the presence of children or young people. Furthermore, they must not supply drugs, alcohol, or tobacco to children or administer medicine without proper consent.

3.2.15. Parent/Carer Involvement and Access

Parents and carers must be actively involved in decisions related to their child's participation in Ice Hockey and should have reasonable access to their child at all times. They must also be made aware of expected standards of behaviour during activities.

3.2.16. Continuous Improvement

We are committed to regularly reviewing and updating our child safeguarding policies and practices to ensure they remain effective, in line with best practices, and reflective of feedback from children, families, staff, and volunteers.

Conclusion

Ice Hockey NSW is devoted to creating and maintaining a **child-safe environment** where young people can thrive. Every person involved with our organisation has a responsibility to uphold these policies and practices, contributing to a culture of safety, respect, and integrity.

By following these child safeguarding principles, we work towards ensuring that children involved in Ice Hockey enjoy a positive, safe, and empowering experience.

3.3. *Type of behaviour Ice Hockey NSW considers unacceptable*

Ice Hockey NSW will not tolerate the following behaviours:

3.3.1. Tolerating or Ignoring Abuse

- Any form of child abuse or harm will not be tolerated, and it is unacceptable to ignore or dismiss any reports or suspicions of abuse or neglect.
- Failing to act on or report any concerns regarding child safety is unacceptable.

3.3.2. Failing to Comply with Legal and Regulatory Standards

- Non-compliance with child protection laws or failure to follow mandatory regulations, such as not performing the required Working with Children Checks (WWCC) for committee members, staff, volunteers, managers or coaches working with children.
- Failing to meet the required Child Safe Standards or any other legislative requirements is unacceptable.

3.3.3. Inadequate Recruitment and Screening

- Engaging individuals who have not undergone background checks (including WWCC or police checks) or who are not fit to work with children.

- Employing or permitting individuals with known criminal history related to child safety to work with children.

3.3.4. Creating an Unsafe or Disrespectful Environment

- Allowing disrespectful behaviour, discrimination, or bullying to occur, which makes children feel unsafe, excluded, or undervalued.
- Failing to create an environment where children feel comfortable voicing concerns or fears is unacceptable.

3.3.5. Inadequate Training or Awareness

- Failing to provide adequate child protection training for staff, volunteers, coaches, or committee members.
- Not ensuring that all adults working with children have the necessary knowledge and awareness of child protection policies and how to handle potential child safety concerns.

3.3.6. Not Acting on Allegations or Concerns

- Ignoring or covering up allegations of abuse or misconduct instead of taking appropriate action.
- Not responding in a timely and effective manner to child safety concerns or failing to follow appropriate procedures for investigation and reporting.

3.3.7. Stagnation or Lack of Review

- Failing to regularly review and update our child safety policies and procedures, leading to outdated or ineffective practices.
- Not seeking feedback or failing to engage with staff, volunteers, and children about how child safety practices can be improved.

3.4. *Concerning behaviours*

The concerning behaviours detailed below may indicate a risk to the safety or well-being of children and young people, and it is critical that they are addressed promptly. At Ice Hockey NSW, we take all reports of concerning behaviours seriously and will take immediate and appropriate action to ensure the safety of all children involved in our programs. All members of our organisation are expected to uphold the highest standards of professional conduct and respect in all interactions with children.

3.4.1. Inappropriate Physical Contact

- Any form of physical contact that is unnecessary, excessive, or invasive, such as:
 - Unwanted touching or hugging.
 - Hitting, slapping, or physically restraining children in a manner not appropriate to the situation.
 - Physical interactions that make the child feel uncomfortable, threatened, or unsafe.

3.4.2. Verbal Abuse or Bullying

- Any verbal conduct that causes emotional harm or psychological distress to a child, such as:
 - Name-calling, belittling, or mocking.
 - Intimidating, threatening, or abusive language.
 - Making derogatory or demeaning comments about a child's appearance, abilities, or background.

3.4.3. Sexualised Behaviour or Comments

- Any behaviour that involves or suggests inappropriate sexualised conduct, including:
 - Inappropriate sexual comments or jokes.
 - Wilful exposure
 - Suggestive or flirtatious behaviour.
 - Engaging in any form of grooming behaviour or seeking out private or secluded places to interact with children.

3.4.4. Overstepping Professional Boundaries

- Any behaviour that blurs boundaries between professional and personal relationships, such as:
 - Developing overly familiar or personal relationships with children outside of the sporting environment.
 - Giving gifts, money, or favours that may create a sense of obligation or favouritism.
 - Sharing inappropriate personal details with children or encouraging children to share inappropriate personal details.

3.4.5. Excessive Use of Social Media or Technology

- Engaging with children in ways that may compromise their safety, such as:
 - Initiating or accepting inappropriate private communication via social media, texting, or other online platforms.
 - Sending private or suggestive messages, photos, or videos to children.
 - Attempting to meet with children outside of formal events or training sessions without parental consent.

3.4.6. Discriminatory or Exclusionary Behaviour

- Any behaviour that discriminates against, excludes, or isolates children based on their:
 - Gender, race, disability, sexual orientation, or cultural background.
 - Failure to make reasonable adjustments or provide an inclusive environment for children with special needs or disabilities.
 - Encouraging exclusionary behaviour among children or discouraging relationships with other participants.

3.4.7. Lack of Respect for Privacy

- Violating a child's personal space or privacy, such as:
 - Entering changing rooms, bathrooms, or other private spaces without proper necessity or permission.

- Taking photographs, videos, or other recordings of children without parental consent or appropriate circumstances.
- Looking into or monitoring a child's personal possessions (e.g., phone, bag) without justifiable reason.

3.4.8. Neglecting a Child's Needs or Well-being

- Failing to meet a child's basic needs, including:
 - Leaving a child in potentially dangerous situations or environments (e.g., unmonitored practice sessions or events).
 - Ignoring a child who is unwell, injured, or needs assistance.
 - Failing to provide appropriate levels of supervision or care during activities.

3.4.9. Excessive Discipline or Control

- Using inappropriate disciplinary measures, such as:
 - Physical punishment (e.g., spanking or hitting) or overly harsh verbal reprimands.
 - Imposing excessive or degrading punishments for mistakes or misbehaviour.
 - Making threats, intimidation, or humiliation as forms of discipline.

3.4.10. Isolation or Over-Control of a Child

- Isolating a child from the group or engaging in over-control, such as:
 - Restricting a child's participation in team activities without justification.
 - Making a child feel isolated or unwanted as a form of control or punishment.
 - Fostering an environment of intimidation where children feel they must comply without question.

3.5. *Internal and external reporting obligations*

3.5.1. Internal Reporting Obligations

3.5.1.1. Reporting to the Child Safeguarding Officer (CSO)

- All staff, coaches, managers, volunteers, committee members, and players (over 18) must report any concerns or suspicions of child abuse, neglect, or inappropriate behaviour to the Child Safeguarding Officer (CSO) immediately. *(forms available in appendix 5 and 6).*
- The CSO is the designated point of contact for reporting child safety concerns within the organisation. They will assess the information provided and ensure that appropriate actions are taken in line with our policies and procedures.
- The CSO will:
 - Ensure reports are taken seriously, confidentially, and in a timely manner.
 - Guide the individual making the report on how to proceed, including supporting them if needed.
 - Investigate or escalate the concern according to the severity and nature of the situation.

3.5.1.2. Reporting Concerns to Management or Leadership

- If the CSO is unavailable or if the issue involves the CSO, concerns should be reported directly to the Executive Leadership team or the Board Members.
- Staff, volunteers, or players are also encouraged to report to the CSO or leadership if they suspect that appropriate action has not been taken on a previous report.

3.5.1.3. Reporting to Other Relevant Internal Authorities

- If a concern involves specific team dynamics, coaches, or volunteers, it may be appropriate to report to the Team Manager, Coach, or Event Coordinator, who should then inform the CSO or leadership.
- All individuals in positions of authority (coaches, managers, committee members) have a responsibility to ensure that concerns are passed along appropriately and handled promptly.

3.5.2. External Reporting Obligations

3.5.2.1. Reporting to Police or Child Protection Authorities

- **Mandatory Reporting:** Under New South Wales law, all staff, coaches, committee members, volunteers, and other adults working with children are mandatory reporters. This means that if they suspect a child is at risk of harm or has been abused, they are required to report the matter to NSW Police or Family and Community Services (FACS) (Child Protection).
 - Sexual abuse and physical abuse are examples of situations where reporting to police is mandatory.
 - Child protection authorities in NSW (e.g., NSW Department of Communities and Justice) must be contacted if a child is suspected to be at risk of significant harm.

3.5.2.2. Reporting to the Office of the Children’s Guardian

- The Office of the Children’s Guardian (OCG) is responsible for overseeing child protection in NSW. If a concern involves inappropriate conduct by a worker or volunteer, particularly in relation to child protection standards, a report should be made to the OCG.
 - **Reportable Conduct:** This includes physical, sexual, or emotional abuse, or misconduct involving children by individuals in positions of trust, such as coaches, staff, or volunteers.
 - All allegations of reportable conduct must be reported to the OCG and may require internal investigations to ensure compliance with child safety standards.

3.5.2.3. Reporting to the Child Protection Helpline

- If you suspect a child is at risk of significant harm, the Child Protection Helpline should be contacted directly on 132 111. This helpline provides immediate advice on how to handle situations where a child’s safety or welfare is at risk.
- The Helpline is available 24/7 to report concerns related to a child’s safety or wellbeing.

3.5.2.4. Reporting to Other Relevant Authorities

- If a situation involves criminal conduct or abuse that does not fall under child protection (e.g., exploitation, trafficking, serious harassment), it should be reported to NSW Police directly.
- Other regulatory authorities, such as local sporting governing bodies or State/Territory child protection agencies, may also be involved, depending on the nature of the report.

3.5.2.5. Reporting Procedure

- **Immediate Action:** If a child is in immediate danger, **call 000** (Emergency Services) and report the situation to police or emergency responders right away.
- **Documenting Concerns:** When reporting, ensure that you provide as much detailed information as possible, including:
 - The name of the child, their age, and contact details (if known).
 - The nature of the concern, including specific details about the alleged abuse or neglect.
 - Any evidence or observations that support the concern (e.g., signs of physical injury, concerning behaviours, statements made by the child).
- **Confidentiality:** All reports should be handled confidentially, with sensitive information shared only on a need-to-know basis.
- **Follow-Up:** The Child Safeguarding Officer (CSO) will ensure that reports are followed up, and appropriate actions are taken, whether that involves internal investigations, support services, or referral to external authorities.

3.5.2.6. Failure to Report

Failure to report suspected child abuse or neglect is a serious violation of Ice Hockey NSW's child protection policies and could result in disciplinary action. All staff, volunteers, and other relevant parties are encouraged to report their concerns in good faith without fear of retaliation.

3.5.2.7. Whistle-blower Protection

Ice Hockey NSW is committed to protecting individuals who report child safety concerns or other unethical behaviour. If you report a concern in good faith, you will be protected from retaliation, victimisation, or discrimination. This includes protection for those who report:

- Suspected child abuse or neglect.
- Breaches of our child safety policies.
- Any conduct that violates ethical or legal standards.

Whistle-blower Protection includes:

- **Confidentiality:** Your identity will be protected to the greatest extent possible.
- **No Retaliation:** You will not face any adverse consequences for reporting concerns in good faith. Retaliatory actions will be dealt with strictly.

- Support: Support will be provided throughout the process to ensure that individuals who report concerns are treated with respect and dignity.

All reports are taken seriously, and any attempt to retaliate against individuals making reports will result in disciplinary action. Ice Hockey NSW encourages everyone to speak up if they have concerns related to child safety, and we are committed to creating an environment where concerns can be raised freely and without fear.

By outlining these internal and external reporting obligations, and committing to whistle-blower protection, Ice Hockey NSW ensures a clear, transparent, and legally compliant process for safeguarding children. This system fosters accountability and supports the safety and well-being of all children involved in our programs.

3.6. *Criminal offences for not acting to protect children*

3.6.1. Criminal Offences for Not Acting to Protect Children

Under New South Wales law, there are specific criminal offences for failing to act to protect children or for not reporting suspected child abuse or neglect. These offences exist to ensure that individuals who work with or are in a position of trust with children take their responsibility to protect them seriously. Below are the key offences and penalties associated with failing to act in the best interests of children:

3.6.2. Failure to Report Child Abuse (Mandatory Reporting)

In New South Wales, adults working with children, including staff, coaches, committee members, and volunteers, are considered mandatory reporters. This means that if they have reasonable grounds to suspect that a child is at risk of significant harm or has been abused, they are legally required to report their concerns to the Child Protection Helpline or NSW Police.

- Offence: Failure to report a reasonable suspicion of child abuse or neglect is a criminal offence under the Children and Young Persons (Care and Protection) Act 1998 (NSW).
- Penalty: A person found guilty of failing to report may face penalties, including fines and/or imprisonment. Under the Care and Protection Act, the penalty can be up to \$22,000 or 2 years' imprisonment.

Key points:

- Mandatory reporters must report suspicions of physical abuse, sexual abuse, emotional abuse, or neglect.
- The failure to act is considered a criminal offence regardless of whether the person believes their report will lead to action being taken.

3.6.3. Failure to Protect a Child from Abuse (Failure to Act)

There are also criminal penalties for failure to act when someone knows or reasonably should have known that a child is being abused or at risk of abuse.

- Offence: Under Section 316A of the Crimes Act 1900 (NSW), it is a criminal offence to fail to take action when a person has custody, care, or charge of a child and knows or should have known that a child is being abused or is at risk of significant harm.

- Penalty: The penalty for failing to act can be up to 5 years' imprisonment.

Key points:

- This applies to those who are in a position of trust or responsibility over the child (e.g., teachers, coaches, club officials, parents).
- Individuals must take steps to protect the child, whether by reporting the abuse or by seeking help from the appropriate authorities.

3.6.4. Grooming Offence (Child Grooming)

The grooming offence involves the act of preparing or engaging in activities that manipulate or build a relationship with a child to facilitate future sexual abuse.

Grooming can involve inappropriate behaviour or communication with children, such as giving gifts, creating emotional bonds, or taking actions that prepare the child for abuse.

- Offence: Under Section 66EB of the Crimes Act 1900 (NSW), it is a criminal offence to engage in grooming behaviours with a child, intending to facilitate sexual abuse.
- Penalty: The penalty for grooming is up to 10 years' imprisonment.

Key points:

- Grooming can be carried out by anyone in a position of authority or trust, including coaches, staff, and volunteers.
- Even if the abuse does not occur, engaging in grooming behaviour is a criminal offence.

3.6.5. Child Sexual Offences

Sexual abuse of a child is one of the most serious offences under Australian law. The law provides strict penalties for anyone found guilty of sexually abusing a child.

- Offence: Sexual assault or exploitation of a child is a serious criminal offence under the Crimes Act 1900 (NSW). This includes any form of physical sexual abuse, exploitation, or engagement in sexually explicit conduct with a child.
- Penalty: Conviction for a child sexual offence can result in a lengthy prison sentence, ranging from 10 to 25 years, depending on the severity of the abuse.

Key points:

- Child sexual abuse includes any direct or indirect contact, such as physical abuse, exploitation, wilful exposure or even involving a child in pornography.
- Sexual offences may involve grooming, assault, or other sexually inappropriate conduct towards a child.

3.6.6. Failure to Protect a Child from a Person in Authority (Position of Trust)

Under the Crimes Act 1900 (NSW), a person who holds a position of authority over a child (e.g., a coach, teacher, or club leader) has a duty to protect the child from harm, including sexual abuse.

- **Offence:** If a person in a position of authority fails to protect a child from abuse or harm, they may face charges for failure to protect under Section 316A of the Crimes Act.
- **Penalty:** This offence is punishable by up to 5 years in prison.

Conclusion: Legal Responsibility and Accountability

All adults working with children, especially those in positions of trust and authority, have a legal obligation to protect children from harm and abuse. Failure to meet these obligations, whether by not reporting abuse, not taking action to protect a child, or engaging in inappropriate behaviour such as grooming, can result in serious criminal charges, including imprisonment.

Ice Hockey NSW is committed to ensuring that all individuals within the organisation adhere to child protection laws and are aware of their responsibilities to act in the best interest of the children under their care. Failing to report or act to protect children is not only a violation of our organisational policies but a criminal offence with serious legal consequences.

3.7. Penalties for staff or volunteers who breach the Child Safe Code of Conduct

At Ice Hockey NSW, we are committed to ensuring the safety and wellbeing of all children involved in our programs. The Child Safe Code of Conduct sets clear expectations for appropriate behaviour and conduct for all staff, coaches, managers, committee members, volunteers, and players. Any breach of the Code of Conduct is taken very seriously and can result in significant consequences, as outlined below:

3.7.1. 1. Disciplinary Action

- **Warning:** A first-time breach or minor violation of the Child Safe Code of Conduct may result in a formal warning. This is typically accompanied by a review of the behaviour, and the individual will be provided with guidance or training on what is expected under the Code of Conduct.
- **Suspension:** In cases of more serious breaches, staff or volunteers may be suspended from their duties, pending investigation. Suspension is a precautionary measure while the breach is being reviewed, and may involve a temporary removal from child-related activities or responsibilities.
- **Termination:** For serious or repeated breaches of the Child Safe Code of Conduct, the individual may face termination of their role with Ice Hockey NSW. This includes dismissal from employment, termination of volunteer status, or removal from coaching, management, or committee roles. Termination is considered where there is a significant risk to the safety and wellbeing of children or a repeated disregard for the principles of child safety.

3.7.2. Suspension or Removal from Activities Involving Children

- **Immediate Removal from Child-Related Activities:** Any breach of the Code of Conduct that poses an immediate risk to the safety or wellbeing of a child may result in the immediate removal of the individual from any activities involving children. This action will be taken to ensure the protection of children while the issue is investigated.

- Temporary or Permanent Removal from Roles Involving Children: Individuals found to be in breach of the Code of Conduct may be permanently removed or restricted from roles that involve working with children, including coaching, management, or volunteering in child-related activities.

3.7.3. Reporting to Authorities

- Reporting to the Police or Relevant Authorities: In cases where a breach of the Code of Conduct involves criminal behaviour (such as child abuse, exploitation, or neglect), the individual may be reported to NSW Police or other relevant authorities. Legal action may be taken against the individual, depending on the severity of the conduct.
- Reporting to Regulatory Bodies: Serious breaches, particularly those involving inappropriate or abusive conduct, may be reported to relevant regulatory bodies, such as the Office of the Children’s Guardian or other oversight bodies for further action or investigation.

3.7.4. Impact on Future Engagement

- Banning from Future Involvement: Individuals who breach the Child Safe Code of Conduct may face a ban on future involvement with Ice Hockey NSW. This can include permanent exclusion from volunteering, coaching, committee membership, or any role that involves interaction with children.
- Referral to Other Organisations: If an individual is removed from their role with Ice Hockey NSW for a breach of the Code of Conduct, the organisation may refer the matter to other sporting bodies or clubs that the individual may be involved with to ensure appropriate action is taken across all areas where the individual may be engaged in child-related work.

3.7.5. Legal Consequences

- Civil or Criminal Liability: In cases where a breach of the Code of Conduct constitutes illegal behaviour (e.g., physical or sexual abuse, harassment, or exploitation), the individual may face civil or criminal penalties, including fines and imprisonment. The severity of the penalty will depend on the nature of the offence and any criminal charges laid against the individual.
- Mandatory Reporting Obligations: If a breach involves suspected child abuse or neglect, mandatory reporting laws require staff or volunteers to report concerns to authorities. Failure to report concerns, in addition to breaching the Code of Conduct, may result in criminal charges for failing to protect a child or failing to report suspected abuse.

Breaching the Child Safe Code of Conduct can have serious consequences for staff, volunteers, and others within Ice Hockey NSW. These penalties are designed to protect children, uphold the integrity of our programs, and ensure that our organisation is a safe and welcoming environment for all participants. By adhering to the Code of Conduct, we can create a culture of safety and accountability within the organisation.

Ice Hockey NSW takes its child safety responsibilities seriously, and any breach of the Code of Conduct will be met with swift and appropriate action to protect the children in our care.

4. Child Safe Reporting Policy

4.1. Introduction

The purpose of this Child Safe Reporting Policy is to establish clear and transparent processes for identifying, reporting, and responding to concerns about child abuse, neglect, or any other child safety issues within Ice Hockey NSW. This policy is designed to provide guidance to all staff, volunteers, coaches, managers, committee members, and players on how to report child safety concerns, the steps involved in reporting, and the appropriate people to report to.

The intent of this policy is to create a safe environment for all children and young people participating in ice hockey by ensuring that any concerns or incidents that may pose a risk to their safety and well-being are handled with the utmost seriousness, care, and promptness.

By implementing this policy, Ice Hockey NSW is reinforcing its commitment to child protection, ensuring that everyone within the organisation is aware of their responsibilities to act and report when necessary, and creating a supportive culture where children's safety is a top priority. This policy is a critical part of our efforts to adhere to the Child Safe Standards and comply with relevant child protection laws in New South Wales.

4.2. Definitions of Harm and Abuse (What to Report)

To ensure clarity, all individuals involved in Ice Hockey NSW must understand what constitutes harm and abuse, and when it should be reported. This section aligns with Child Safe Standards and relevant child protection laws in New South Wales.

4.2.1. Child Abuse

Child abuse involves any action or inaction that causes harm or potential harm to a child. It includes but is not limited to physical, emotional, sexual abuse, and neglect. All forms of child abuse are serious and must be reported immediately.

4.2.1.1. Physical Abuse

- Involves any act of physical violence or injury inflicted on a child, including hitting, shaking, burning, or other forms of harm.
- Signs to report: Unexplained injuries, bruises, burns, fractures, or marks.

4.2.1.2. Sexual Abuse

- Involves any sexual activity with or involving a child, including assault, wilful exposure, exploitation, or grooming.
- Signs to report: Unusual sexualised behaviour for the child's age, injuries to genital/anal areas, inappropriate sexual comments.

4.2.1.3. Emotional Abuse

- Occurs when a child is subjected to behaviours that harm their emotional or psychological well-being, such as verbal abuse, threats, or neglect of emotional needs.
- Signs to report: Withdrawal, anxiety, depression, significant behavioural changes, bullying.

4.2.1.4. Neglect

- Refers to the failure to meet a child's basic needs, including food, shelter, medical care, education, and supervision.
- Signs to report: Malnourishment, poor hygiene, frequent absences, untreated medical conditions.

4.2.1.5. Grooming

- Involves an adult or another child developing an inappropriate relationship with a child to prepare them for future sexual abuse or exploitation.
- Signs to report: Unusual or overly familiar behaviour, inappropriate communication, a child feeling uncomfortable or unsafe.

4.2.2. Harm

Harm refers to any detrimental impact on a child's health, safety, wellbeing, or development. Harm can be caused by, but not limited to, child abuse, neglect, or other factors that put the child at risk.

4.2.2.1. Physical Harm

- Injury to a child's body caused by force or violence, such as bruises, cuts, burns, or fractures.

4.2.2.2. Emotional and Psychological Harm

- Damage to a child's emotional or mental state caused by bullying, neglect, emotional abuse, or humiliation.

4.2.2.3. Sexual Harm

- Impact on a child's sexual integrity or dignity, including sexual abuse or exploitation.

4.2.2.4. Developmental Harm

- Harm that affects a child's physical, emotional, social, or cognitive development, often caused by neglect or exposure to violence.

4.2.2.5. Additional Considerations

- **Bullying:** Repeated, intentional actions (in-person or online) that harm a child's wellbeing.

Exposure to Family and Domestic Violence: Abuse in a domestic context that affects a child's safety, such as controlling or intimidating behaviour by a parent or guardian.

4.3. *Types of complaints (what to report)*

It is crucial that all staff, coaches, managers, volunteers, committee members, and players at Ice Hockey NSW understand what types of complaints must be reported to ensure the safety, wellbeing, and protection of children and young people. The following situations, behaviours, or concerns must be reported under the Child Safe Reporting Policy:

4.3.1. Child Abuse or Neglect

- **Physical Abuse:** Any incident where a child has been physically harmed or injured (e.g., bruises, cuts, burns, fractures), with the cause being suspicious or unexplained.
- **Sexual Abuse:** Any inappropriate sexual behaviour toward a child, including sexual assault, exploitation, grooming, or unwanted sexual contact or comments.
- **Emotional or Psychological Abuse:** Any actions that cause emotional harm to a child, including verbal abuse, humiliation, threats, intimidation, bullying, or other behaviours that harm the child's mental or emotional wellbeing.
- **Neglect:** Failure to provide adequate care, supervision, or basic needs such as food, shelter, medical care, or protection, resulting in harm to the child.
- **Grooming:** Any behaviour by an adult or another child that seeks to build an inappropriate relationship with a child, often with the intent of facilitating future abuse.

4.3.2. Inappropriate Behaviour

- **Unprofessional Conduct by Adults:** Any adult engaging in inappropriate or unprofessional behaviour towards a child, such as excessive personal attention, wilful exposure, inappropriate comments, offering gifts or favours, or developing overly familiar relationships that make the child uncomfortable.
- **Bullying or Harassment:** Any form of bullying or harassment (physical, verbal, or online) by children, staff, volunteers, or adults. This includes physical bullying, verbal insults, exclusion, or cyberbullying.
- **Discriminatory Behaviour:** Any form of discrimination or harassment based on race, gender, ability, cultural background, or any other characteristic that undermines the child's dignity, equality, or participation.
- **Failure to Maintain Appropriate Boundaries:** Instances where individuals working with children fail to maintain appropriate professional boundaries, such as engaging in inappropriate physical contact, personal relationships, or communication.

4.3.3. Breach of the Child Safe Code of Conduct

- **Violation of Policies:** Any behaviour that breaches the Child Safe Code of Conduct, such as inappropriate language, discriminatory remarks, or actions contrary to the organisation's commitment to child safety.
- **Failure to Comply with Safe Recruitment Practices:** Concerns related to individuals who have not undergone required background checks (e.g., WWCC, police checks).

4.3.4. Harmful Practices

- **Unsafe Practices:** Actions or practices that put children at risk during training, matches, or events. This includes inadequate supervision, failure to enforce safety protocols, or using unsafe equipment.

- **Failure to Provide Adequate Supervision:** Situations where children are left unsupervised or supervision is inadequate during activities, competitions, or travel, potentially exposing them to harm.

4.3.5. Misuse of Authority or Trust

- **Exploitation of Power or Authority:** Any individual using their position of power or authority to exploit or manipulate a child for personal gain, whether that's sexual, financial, or emotional.
- **Inappropriate Use of Social Media or Technology:** Any inappropriate use of digital platforms or social media, such as sending inappropriate messages or making unauthorised contact with children outside official activities.

4.3.6. Observations of Unsafe or Inappropriate Practices by Other Children

- **Harmful Behaviour by Peers:** If a child is witnessed bullying, harassing, or abusing another child, this must be reported. This includes physical, emotional, or sexual harm, or significant neglect observed between children.

4.4. *Reporting Obligations (Who to Report To)*

At Ice Hockey NSW, we are committed to the safety and protection of children and young people. This policy outlines the mandatory reporting obligations for all members of the organisation and provides the steps for reporting concerns or suspicions regarding child abuse, neglect, or any other form of harm. All individuals who interact with children, whether as staff, volunteers, committee members, coaches, managers, or players, are required to report any concerns about child safety.

4.4.1. Mandatory Reporters at Ice Hockey NSW

Under New South Wales (NSW) law, certain individuals are classified as **mandatory reporters**, meaning they are legally required to report any concerns or suspicions that a child may be at risk of significant harm (ROSH). These include any instance of abuse, neglect, or exposure to unsafe environments that could endanger a child's wellbeing.

At Ice Hockey NSW, the following individuals are considered mandatory reporters:

4.4.1.1. All Coaches

- Includes head coaches, assistant coaches, and team coaches.

4.4.1.2. All Managers

- Includes team managers, event coordinators, and any individuals in a supervisory or management role over children.

4.4.1.3. Committee Members

- Board members and other individuals in decision-making or leadership positions.

4.4.1.4. Volunteers

- Volunteers who have direct contact with children, such as referees, support staff, or any other volunteers working in child-facing roles.

4.4.1.5. Staff Members

- Any employees (paid or unpaid) working directly with children.

4.4.1.6. Participants (Over 18)

- Any participants aged 18 years or older who may come into contact with children during their involvement in the sport.

4.4.2. Reporting to the Department of Communities and Justice (DCJ)

In NSW, the Department of Communities and Justice (DCJ) (formerly known as FACS) is the statutory child protection agency responsible for responding to reports of children at risk of significant harm (ROSH). The Children and Young Persons (Care and Protection) Act 1998 and Children and Young Persons (Care and Protection) Regulation 2012 govern DCJ's work.

Mandatory reporters are legally obligated to report concerns about ROSH to DCJ. If you suspect a child is at risk of significant harm, you must report it to DCJ's Child Protection Helpline or via ChildStory, the online reporting system.

4.4.3. How to Report

- Child Protection Helpline:
 - Phone: 132 111
- ChildStory Online Reporting System:
 - Visit: DCJ ChildStory to report online.

4.4.4. What Constitutes Risk of Significant Harm (ROSH)?

The threshold for Risk of Significant Harm (ROSH) is met when there are current concerns for a child's safety, welfare, and wellbeing due to the presence, to a significant extent, of any one or more of the following circumstances:

4.4.4.1. Neglect

- The child's basic care needs are being neglected or are at risk of being neglected (physical, psychological, medical, or educational), and the parents or caregivers are unable or unwilling to meet those needs.

4.4.4.2. Domestic Violence

- The child is living in a home where there have been incidents of domestic violence and is at risk of further serious physical or psychological harm.

4.4.4.3. Abuse or Ill-Treatment

- The child has been, or is at risk of being, abused or ill-treated (physically, psychologically, or sexually).

4.4.4.4. Prenatal Risk

- A baby has been the subject of a prenatal report, and the birth mother has not successfully engaged with support services to minimize or lower the level of risk to the baby.

4.4.5. Reporting to the Child Safeguarding Officer (CSO)

In addition to reporting to DCJ, concerns about child safety should also be reported internally to the Child Safeguarding Officer (CSO) at Ice Hockey NSW. This ensures that

the organization can take appropriate actions in line with its child protection policy. Reporting forms can be found in the appendices at the end of this document.

4.4.5.1. Contact Details for the Child Safeguarding Officer (CSO):

- Name: Alyson Pedemont
- Position: Interim Child Safeguarding Officer
- Phone: 0415 804 398
- Email: alyson@ihnsw.com.au
- Address: PO Box 3266, North Strathfield, NSW 2137

4.4.5.2. Summary of Reporting Obligations

- Mandatory Reporters (e.g., Coaches, Managers, Volunteers, Staff, and Players over 18) must report any concerns of ROSH to DCJ via the Child Protection Helpline (132 111) or ChildStory online system.
- Reports of ROSH can also be made directly to the Child Safeguarding Officer (CSO) for internal review and action.
- Ice Hockey NSW's CSO is responsible for ensuring all reports are handled appropriately within the organisation.

By following these reporting obligations, we ensure the safety and wellbeing of all children involved in Ice Hockey NSW and comply with legislative requirements.

This policy aligns with the Children and Young Persons (Care and Protection) Act 1998 and provides clear guidelines for mandatory reporters to fulfill their legal obligations in protecting children from harm.

4.5. Risk management strategies

At Ice Hockey NSW, the safety and wellbeing of children involved in our programs is our primary concern. In the event of a suspected child safety concern or an allegation of abuse or neglect, it is essential to act quickly and implement appropriate risk management strategies. These strategies are designed to ensure the immediate protection of the child, safeguard the rights of all involved, and maintain the integrity of any investigation.

The Child Safeguarding Officer (CSO) is responsible for conducting a thorough risk assessment to determine the level of risk, identify the necessary actions to protect the child, and ensure the safety of everyone involved in the process. Below are the key risk management strategies that Ice Hockey NSW will implement in such circumstances:

4.5.1. Immediate Action to Ensure Safety Protecting the Child:

The first priority is to ensure that the child is safe from harm. In cases of immediate risk, the following actions will be taken:

- Remove the child from the risk situation: If the concern involves a child in a dangerous or harmful situation, they will be immediately removed from that

environment (e.g., taken away from a specific game, training session, or event) to ensure their safety.

- **Access to emergency support:** If necessary, the child will be provided with immediate access to support services, such as counselling, medical attention, or emergency response teams.
- **Informing authorities:** If the child is at imminent risk of harm, immediate reporting to NSW Police or Family and Community Services (FACS) will occur to ensure that the situation is addressed by the relevant authorities.

Protecting Others Involved:

If other children, staff, or volunteers are involved in the situation, additional steps will be taken to ensure their safety, including:

- **Temporary suspension:** If appropriate, the person under suspicion (e.g., coach, volunteer, or other individual) may be temporarily suspended from their duties until the matter is fully investigated.
- **Supervision:** Additional supervision may be implemented for other children or individuals involved in the situation to prevent any further incidents.

4.5.2. Risk Assessment and Ongoing Monitoring

Conducting a Risk Assessment (*appendix 7*):

The Child Safeguarding Officer (CSO) will conduct a thorough risk assessment to evaluate the potential risks posed to the child and others involved. This process will include:

- **Identifying the nature of the concern:** The CSO will determine whether the risk is immediate (e.g., physical harm) or ongoing (e.g., emotional abuse or neglect). This includes gathering any available evidence, such as witness statements or documentation of the concern.
- **Assessing the environment:** The CSO will review the environment where the concern occurred (e.g., training facilities, event spaces) to identify any factors that could exacerbate the situation or pose additional risks.
- **Determining appropriate actions:** Based on the risk assessment, the CSO will decide what actions need to be taken, such as temporary suspension, further investigation, or additional supervision.
- **Ongoing monitoring:** Throughout the investigation or concern, the CSO will monitor the situation to ensure that the safety of all involved remains a priority and that further risks do not arise.

4.5.3. Temporary Protective Measures

Interim Safety Measures:

While an investigation is ongoing or if there is any concern about the safety of a child, the following temporary measures may be put in place:

- **Suspension or reassignment of personnel:** If the person accused or suspected of harm is in a position of authority (e.g., coach, volunteer), they may be

temporarily suspended or reassigned to duties that do not involve direct contact with children until the situation is resolved.

- **Adjustment of team assignments:** The child or children involved may be temporarily reassigned to a different team, activity, or coach, depending on the situation, to ensure they feel safe and supported.
- **Increased supervision:** The CSO or other responsible adults may increase the level of supervision for all individuals involved to ensure safety during the investigation process.

4.5.4. Confidentiality and Integrity of the Investigation

Maintaining Confidentiality:

It is essential to maintain confidentiality throughout the investigation process to protect the privacy of all individuals involved and to preserve the integrity of the investigation. The following measures will be taken to ensure confidentiality:

- **Limit access to information:** Only individuals directly involved in the investigation (such as the CSO, leadership team, and relevant authorities) will have access to information about the concern.
- **Sensitive handling of information:** All reports and documentation related to the incident will be handled with care and only shared on a need-to-know basis to avoid further harm or distress.
- **Transparency with the child and family:** Throughout the process, the child and their family will be kept informed of the steps being taken, while respecting their privacy and emotional wellbeing.

4.5.5. Ongoing Support for the Child and Other Affected Parties

Emotional and Psychological Support:

It is critical to provide appropriate support to the child and any other individuals affected by the situation. This may include:

- **Support from trusted adults:** The child will have access to a trusted adult, such as a designated child safety officer or other responsible adult, to provide guidance and reassurance throughout the process.

Support for the Alleged Perpetrator:

If the person under investigation is a coach, staff member, or volunteer, they should also be offered support, to ensure they understand the process and have adequate support during the investigation.

4.5.6. Review of Practices and Policies

Post-Incident Review:

Once the investigation is complete and any necessary actions have been taken, the Child Safeguarding Officer (CSO), in consultation with the leadership team, will conduct a review of the incident and the effectiveness of the risk management strategies. This will include:

- **Evaluation of safety protocols:** Reviewing the safety measures in place during the incident and determining if any improvements are needed to prevent future concerns.

- **Training and education:** Based on the findings of the review, updates to training programs and child protection policies will be made to ensure staff, coaches, and volunteers are better equipped to identify and respond to child safety concerns.
- **Feedback and improvements:** The CSO will gather feedback from those involved in the process (including the child, their family, and relevant staff) to improve the organisation's child protection practices.

4.6. *Procedural fairness, including privacy and confidentiality*

Ice Hockey NSW are committed to ensuring that all individuals involved in any child safety concern or investigation are treated with fairness, respect, and dignity. This includes providing procedural fairness throughout the process, managing privacy appropriately, and safeguarding confidentiality. These principles are integral to maintaining trust, accountability, and a child-safe culture within our organisation.

4.6.1. Procedural Fairness

Procedural fairness, also known as natural justice, is the right of all individuals to have their case heard in a fair and unbiased manner. It ensures that decisions are made based on clear and consistent processes, and all parties involved are given a chance to present their side of the story. At Ice Hockey NSW, we uphold the following principles of procedural fairness:

- **Right to be heard:** Any individual accused of misconduct or involved in an investigation will be provided with an opportunity to explain their actions, respond to allegations, and provide any relevant information. They will be notified of the nature of the complaint and given sufficient time to respond before any final decisions are made.
- **Impartial decision-making:** Investigations into any child safety concern will be conducted impartially, with no bias or pre-judgment. The individual leading the investigation (e.g., the Child Safeguarding Officer or an appointed investigator) will remain neutral and ensure that all relevant facts are considered.
- **Consistency in decision-making:** Decisions regarding the investigation and any subsequent actions will be based on clear, established policies and procedures. Similar cases will be treated consistently to ensure fairness and avoid discrimination.
- **Right to support:** Individuals involved in an investigation, whether they are the subject of an allegation or a reporting party, have the right to support from a trusted person (e.g., family member, representative, or legal advisor) during the process.

4.6.2. Privacy and Confidentiality

Privacy and confidentiality are critical to safeguarding the rights and wellbeing of all individuals involved in a child protection matter. This includes the reporting party, the alleged victim, and any individuals who may be accused or implicated in the concern. At Ice Hockey NSW, we take all necessary measures to ensure that privacy and confidentiality are respected throughout the reporting, investigation, and resolution processes:

- **Confidentiality of reports:** All reports of child safety concerns or suspected abuse will be treated with strict confidentiality. Only individuals who need to be involved in the investigation process (e.g., the Child Safeguarding Officer, leadership team, or external authorities) will have access to the details of the report.
- **Sensitive information:** Sensitive information regarding the child, the alleged perpetrator, and any other involved parties will only be shared on a need-to-know basis. This ensures that the privacy of all parties is protected and that information is not unnecessarily disclosed, which could harm the investigation or the individuals involved.
- **Secure record keeping:** All documentation related to child safety concerns, investigations, and outcomes will be stored securely. Access to these records will be restricted to authorised personnel only. Physical and digital files will be stored in a way that prevents unauthorized access, alteration, or destruction.
- **Anonymity of reporting:** Where possible, the identity of individuals who report concerns will be protected to prevent any retaliation or harassment. The organisation will support individuals who report child safety concerns in good faith, ensuring they are not subject to any form of discrimination or negative consequences.
- **Transparency in communication:** While confidentiality will be maintained, the organisation will ensure that those involved in the investigation are kept informed of the process and any decisions or actions taken. The child and their family will be given regular updates about the steps being taken to ensure their safety and wellbeing.

4.6.3. Protection of the Privacy Rights of the Child

Children are particularly vulnerable when involved in child safety matters. Ice Hockey NSW is dedicated to upholding the highest standards of privacy protection for all children, especially when allegations of abuse or neglect are involved.

- **Minimising exposure:** Efforts will be made to minimise any exposure of the child to further trauma or stress during the reporting and investigation process. This includes ensuring the child is not placed in a situation where they are forced to repeatedly recount their experience to multiple parties unless necessary.
- **Parental/guardian involvement:** For children under 18, Ice Hockey NSW will involve the child's parent or guardian in the process where appropriate and will ensure they are informed of all actions being taken to protect the child's safety. However, the child's wishes will be respected in cases where their privacy is concerned, in line with their best interests.

4.6.4. Managing Allegations Against Employees, Coaches, Volunteers, and Committee Members

If an allegation of child abuse or misconduct is made against an employee, coach, volunteer, or committee member, we ensure the following processes to maintain fairness, privacy, and confidentiality:

- Confidential investigation: The accused individual will be informed of the nature of the allegations against them and given an opportunity to respond. Their privacy will be respected, and any disciplinary or investigatory actions will be handled confidentially.
- Suspension or reassignment: In cases where the safety of a child may be at risk, the accused individual may be temporarily suspended or reassigned to duties that do not involve direct contact with children during the investigation process.
- Right to fair treatment: The accused will be treated with respect and dignity throughout the process and will have the opportunity to present their case. They will also have access to appropriate support, including legal representation, if required.

Ice Hockey NSW is committed to ensuring that all child safety concerns are handled in a fair, transparent, and legally compliant manner. By adhering to principles of procedural fairness, we protect the rights of all individuals involved and ensure a balanced and impartial investigation process. We take the privacy and confidentiality of all parties seriously, recognising the sensitive nature of child protection matters. Through careful management of these principles, we aim to provide a safe environment where children can participate in ice hockey without fear of harm or breach of their rights.

4.7. Complaint process (how to report)

4.7.1. Step 1: Identify the Concern

If you have a concern regarding child safety, misconduct, or any other issue that could impact the wellbeing of a child or young person, it is important to take immediate action. Concerns may involve allegations of abuse, neglect, bullying, inappropriate behaviour, or other risks to a child's safety.

4.7.2. Step 2: Make the Report (appendix 5 for incident, appendix 6 for complaint) Who Can Report

- Anyone who is aware of or has witnessed a concern involving a child or young person in Ice Hockey NSW programs can make a report. This includes players, coaches, parents, volunteers, committee members, and any other staff.
- Children are encouraged to report any concerns they may have directly to a trusted adult, such as their coach, parent, or the Child Safety Officer (CSO).

Where to Report

- Report to the Child Safeguarding Officer (CSO): The first point of contact for reporting child safety concerns is the Child Safeguarding Officer (CSO), who is trained to handle complaints sensitively and confidentially.
- Report to Leadership or Management: If the CSO is unavailable or the issue involves the CSO, the concern should be reported directly to the Executive Officer
 - Executive Officer Contact Information: eo@ihnsw.com.au, 02 8736 1206

- **Report to External Authorities:** If the concern involves a serious risk to a child's safety (e.g., suspected child abuse), individuals are encouraged to report directly to external authorities such as:
 - NSW Police (emergency: 000, non-emergency: Contact the local station in which the situation occurred)
 - NSW Child Protection Helpline: 132 111
 - NSW Office of the Children's Guardian: 02 8219 3600

Mandatory Reporting: Staff, coaches, volunteers, and committee members are mandatory reporters. This means they are legally required to report any concerns they suspect might involve a child at risk of harm to the relevant authorities.

4.7.3. Step 3: Provide Detailed Information

When making completing the Appendix A Incident Report, it is important to provide as much detail as possible to help assess and address the situation.

4.7.3.1. Confidentiality

While reporting, you are expected to share sensitive information only on a need-to-know basis. All reports will be handled confidentially and with the utmost sensitivity to protect the privacy and wellbeing of all parties involved.

4.7.4. Step 4: Initial Response

Once a report has been received, the following steps will take place:

- **Acknowledgement of the Report:** The CSO or designated staff member will acknowledge receipt of the report as soon as possible. If the concern is serious or urgent, immediate action will be taken.
- **Risk Assessment:** A risk assessment will be conducted by the CSO or an appointed investigator to determine whether immediate protective actions are needed, such as suspending the alleged perpetrator or providing support services to the child.
- **Initial Investigation:** If necessary, the CSO will begin an initial investigation into the complaint. This may involve gathering further details, speaking with the child or others involved, and deciding on any immediate actions required.

4.7.5. Step 5: Investigation Process

The investigation will be conducted in a fair, impartial, and confidential manner. The process includes:

- **Interviewing the parties involved:** This may include the child, the accused individual (if appropriate), witnesses, and others who may have information relevant to the concern.
- **Gathering evidence:** This could include documentation, reports, or physical evidence that supports the complaint.
- **Consulting with external authorities:** If the concern involves a serious risk of harm or is outside the scope of the organisation, we will engage with external authorities such as the NSW Police or Child Protection Services.

Child-Focused Approach

- The child's safety and welfare are the primary consideration throughout the investigation.
- The child and their family will be kept informed and supported during the process.
- The child's wishes and feelings will be taken into account, where appropriate.

4.7.6. Step 6: Outcome and Action

After the investigation, the CSO or leadership team will determine the appropriate course of action. This may include:

- **Resolution:** Depending on the findings, actions might range from providing support and counselling for the child or perpetrator to taking disciplinary action against staff or volunteers.
- **Reporting to authorities:** If the matter is deemed serious or criminal, the organisation will report it to the relevant external authorities, such as NSW Police, Family and Community Services (FACS), or the Office of the Children's Guardian.
- **Feedback:** The child and their family will be informed of the outcome, unless doing so would compromise the safety of the child or others.

4.7.7. Step 7: Ongoing Support and Monitoring

After the investigation, Ice Hockey NSW will provide appropriate support to the child, their family, and any other affected individuals. This may include:

- Counselling or psychological support for the child.
- Follow-up actions to monitor the situation and ensure the child's safety is ongoing.
- Regular updates to the child and their family about any changes to the situation or ongoing investigations.

4.7.8. Step 8: Documentation and Record-Keeping

All reports, investigations, and actions taken will be documented thoroughly. This includes:

- Incident reports.
- Investigation outcomes.
- Actions taken to resolve the situation.
- Follow-up and monitoring notes.

These records will be kept confidential and stored securely to ensure the privacy of all parties involved.

Complaint Form Template (Appendix 6)

The completed form should be submitted to the Child Safeguarding Officer (CSO) or directly to Ice Hockey NSW via the appropriate reporting channels.

By following these steps, Ice Hockey NSW ensures that all complaints and concerns regarding child safety are addressed promptly, fairly, and in a way that prioritises the safety and wellbeing of children. The process is designed to be clear, accessible, and supportive of those who report concerns, while maintaining confidentiality and integrity throughout the investigation.

4.8. *Legislation Relevant to Mandatory Reporting:*

Children and Young Persons (Care and Protection) Act 1998 (NSW)

This Act is the primary legislation that governs child protection in NSW. It establishes the legal framework for responding to reports of suspected child abuse or neglect. Under this Act, mandatory reporters are required to report concerns when they suspect a child is at risk of significant harm (ROSH) due to abuse or neglect.

Crimes Act 1900 (NSW)

This Act includes provisions for child abuse, such as child sexual abuse and physical abuse. It also specifies mandatory reporting requirements for certain professionals working with children, including those involved in sport and recreation. Mandatory reporters must report any concerns about child abuse or neglect to the appropriate authorities.

The Crimes Amendment (Child Sexual Abuse) Act 2018 (NSW)

This law expands mandatory reporting to include child sexual abuse. Certain professionals, including those working with children in sports and recreation, are legally required to report any reasonable suspicion of child sexual abuse to authorities. Failure to do so can result in criminal charges.

The Ombudsman Act 1974 (NSW)

This Act gives the NSW Ombudsman oversight of complaints regarding child abuse and neglect in organisations. It outlines the requirement to report "reportable conduct", which includes physical, sexual, or emotional abuse of children by those in positions of trust (e.g., staff, coaches, volunteers). Organisations are required to notify the NSW Ombudsman of any such allegations.

The Children's Guardian Act 2019 (NSW)

This Act governs the reporting of reportable conduct in NSW. Reportable conduct includes abuse or misconduct involving children by employees or volunteers in organisations, including those in sport. Mandatory reporting to the Office of the Children's Guardian (OCG) is required for such conduct.

4.9. How we publicise our Child Safe Reporting Policy

At Ice Hockey NSW, we are committed to creating a child-safe environment and ensuring that our Child Safe Reporting Policy is easily accessible and well-known by all members of the organisation. This includes staff, coaches, volunteers, committee members, players (over 18), parents, and other stakeholders. The following communication plan outlines how we will publicise and promote our Child Safe Reporting Policy:

4.9.1. Communication Plan for Publicising the Child Safe Reporting Policy

4.9.2. Website

- **Action:** The full Child Safe Reporting Policy will be published on the Ice Hockey NSW website in an easily accessible location, such as the 'Child Protection' or 'Policies' section.
- **Frequency:** The policy will be available for reference at all times, with regular updates to ensure that it reflects any changes in legislation, processes, or organisational practices.
- **Additional Materials:** Links to the policy will be prominently placed on related webpages (e.g., registration pages, coach/volunteer information pages) to encourage individuals to read and understand it.

4.9.3. Social Media

- **Action:** We will post about our Child Safe Reporting Policy on Ice Hockey NSW's official social media platforms (Facebook and Instagram) to increase visibility and promote the importance of child safety within our organisation.
- Posts will include key messages from the policy, such as the importance of reporting concerns, how to report, and who to contact for support.
- **Frequency:** Social media updates will occur at regular intervals, especially during key registration periods, training sessions, and events.
- **Call to Action:** Social media posts will include clear calls to action, directing followers to visit the website for full details of the policy.

4.9.4. Club Meetings

- **Action:** We will discuss the Child Safe Reporting Policy at club meetings with club delegates
 - We will encourage questions and open discussions about the policy and reporting processes.
 - Special sessions or workshops will be held to provide deeper training or clarification if needed.
- **Frequency:** At least once a year, or more frequently if there are policy updates or new concerns.
- **Email:** all Ice Hockey NSW members will be emailed a summary of club meetings which will include the Child Safe Reporting Policy updates.

4.9.5. Training and Inductions

- Action: As part of training and induction sessions for coaches, volunteers, staff, and players (over 18), the [Child Safe Reporting Policy](#) will be reviewed, ensuring that everyone understands their responsibilities and obligations for reporting concerns.
 - Inductions for new members will include a mandatory review of the policy.
 - Mandatory course completion by the Office of the Children’s Guardian’s [Child Safe Sport](#) course will be compulsory each year to highlight the importance of child safety and to refresh knowledge of the reporting process.
- Frequency: Initial induction for new members, and regular refresher training at least annually.
- Materials: A copy of the policy will be given to all attendees, and the policy will be incorporated into online training modules for greater accessibility.

4.9.6. Esportsdesk Registration System

- Action: As part of the registration process, we will ensure that all players, coaches, managers, committee members, and volunteers using the Esportsdesk system must read and agree to the [Child Safe Reporting Policy](#) before completing their registration.
 - The system will prompt users to acknowledge the policy and its reporting procedures.
 - New registrants will be provided with a direct link to the full policy on the website during their registration process.
- Frequency: This step will be completed every time an individual registers or re-registers for any Ice Hockey NSW event or program.

5. Child Safe Recruitment, Induction and Training Policy

5.1. Purpose

The purpose of this policy is to establish clear procedures for child safe recruitment, induction, and training within Ice Hockey NSW, ensuring that all individuals involved with the organisation are well-equipped to create and maintain a safe environment for children. This policy is designed to help every member of our organisation, whether staff, coaches, volunteers, committee members, or players, understand and uphold our child safety values and responsibilities.

By outlining and implementing structured processes for recruitment, induction, and ongoing training, we aim to ensure that:

- All individuals working with children in our organisation undergo a thorough and child-safe recruitment process.
- All new members are adequately inducted into the organisation's child safety policies, procedures, and responsibilities.
- Ongoing training is provided to reinforce the organisation's commitment to child safety and ensure all members remain informed about best practices, legal requirements, and how to handle concerns related to child safety.

5.1.1. Key Objectives:

5.1.1.1. Child Safe Recruitment:

- We commit to ensuring that only individuals who are suitable, qualified, and committed to upholding child-safe practices are selected for roles that involve working with children. This includes comprehensive checks, such as Working with Children Checks (WWCC), police checks, and reference verifications for all staff, volunteers, coaches, and managers.

5.1.1.2. Induction:

- All new staff, coaches, managers, volunteers, and players (over 18) will undergo a child safety induction as part of their onboarding process. The induction will include a thorough introduction to our Child Safeguarding Policy, and our commitment to ensuring children's safety and wellbeing at all times. This will also involve a review of our organisational values related to child protection and a clear explanation of how each individual contributes to maintaining a child-safe environment.

5.1.1.3. Training:

- Mandatory course completion by the Office of the Children's Guardian's [Child Safe Sport](#) course.

5.1.2. Desired Outcomes:

By setting out clear procedures for recruitment, induction, and training, we aim to:

- Ensure all staff and volunteers understand their role in keeping children safe and feel confident in identifying and addressing potential concerns.

- Foster a culture of safety, respect, and accountability in all interactions with children, where policies and procedures are adhered to consistently.
- Minimise risks associated with child abuse and neglect, through proactive education and a commitment to safeguarding practices.

In short, this policy is designed to ensure that *Ice Hockey NSW* is a child-safe organisation where everyone is responsible for upholding child protection values, and where children are empowered to participate in the sport free from harm or fear.

5.2. *Who the Policy is for and what it applies to*

This Child Safe Recruitment, Induction, and Training Policy applies to all individuals within *Ice Hockey NSW* who are involved in child-related roles or have regular contact with children in the course of their duties. These roles include, but are not limited to, staff, coaches, managers, committee members, volunteers, and players (over 18).

Specifically, this policy applies to the following child-related roles:

5.2.1. Child-Related Roles this Policy Applies To:

5.2.1.1. Coaches and Assistant Coaches:

- Coaches who are responsible for training, mentoring, and supervising children and young people.
- Assistant coaches or anyone in a supporting role working directly with children in practice or competition settings.

5.2.1.2. Team Managers:

- Individuals responsible for managing the day-to-day operations of youth teams, including logistics, communications, and player welfare.

5.2.1.3. Volunteers:

- Individuals volunteering in any capacity with children, including those assisting with on-ice activities, team support, event management, or working directly with children during training sessions, competitions, or events.

5.2.1.4. Committee Members:

- Members of any governing or operational committees who have responsibilities related to the welfare and safety of children participating in *Ice Hockey NSW* programs and activities.

5.2.1.5. Staff Members:

- Any permanent or temporary staff who are responsible for supporting or overseeing children in any capacity, whether directly (e.g., as instructors or program managers) or indirectly (e.g., administrative or supervisory roles).

5.2.1.6. Players (Over 18):

- Players who are over the age of 18, particularly those who may interact with children during training sessions, games, or team activities. This includes those who serve as mentors, role models, or team leaders.

5.2.2. What the Policy Applies To:

The policy covers all child-related activities, including:

5.2.2.1. Training sessions:

Any session where children are present and engaged in on-ice or off-ice activities, including skill development and practice.

5.2.2.2. Competition and games:

- Any official games, tournaments, or competitions where children are involved as players or spectators.

5.2.2.3. Team management and support:

- Any organisational roles related to managing or assisting teams of children, including communications, logistics, and child welfare support.

5.2.2.4. Events:

- Any organised events such as camps, workshops, or community outreach programs where children are participating.

5.2.2.5. Travel and accommodation:

- Any situation where children are travelling or staying overnight for hockey-related events, tournaments, or training camps.

5.2.2.6. Mentoring and leadership:

- Any mentoring programs or leadership roles involving young players, including on-ice and off-ice mentoring and guidance.

5.2.3. Exclusions

This policy does not apply to roles or individuals who do not have direct or regular contact with children as part of their duties, such as adult-only administrative roles, external contractors, or individuals whose involvement is not child-related. However, any concerns about child safety in these roles should still be reported in accordance with the organisation's general child protection procedures.

5.3. *Process for Child Safe Recruitment at Ice Hockey NSW*

At Ice Hockey NSW, child protection is paramount. Our recruitment process for child-related positions is designed to ensure that all staff and volunteers are suitable, qualified, and committed to providing safe, professional, and enjoyable programs and services for children and young people. The following steps outline our child-safe recruitment process, aligned with the relevant child protection guidelines.

5.3.1. Child-Related Positions

5.3.1.1. Assessment of Child-Related Positions:

- All roles within Ice Hockey NSW that involve direct or regular contact with children are considered Child-Related Positions. These positions are assessed using *Appendix 3: Child-Related Position Assessment Recommendations* to determine if they involve activities such as supervision, one-on-one contact, transportation, or access to children's personal information.

5.3.1.2. Child-Related Position Definition:

- A Child-related position refers to any role that involves or may involve contact with children or young people, either as part of the position description or due to the nature of the work.

5.3.1.3. Recruitment Process for Child-Related Roles:

- All child-related positions will follow the recruitment and screening process outlined in this policy.

5.3.2. Position Descriptions

5.3.2.1. Clear Selection Criteria:

- A critical first step is developing appropriate selection criteria for each child-related position. These criteria help ensure that candidates are suitable for working with children and include:
 - Experience: The candidate must have experience working with children or young people.
 - Understanding of Child Safety: The candidate must demonstrate knowledge of appropriate behaviours when engaging with children.
- Example Selection Criteria:
 - “Must have experience working with children and young people.”
 - “Must demonstrate an understanding of appropriate behaviour when engaging with children and young people.”

5.3.3. Advertising

5.3.3.1. Child Safety Emphasis in Job Ads:

- All job advertisements for child-related positions will include the following statement:
"Ice Hockey NSW is committed to protecting children and young people from harm. We require all applicants that will work with children to undergo an extensive screening process prior to appointment."

5.3.3.2. Advertising Channels:

- Positions should be advertised in places where potential candidates with appropriate experience and skills are likely to see the opportunity.

5.3.4. Interviews

5.3.4.1. In-Person or Videoconference Interviews:

- Interviews will be conducted for all candidates applying for child-related positions, ideally in person or via videoconference (e.g., Zoom). The interview will assess the applicant's suitability to work with children by focusing on their experience, understanding of child safety, and their approach to handling potential child protection concerns.
- Child Safety Questions:
During the interview, questions specifically designed to assess the applicant's

understanding and commitment to child protection will be included. Example questions include:

- "Can you provide examples of how you have handled child protection concerns in previous roles?"
- "How would you create a safe, inclusive environment for children?"
- "What would you do if you observed or suspected a potential risk of harm to a child?"

5.3.4.2. Scenario-Based Questions:

- Candidates may also be asked to respond to hypothetical situations related to child safety to assess their ability to handle potential risks in a real-world context.

5.3.5. Working with Children Checks (WWCC)

5.3.5.1. Mandatory WWCC Compliance:

- As per New South Wales (NSW) legislation, all individuals applying for child-related positions must have a valid Working with Children Check (WWCC).
 - The WWCC is a legal requirement for anyone working with children and verifies that candidates do not have a criminal history that would disqualify them from working with children.

5.3.5.2. Submission and Verification:

- Candidates must provide proof of a valid WWCC, and Ice Hockey NSW will verify its currency before appointing any candidate.

5.3.5.3. Ineligible Candidates:

- Ice Hockey NSW will not appoint individuals who do not have a satisfactory WWCC or who have been found guilty of crimes that disqualify them from working with children, including any serious criminal charges.

5.3.6. Reference Checks

5.3.6.1. Minimum of Two Reference Checks:

- At least two reference checks will be conducted for all shortlisted candidates. The referees must have known the candidate for at least 12 months and be able to speak to the applicant's character and suitability for working with children.

5.3.6.2. Specific Reference Check Questions:

- References will be asked about the applicant's experience working with children and their approach to safeguarding. Example questions include:
 - "Do you have any concerns about this individual working with children?"
 - "Can you describe a situation where the candidate demonstrated appropriate behaviour or actions regarding child safety?"

5.3.6.3. Character References:

- Character references are not sufficient unless they are verified through direct contact with referees.

5.3.7. National and International Criminal History Checks

5.3.7.1. National Criminal History Record Check:

- In addition to the WWCC, candidates may be required to undergo a national criminal history record check (police check). This is required if the WWCC does not apply to the jurisdiction or the position.

5.3.7.2. International Criminal History Record Check:

- Any candidate who has lived overseas for 12 months or more in the past 10 years will be required to provide an international criminal check. If the overseas country does not release information, the candidate will need to provide at least two references from individuals who knew them while residing in that country.

5.3.7.3. Impact of Criminal History:

- A criminal history does not automatically preclude an applicant from being appointed unless it suggests a risk to children. Applicants will have an opportunity to respond to any issues identified during the police check process.

5.3.8. Training and Induction

5.3.8.1. Child Safeguarding Induction:

- All new recruits to child-related positions will undergo a Child Safeguarding Induction that covers:
 - Ice Hockey NSW's Child Safeguarding Policy.
 - Procedures for identifying and reporting child protection concerns.
 - The roles and responsibilities of staff and volunteers in safeguarding children.

5.3.8.2. Mandatory Training:

- All appointed individuals must complete the Office of the Children's Guardian's [Child Safe Sport](#) course induction online course within one month of their appointment. This training ensures that staff and volunteers understand their obligations and can respond appropriately to child protection issues.

5.3.8.3. Ongoing Training:

- Staff and volunteers in child-related positions will refresh this course every 12 months.

5.3.9. Monitoring and Compliance

5.3.9.1. Regular Compliance Checks:

- Ice Hockey NSW will ensure that all individuals in child-related positions maintain current WWCCs and comply with other relevant probity checks, as required by state and territory legislation.

5.3.9.2. Ongoing Supervision and Review:

- To ensure continued adherence to child protection policies, ongoing supervision, feedback, and performance reviews will be conducted.

5.3.10. Summary

The child-safe recruitment process at Ice Hockey NSW is a rigorous and comprehensive system designed to ensure the safety and well-being of all children and young people involved in our programs. By following the steps outlined above—including position assessments, clear job descriptions, mandatory WWCC checks, thorough interviews, reference checks, and ongoing training.

5.4. *Induction Process for Child-Related Roles at Ice Hockey NSW*

The induction process at Ice Hockey NSW ensures that all new staff, coaches, volunteers, and other individuals in child-related roles are fully equipped to uphold the organisation's commitment to child safety. It involves a comprehensive introduction to the organisation's values, child safeguarding policy, procedures, and the responsibilities each individual has in safeguarding children. Below is a detailed explanation of what is involved in the induction process, including the steps that must be completed before a worker or volunteer can begin their role.

5.4.1. Welcome and Introduction to the Organisation

5.4.1.1. Overview of Ice Hockey NSW:

- New recruits are introduced to Ice Hockey NSW's mission, values, and commitment to child safety. This initial orientation helps to connect the individual with the organisation's broader objectives and establishes the importance of maintaining a child-safe environment.

5.4.1.2. Child Safety Commitment:

- A key focus is on Ice Hockey NSW's commitment to child safety, with clear communication about how the individual's role aligns with this priority. New workers are made aware of the essential role they play in protecting children and young people.

5.4.2. Review of Child Safety Policies and Procedures

5.4.2.1. Child Safeguarding Policy:

- All new staff and volunteers are provided with a copy of the Child Safeguarding Policy, which outlines the organisation's child protection framework, including roles, responsibilities, and key practices designed to safeguard children.

5.4.2.2. Child Safe Code of Conduct:

- New recruits will review the Child Safe Code of Conduct to understand the expected behaviours and boundaries when interacting with children. The Code includes guidelines on appropriate and inappropriate conduct, both on and off the ice.

5.4.2.3. Reporting Procedures:

- An explanation of how to report concerns regarding child safety is provided. This includes:
 - Who to report to: Introduction to the Child Safeguarding Officer (CSO) or the designated person responsible for managing child safety concerns.
 - Mandatory Reporting: An explanation of the legal obligations for mandatory reporters, including the process for reporting concerns to

external authorities such as NSW Police or the NSW Child Protection Helpline.

5.4.3. Completion of Relevant Checks and Documentation

Before an individual can begin their role, the following checks and documentation must be completed to ensure they meet the necessary child protection standard:

5.4.3.1. Working with Children Check (WWCC):

- Proof of a valid WWCC is mandatory for all individuals in child-related roles. This check ensures that the individual does not have any disqualifying criminal offences.
 - Ice Hockey NSW will collect and verify the candidate's WWCC details before they begin their role.

5.4.4. Child Safety Training and Education

All new recruits are required to complete [Child Safe Sport](#) course by the Office of the Children's Guardian's. Key areas covered in the training include:

5.4.4.1. Recognising Signs of Abuse:

- Understanding how to identify different types of abuse (physical, emotional, sexual) and neglect, as well as the signs of grooming.

5.4.4.2. Creating a Safe Environment:

- Guidance on how to establish and maintain a safe, inclusive, and respectful environment for children, both during training and competitions.

5.4.4.3. Responding to Concerns:

- Training on how to appropriately respond to concerns, disclosures, or allegations of child abuse, including the correct steps to take when suspicions arise.

5.4.4.4. Code of Conduct and Behaviour Expectations:

- The Child Safe Code of Conduct will be reviewed in detail, ensuring that all staff and volunteers understand the expected behaviour, both on and off the ice.

5.4.4.5. Risk Management in Child Safety:

- Best practices for identifying and mitigating risks during activities such as training, travel, events, and games.

5.4.4.6. Confidentiality and Privacy:

- Emphasis on the importance of maintaining confidentiality, especially when dealing with sensitive child protection matters.

5.4.5. Acknowledgment of Policies and Training

Once the training is complete, new recruits must acknowledge that they have read, understood, and agree to comply with the relevant policies and procedures:

5.4.5.1. Signed Agreement:

- All new workers must sign a declaration acknowledging that they have reviewed and agree to abide by the Ice Hockey NSW Child Safeguarding Policy.

- For volunteer roles, this acknowledgment will be completed during the registration process via the Esportsdesk portal.

5.4.5.2. Training Completion:

- A record of each individual's completion of training will be kept on file to ensure that all workers in child-related roles are fully informed and compliant with the organisation's child safety standards.

5.4.5.3. Ongoing Learning:

- The induction process includes a commitment to ongoing education in child safety, which includes regular updates and refresher training sessions to ensure continuous adherence to child protection standards.

5.4.6. Introduction to the Child Safeguarding Officer (CSO)

5.4.6.1. Meeting with the CSO:

- New staff and volunteers will have a meeting with the Child Safeguarding Officer (CSO) or the designated child protection officer. This meeting will cover:
 - The role of the CSO and their responsibilities in supporting staff in maintaining child safety.
 - The process for reporting child protection concerns and how the CSO can provide guidance and support.

5.4.6.2. CSO Contact Information:

- New recruits will be provided with the CSO's contact details to ensure they know how to reach out for assistance if concerns or questions arise.

5.4.7. Monitoring and Support

5.4.7.1. Mentorship and Supervision:

- For the first few months, new staff and volunteers will be closely supervised to ensure they are following all child safety protocols. This will help them become familiar with the specific child protection practices in place within the organisation.

5.4.7.2. Ongoing guidance will be provided to support them in their role.

5.4.7.3. Performance Reviews:

- Regular performance reviews will be conducted to assess the new worker's adherence to child safety standards and policies. These reviews will help identify any areas where additional support or training may be needed.

5.4.8. Ready to Begin

Once all elements of the induction process have been successfully completed—including the necessary checks, training, policy reviews, and acknowledgment of responsibilities—the new recruit will be cleared to begin their role within Ice Hockey NSW.

However, their engagement with children will continue to be closely monitored, and they will be expected to comply with child safety policies and practices throughout their

tenure. Ongoing training and support will ensure that child protection remains a priority.

5.5. Training for Child Safety at Ice Hockey NSW

Ice Hockey NSW are fully committed to ensuring that all staff, volunteers, coaches, managers, and other individuals involved in child-related roles have the necessary skills and knowledge to create a safe environment for children and young people. Our comprehensive training program is designed to equip all relevant individuals with the understanding and skills needed to maintain high child protection standards and effectively respond to any concerns regarding child safety.

The key components of our training program ensure that all workers, volunteers, and staff members continue to develop the skills required to protect children and young people and meet the obligations outlined in our Child Safeguarding Policy.

5.5.1. Key Components of Training

5.5.1.1. Child Protection Training

- All new recruits in child-related roles are required to complete the [Child Safe in Sport e learning course](#) via the Office of the Children’s Guardian as part of their induction. This training covers:
 - **Recognising Signs of Abuse and Neglect:** Participants learn to identify physical, emotional, and sexual abuse, and signs of neglect in children and young people.
 - **Understanding Grooming Behaviours:** The training highlights how to spot inappropriate behaviours and recognise grooming techniques often used by perpetrators to manipulate children.
 - **Responding to Disclosures and Suspicions:** Participants are trained in how to appropriately respond when a child discloses abuse or when there is a suspicion of abuse or neglect.
 - **Legal and Ethical Obligations:** Workers are educated about mandatory reporting requirements and their legal responsibilities as adults working with children, including reporting to authorities such as NSW Police or the NSW Child Protection Helpline.
 - **Creating and Maintaining a Safe Environment:** This includes training on best practices for creating safe spaces for children, both in physical settings (like training and games) and online (such as digital communication or virtual meetings).

5.5.1.2. Child Safe Code of Conduct

- All workers and volunteers are required to:
 - **Review and Sign the Child Safe Code of Conduct:** This code sets out the behavioural expectations for all individuals working with children, ensuring that everyone understands how to interact appropriately and safely with children and young people.
 - **Compliance Training:** Training ensures that all staff understand the importance of adhering to the Code and how violations can be reported

5.5.1.3. Annual Refresher Training

- Child safety is an ongoing process. As part of our commitment to maintaining high standards, all workers are required to complete the [Child Safe in Sport e learning course](#) annually.
- Training for Specific Roles
- To ensure that all staff members are adequately prepared for their specific roles within the organisation, we provide role-specific training:
 - Coaches and Managers: Specialised training is provided for coaches and team managers, covering how to foster positive relationships with children, prevent inappropriate behaviour, and respond effectively to any concerns that arise within their teams.
 - Child Safeguarding Officers (CSOs): CSOs undergo more in-depth training by completing the Office of the Children’s Guardian [Responding to Reportable Allegations](#) course

5.5.1.4. In-Person Learning In-person training

- Sessions are held regularly, particularly before key events such as National Tournaments. These sessions:
 - Allow for direct engagement with child safety topics, providing a forum for discussion, questions, and group activities.
 - Reinforce the principles of child safety and provide an opportunity for workers and volunteers to clarify any doubts they may have in a supportive environment.

5.5.2. Ensuring Workers Have the Required Skills

Through this robust training program, Ice Hockey NSW ensures that every worker and volunteer involved in child-related roles is equipped with the knowledge, skills, and confidence needed to protect children and maintain a child-safe environment. Our training program is designed to:

- **Increase Awareness:** Staff are educated on the signs and risks of child abuse and neglect, helping them become proactive in safeguarding children.
- **Provide Clear Guidelines:** Workers are given practical tools and procedures for responding to incidents and concerns effectively, ensuring appropriate action is taken when needed.
- **Foster a Child-Safe Culture:** By embedding child safety into our core values, we encourage everyone involved in the organisation to take ownership of their responsibility to protect children.

Additionally, regular assessments and continuous learning ensure that workers not only comply with the policy but understand how to apply child safety practices in their day-to-day roles. This holistic approach strengthens the safeguarding of children in our programs and activities.

By prioritising education, training, and continuous professional development, Ice Hockey NSW demonstrates its commitment to providing a safe and supportive environment where children and young people can thrive, free from harm.

This training framework ensures that Ice Hockey NSW continues to maintain a strong, proactive approach to child safety, promoting a culture of safeguarding within the organisation at all levels.

6. Child Safe Risk Management Plan

6.1. *Nature of Services Provided by Ice Hockey NSW (IHNSW)*

Ice Hockey NSW (IHNSW) is the governing body for ice hockey in New South Wales, offering a range of services to develop and promote the sport. These include:

6.1.1. Player Development:

- IHNSW provides programs for all ages, from beginner to elite levels, including junior leagues, youth development programs, and pathways to state and national teams.

6.1.2. Coaching and Referee Training:

- IHNSW offers training and certification for coaches and referees to ensure quality education and officiating standards.

6.1.3. Competitions and Events:

- IHNSW organises state championships, recreational events, and facilitates participation in national competitions.

6.1.4. Facilities and Infrastructure:

- IHNSW works with local ice rinks to provide access to safe and appropriate training and competition facilities.

6.1.5. Community Engagement:

- IHNSW promotes inclusion through programs targeting underrepresented groups, such as women, people with disabilities, and those from diverse cultural backgrounds.

6.1.6. Governance and Child Safety:

- IHNSW ensures the sport is governed by fair policies and child safety standards, with a strong focus on protecting young players.

6.1.7. Advocacy and Representation:

- IHNSW represents the interests of New South Wales ice hockey at national and international levels.

6.1.8. Education and Resources:

- IHNSW offers workshops and manuals for players, coaches, and officials to enhance skills and knowledge.

These services support the growth, safety, and inclusivity of ice hockey in New South Wales.

6.2. Risk Matrix

Identify settings where interactions occur	Identify risks in interactions	Assess risk likelihood	Assess risk consequence	Determine risk rating	Identify and introduce protective strategies	Regularly review
Change rooms	Sexual Abuse, Physical Abuse, Emotional/Psychological Harm, Inappropriate Behaviour (e.g., bullying, harassment)	Event may occur	Minor	6	<p>Ensure compliance for Sirens with protective measures as outlined in the AWIHL regulations</p> <p>No adults allowed in the changeroom unless there is a minimum of two</p> <p>Educate and train children, parents and volunteers</p> <p>WWCC compliance</p>	Review accommodation arrangements before each event.
Overnight accommodation	Sexual Abuse, Physical Abuse, Emotional/Psychological Harm, Inappropriate Behaviour (e.g., bullying, harassment)	Event may occur	High	9	<p>Ensure compliance with protective measures as outlined in the IHNSW Team Selection Policy and Team Guidelines and the AWIHL regulations.</p> <p>Educate and train children, parents and volunteers on these guidelines</p> <p>WWCC compliance</p>	Review accommodation arrangements before each event.
Group Chats / Social Media	Sexual Abuse, Emotional/Psychological Harm, Inappropriate Behaviour (e.g., bullying, harassment)	Event may occur	Insignificant	3	<p>Ensure compliance with the IHA Social Media Policy.</p> <p>Team chats with juniors should have a minimum of two adults</p> <p>Educate and train children, parents and volunteers</p> <p>WWCC compliance</p>	Regularly review social media and communication policies.
During Travel (Bus, Car, plane.)	Sexual Abuse, Emotional/Psychological Harm, Inappropriate Behaviour (e.g., bullying, harassment)	Event may occur	Moderate	9	<p>Ensure travel arrangements include multiple adults for supervision by following the IHNSW Team Selection Policy and Team Guidelines and the AWIHL regulations.</p> <p>Establish clear expectations for behaviour during travel (e.g., no inappropriate conversations, respecting privacy).</p>	Review travel arrangements before each event. Ensure compliance with protective measures.

Identify settings where interactions occur	Identify risks in interactions	Assess risk likelihood	Assess risk consequence	Determine risk rating	Identify and introduce protective strategies	Regularly review
					<p>Ensure no one-on-one interactions between adults and children during travel.</p> <p>Provide travel guidelines and education to both players and staff.</p> <p>WWCC compliance</p>	
Training Sessions (On and Off Ice)	Physical Injury, Inappropriate Coaching, Emotional/Psychological Harm	Event not likely to occur	Minor	4	<p>Ensure all coaches are trained in safe and age-appropriate coaching techniques.</p> <p>Maintain strict supervision during on-ice and off-ice activities.</p> <p>Set clear boundaries between coaching/teaching and personal relationships with players.</p> <p>Regularly inspect equipment for safety and ensure proper use.</p>	Monitor injury reports and regularly review coaching techniques to ensure they align with best practice.
Team Bonding Activities	Bullying, Peer Pressure, Inappropriate Behaviour, Emotional/Psychological Harm	Event may occur	Minor	6	<p>Supervise all team bonding activities to ensure appropriate behaviour.</p> <p>Encourage positive team dynamics and inclusivity.</p> <p>Educate both players and staff on acceptable behaviour during group activities.</p> <p>Ensure that activities are age-appropriate and inclusive.</p>	Assess team dynamics after events and address any emerging issues related to bullying or exclusion.
Locker Rooms / Warm-Up Areas	Bullying, Peer Pressure, Inappropriate Behaviour, Emotional/Psychological Harm	Event may occur	Insignificant	3	<p>Maintain strict policies on adult supervision.</p> <p>Establish clear expectations for respectful behaviour</p>	Conduct regular reviews of locker room policies, including bullying prevention programs.

Identify settings where interactions occur	Identify risks in interactions	Assess risk likelihood	Assess risk consequence	Determine risk rating	Identify and introduce protective strategies	Regularly review
					<p>in shared spaces.</p> <p>Encourage positive group behaviours through team-building initiatives.</p> <p>Educate players and staff on emotional and mental health awareness.</p> <p>Ensure compliance for Sirens with protective measures as outlined in the AWIHL regulations</p>	
Social Media and Online Platforms (During Events or Travel)	Cyberbullying, Exposure to Inappropriate Content, Grooming, Emotional/Psychological Harm	Event may occur	Moderate	9	<p>Enforce rules for safe online behaviour, including group chats and social media.</p> <p>Educate children and parents on privacy and safety when interacting online.</p> <p>Ensure that no private or inappropriate conversations take place between adults and minors online.</p> <p>Ensure compliance for Sirens with protective measures as outlined in the AWIHL regulations</p> <p>Ensure compliance with the IHA Social Media Policy.</p>	Regularly monitor social media and group chats for inappropriate content. Review online safety policies annually.
Coaching / Training Environment	Over-Training, Mental and Physical Stress, Coaching Abuse	Event rarely occurs	Minor	2	<p>Implement a safe and structured training schedule, ensuring children are not overworked.</p> <p>Create an open and supportive environment where children feel comfortable raising concerns about their mental or physical well-being.</p> <p>Educate coaches on appropriate boundaries and</p>	Regularly assess training schedules and coach behaviour through feedback from players and parents.

Identify settings where interactions occur	Identify risks in interactions	Assess risk likelihood	Assess risk consequence	Determine risk rating	Identify and introduce protective strategies	Regularly review
					ethical behaviour in coaching.	
Post-Training (Recovery & Cool Down)	Injury, Overexertion, Emotional/Psychological Harm	Event not likely to occur	Moderate	6	<p>Ensure proper cool-down techniques and recovery protocols are followed.</p> <p>Educate players on injury prevention and self-care practices.</p> <p>Offer mental health support for players who may experience emotional strain due to performance pressures.</p>	Review post-training recovery practices and offer mental health resources to support player well-being.
Competition and Game Day	Physical Injury, Psychological Stress, Performance Pressure, Bullying	Event may occur	Minor	6	<p>Ensure first aid staff are present during all competitions.</p> <p>Provide psychological support or mental health resources for children dealing with performance anxiety.</p> <p>Set clear anti-bullying and sportsmanship guidelines for both players and spectators.</p>	<p>Evaluate performance pressure and mental health concerns after each competition.</p> <p>Update mental health support as needed.</p>

6.3. Additional Protective Strategies

Ice Hockey NSW understands that child safety is paramount and are committed to protecting all children and young people involved in our activities. In addition to the core safeguarding measures outlined in our policies, we implement several additional protective strategies to ensure a safe and supportive environment for children. These strategies are consistent with the guidelines set out in [Ice Hockey Australia's Child Safeguarding Policy](#), focusing on prevention, supervision, and education. All Ice Hockey NSW policies can be found at <https://ihnsw.com.au/policies/>

6.3.1. Clear Behavioural Expectations

6.3.1.1. Code of Conduct:

- A strict Code of Conduct is in place for all participants—players, coaches, volunteers, parents, and staff—that outlines acceptable and unacceptable behaviours. This includes a zero-tolerance policy for bullying, discrimination, and any inappropriate interactions.

6.3.1.2. Enforcement of Standards:

- All stakeholders must commit to upholding professional boundaries and ethical behaviour, both in-person and online, in accordance with Ice Hockey Australia's professional boundaries guidelines.

6.3.2. Supervision

6.3.2.1. Adequate Supervision:

- Ensuring that children are always adequately supervised is a critical aspect of child safety. Ice Hockey NSW adopts a 2-adult supervision ratio for travel, training, and off-site activities wherever possible. This ensures that all children are monitored in a safe, accountable manner, and helps prevent opportunities for misconduct.

6.3.2.2. Ongoing Monitoring:

- Regular risk assessments are conducted to ensure that adequate supervision is maintained at all times, especially in situations where children may be alone or in one-to-one settings, as specified in Ice Hockey Australia's policy on supervision.

6.3.3. First Aid and Injury Prevention

6.3.3.1. Trained Personnel:

- All training sessions and competitions are staffed with certified first aid providers, and emergency response plans are in place to deal with any incidents promptly.

6.3.3.2. Regular Reviews:

- We regularly review injury prevention protocols to ensure that staff are equipped with the necessary knowledge to protect children from physical harm and ensure that all medical emergencies are addressed swiftly.

6.3.4. Psychological and Emotional Support

6.3.4.1. Mental Health Resources:

- We provide access to mental health support for children and young people who may experience anxiety, stress, or emotional distress due to performance pressure, bullying, or other concerns.

6.3.4.2. Supportive Environment:

- A key part of our culture is to encourage players to speak up if they feel uncomfortable or unsafe, providing a space where children can voice their concerns without fear of judgement or retaliation.

6.3.5. Parental and Player Education

6.3.5.1. Awareness Programs:

- We regularly conduct educational sessions for both players and parents on mental health, safe behaviour, and recognizing the signs of harm or abuse.

Parents are encouraged to maintain open lines of communication with their children and the organization.

6.3.5.2. Empowerment:

- Both players and parents are educated about their rights and how to report any concerns confidentially and effectively.

6.3.6. Confidential Reporting Mechanism

6.3.6.1. Confidential Reporting:

- We provide a secure, confidential reporting system where players, parents, and staff can report concerns related to the safety or well-being of children. Reports are treated seriously and are handled with the utmost discretion.

6.3.6.2. Prompt Action:

- All reports are immediately acted upon by Child Safeguarding Officers (CSOs), ensuring any incidents are addressed in line with Ice Hockey Australia's Safeguarding Children and Young People Policy.

6.3.7. Regular Review and Feedback

6.3.7.1. Ongoing Evaluation:

- Regular assessments and feedback from participants—including players, coaches, parents, and volunteers—are used to continuously improve our protective strategies. This feedback helps us identify new risks or areas where additional safeguards may be needed.

6.3.7.2. Policy Updates:

- Annual reviews ensure that our strategies and practices remain up-to-date with the latest child protection laws and best practices.

6.3.8. Specific Protective Measures for Travel and Overnight Stays

6.3.8.1. Travel Safeguards:

- When transporting children, we adhere strictly to Ice Hockey Australia's Transporting Children policy, ensuring that written parental consent is obtained and that transport is safe, responsible, and properly supervised.

6.3.8.2. Overnight Stays:

- Overnight events are managed with careful attention to privacy and safety. We follow stringent guidelines for overnight stays, ensuring children are not left unsupervised, and that sleeping arrangements are both appropriate and secure. Parents are notified of any overnight activities, and written consent is obtained beforehand.

6.3.9. Training for All Participants

6.3.9.1. Mandatory Training:

- All coaches, staff, volunteers, and relevant participants must undergo child protection training, ensuring they understand their responsibilities and are equipped to create and maintain a safe environment.

6.3.9.2. Annual Refresher Training:

- To keep child safety practices up-to-date, annual refresher training is required for all involved parties, ensuring that everyone is informed of any changes in legislation or organisational policy.

6.3.10. Use of Technology and Communication

6.3.10.1. Safe Use of Technology:

- All electronic communications between staff, coaches, and children are monitored to ensure they comply with safety standards. Direct communication with children via personal phones or social media is prohibited unless necessary for the activities and with prior parental consent.

6.3.10.2. Photography and Videography:

- The use of photographs or videos is strictly regulated. Parental consent must be obtained before any photographs or videos are taken or published, and proper supervision is ensured for all media activities.

By embedding these additional protective strategies into our operations, Ice Hockey NSW upholds the core values of child safety as laid out by Ice Hockey Australia. These measures are designed to create a safe and supportive environment where children can thrive and participate in sport without fear of harm or exploitation. We remain committed to regularly reviewing and improving our approach to ensure the safety and well-being of all children involved in our programs.

For further information or clarification on any of these policies, please contact IHNSW at:

Email: eo@ihnsw.com.au

Phone: 02 8736 1206

Mail: PO Box 3266 North Strathfield, NSW 2137

Office: Sports House, Quad 1, 8 Parkview Drive, Sydney Olympic Park, NSW 2127

Website: www.ihnsw.com.au

7. Appendices

Appendix 1: Recruitment, Screening and Training Recommendations

These recruitment, screening and training requirements have been developed to provide a fair, safe, consistent, and comprehensive process to engage personnel across our sport. Our sport takes Child/Young Person protection seriously and ensures that the organisation recruits' personnel (employees and volunteers), that are suitably qualified and committed to providing professional, safe, and enjoyable programs and services to Children/Young People.

1. Child-Related Positions

(a) All roles within our sport (employees and volunteers) both new and existing should be assessed using Appendix 2: Child-Related Position Assessment Recommendations:.

(b) A Child-related position means a position that involves or may involve contact with Children/Young People, either under the position description or due to the nature of the role.

(c) Positions assessed as 'Child-related' should be appointed using the recruitment and screening process outlined in this Appendix 1: Recruitment, Screening and Training Recommendations.

2. Position Descriptions

(a) Developing appropriate selection criteria for a position is a valuable first step to reducing the risk of appointing someone who poses a Child/Young Person safety risk.

(b) Examples of appropriate selection criteria may include: 'Must have experience working with Children/Young People.' 'Must be able to demonstrate an understanding of appropriate behaviours when engaging with Children/Young People.'

3. Advertising

(a) All positions identified as Child-related should include the following statement in the position description and any advertising: {Sport Organisation} is committed to protecting Children/Young People from harm. We require all applicants that will work with Children/Young People to undergo an extensive screening process prior to appointment.

4. Interviews

(a) Relevant Organisations should conduct an interview when appointing a person to a Child-related position, preferably in-person or on a videoconference (e.g., Zoom etc.).

(b) During the interview, questions regarding the applicant's suitability to work with Children/Young People should be included. Refer to Appendix 3: Interview Recommendations and Sample Questions.

5. Working with Children Checks

(a) Working with Children Check (WWCC) laws aim to help prevent people who pose a known unacceptable risk from working with Children/Young People as paid employees or volunteers. WWCC laws are currently in place in all Australian states and territories.

(b) These laws require certain individuals involved in areas such as sport and recreation to undertake a check to determine their suitability to work (in a paid or volunteer capacity) with Children/Young People. Whether a particular individual is required to undertake a check depends on the WWCC laws of the relevant state or territory.

(c) Relevant Organisations must meet the requirements of the relevant state or territory WWCC laws. Specific state and territory requirements can be found here.

(d) All personnel that require a WWCC will supply a copy of it to, and/or authorise the Relevant Organisation making the appointment to verify the currency of the WWCC.

(e) Relevant Organisations must not engage a person who does not have a satisfactory WWCC in the relevant jurisdiction(s).

(f) Regardless of whether an individual is required or otherwise eligible to obtain a WWCC in the relevant jurisdiction(s), it would be a breach of the Safeguarding Children and Young People Policy if an individual:

- i. who has guilty findings that would make them ineligible to be granted a WWCC is appointed to a Child-related position in our sport; or
- ii. continues in a Child-related position if they have been charged or convicted of a crime that would make them ineligible to be granted a WWCC.

(g) Relevant Persons are required to report a Relevant Organisation any criminal guilty findings or charge that indicates that they may present a potential risk to the Children/Young People to whom they help deliver programs or services, such as illegal drug possession or use, gun crimes and assault including Adult sexual assault.

6. National Criminal History Record Checks

(a) Depending on the relevant jurisdictional legislation a Relevant Organisation may require the preferred candidates to have completed a 'national criminal history record check' (also known as a 'police check') where the candidate does not otherwise meet the jurisdictional threshold to apply for and obtain a WWCC.

(b) A criminal history does not automatically preclude an applicant from being appointed unless their criminal history suggests that they may pose a risk to Children/Young People. If there is information relevant to the employment decision, the applicant will be provided with an opportunity to respond to the contents of their police check (if they wish to do so).

(c) The decision to appoint or not appoint an applicant because of a police check result, along with the rationale for that decision, must be communicated to the applicant by the Relevant Organisation.

(d) A copy of the police check must not be retained. The original must either be returned to the applicant if requested or be destroyed in a secure manner on completion of the recruitment process. If the applicant is appointed, a record of the date and certificate number of the police check should be recorded in their personnel file.

7. International Criminal History Record Checks

(a) Any applicant who has resided overseas for 12 months or more in the last ten years should obtain an international criminal check.

(b) Some countries will not release information regarding an individual for personal or third-party purposes. Where police records checks cannot be made, reference checks should be conducted with at least two referees that personally knew the individual whilst they were residing in the other country.

(c) The Relevant Organisation should inform the applicant that referees will be asked whether they have knowledge or information concerning the applicant that would adversely affect the applicant from performing the job, including any relevant criminal offences. The credentials of persons acting as referees should be verified and can include previous employers.

(d) Overseas applicants should not commence until this process is satisfactorily completed.

8. Monitoring compliance

Relevant Organisations will ensure that all personnel in Child-related positions have a current WWCC and or relevant probity checks, as specified in state and territory legislation, a summary of which can be found here.

9. Reference checks

(a) The Relevant Organisation should conduct a minimum of two reference checks for the preferred applicant to gather additional information about the applicant's suitability to work in the role for which they have applied.

(b) The selected referees should:

- i. be able to provide information relating to the applicant's suitability to work with Children/Young People;

- ii. have known the applicant for at least 12 months;
- iii. not be related to the applicant;
- iv. be able to vouch for the applicant's reputation and character.

Please note: Written character references are not sufficient unless also followed up and verified through direct contact.

(c) Referees should be asked directly about any concerns they may have about the applicant working with Children/Young People. Appendix 4: Reference Check Recommendations and Sample Questions.

10. Qualification and registration checks

Educational or vocational qualifications, or professional registration should be verified for the preferred applicant for the position, if applicable.

11. Engagement of Children/Young People

(a) If a person under the age of 18 is appointed to a Child-related position, the Relevant Organisation should:

- i. comply with the relevant WWCC legislation;
- ii. undertake appropriate screening (interviews and referee checks);
- iii. ensure that they are aware that they are bound by the Safeguarding Children and Young People Policy, Child/Young Person Safe Practices and the obligations associated with WWCC; and
- iv. obtain information about any pre-existing relationships, especially where the Child/Young Person applicant interacts personally with another Child/Young Person participant.

12. Training

(a) Persons appointed to a Child-related position should complete the Sport Integrity Australia Child Safeguarding in Sport Induction online course within 12 months of their appointment. Sport Integrity Australia eLearning

(b) Relevant Organisations should ensure that all involved in Ice Hockey have access to information regarding their Child/Young Person safe obligations - Safeguarding | Sport Integrity Australia

(c) Relevant Organisations are encouraged to develop a training regime that meets their operational needs. Persons appointed to Child-related positions should have more frequent and specific training than Relevant Persons who do not have any contact with Children/Young People.

SOURCE: IHA.ORG.AU, [HTTPS://CDN.REVOLUTIONISE.COM.AU/CUPS/IHA/FILES/OQPYN43UEPQNHIFU.PDF](https://cdn.revolutionise.com.au/cups/iha/files/oqpyn43uepqnhiFU.pdf)

Appendix 2: Child-Related Position Assessment Recommendations

This Child-related position assessment aims to assist identify Child-related positions however, it should not be used to determine if a Relevant Person requires a WWCC.

Question – Does the position/activity (paid/unpaid or volunteer):	Yes	No
Involve supervising Children/Young People?		
Involve being alone with Children/Young People or engaging with Children/Young People in a way that is not observed or monitored?		
Involve activities with Children/Young People away from the organisation’s usual location?		
Involve direct one-on-one or group contact with Children/Young People via phone, letter, email, online or social media?		
Involve supervising Child/Young Person-to-Child/Young Person online contact?		
Have access (online or paper based) to a Child/Young Person’s personal and/or confidential information?		
Involve the need for physical contact/touching Children/Young People?		
Involve any of the following: transporting Children/Young People; over-night supervision; and/or out-of-town activities?		
Have a perceived or actual level of authority (including from a Child/Young Person’s perspective)?		
Involve any other type of contact with Children/Young People?		

If you answered YES to one or more of the above questions, the position is a Child-related position.

Ice Hockey NSW or affiliated club is required to undertake the recruitment and screening process as outlined in Appendix 2: Recruitment, Screening and Training Recommendations, including conducting interviews and reference checks unless answering YES to one or more of the exemption qualifying questions below.

Exemptions: A WWCC is not required if a person engages in a child-related role and:	Yes	No
Is under the age of 18 years		
Is working in and visiting NSW from outside the state for the purposes of a one-off event (eg training, or tournament event)?		
Holds an interstate WWCC in the jurisdiction in which the person ordinarily resides, or is exempt from the requirement to have such a check in that jurisdiction, and works 30 days or less in NSW?		
Is a visiting speaker, adjudicator, performer, assessor or other similar visitor at a school or other place where child-related work is carried out and if the work of the person at that place is for a one-off occasion and is carried out in the presence of one or more other adults?		

SOURCE: IHA.ORG.AU, [HTTPS://CDN.REVOLUTIONISE.COM.AU/CUPS/IHA/FILES/OQPYN43UEPQNHIFU.PDF](https://cdn.revolutionise.com.au/cups/iha/files/oqpyn43uepqnhifu.pdf)

Appendix 3: Interview Recommendations and Sample Questions

- The interview process is a very important step in selecting the right people for your organisation and in identifying any people that may pose a risk of harm to Children/Young People.
- An open-ended style of behavioural-based questioning will give insights into the applicant's values, attitudes and understanding of professional boundaries and accountability.
- All applicants should be informed during the interview that referees will be contacted as part of any final selection process.

Questions that should be asked

- Would you please tell us about your beliefs and values in relation to working with Children/Young People?
- Would you please tell us about your awareness and understanding of Child protection?
- Would you please tell us about your professional experience, competencies, and qualifications in relation to working with Children/Young People?
- What boundaries are important when working with Children/Young People?
- Have you ever had any disciplinary action taken against you in relation to you working with Children/Young People?

Additional Questions (for positions that work predominately with Children/Young People) that MAY be asked

- What do you find most rewarding about working with Children/Young People?
- What do you find most challenging about working with Children/Young People?
- How would you handle a Child/Young Person that is behaving in a manner that is disruptive in a group setting?
- How do you think your peers, supervisors and referees would describe the way you work with Children/Young People?
- Are there any Children/Young People whom you would not wish to work with and, if so, why?
- How would you deal with a Child/Young Person who is acting aggressively? • Have you ever lost your temper working with Children/Young People? What was the trigger for this? What was the outcome?
- How would you respond to a Child/Young Person who disclosed they were being subjected to abuse?
- A parent of a Child/Young Person attending your service wants someone from the organisation to care for their Child/Young Person out of hours. What would be your response to this request?
- What would you do if you thought another staff member or volunteer had harmed or was harming a Child/Young Person?
- What would you do if you thought a Child/Young Person was being abused at home?
- Can you tell us about Children/Young People you have found challenging to work with? What strategies do you use to handle challenging behaviour?
- How would you handle a Child/Young Person that appears sad and refuses to participate in activities? Take notice of your own thoughts and feelings when interacting with the applicant. Ask for more information if the applicant does not provide sufficient information in their responses.

Red Flags include, but are not limited to:

- unexplained lengthy gaps in employment history; strange or inappropriate questions / statements about Children/Young People;
- expresses an interest in spending time alone with Children/Young People or in working with Children/Young People of a particular age or gender;
- excessive interest in Child/Young Person photography; • being evasive or inconsistent in responding to questions.

SOURCE: IHA.ORG.AU, [HTTPS://CDN.REVOLUTIONISE.COM.AU/CUPS/IHA/FILES/OQPYN43UEPQNHIFU.PDF](https://cdn.revolutionise.com.au/cups/iha/files/oqpyn43uepqnHIFU.pdf)

Appendix 4: Reference Check Recommendations and Sample Questions

- The purpose of seeking references is to obtain objective and factual information to support appointment decisions.
- Ask the same questions of each referee.
- When contacting the referee, identify yourself and your position, give the name of the candidate and the reason for your call.
- Before asking questions, describe the job and the competencies that you are seeking.

Questions that should be asked

- Are you related to the applicant? (Please note, if the person answers yes, you cannot proceed with this referee check and another referee needs to be obtained from the applicant).
- In what capacity have you known the applicant and for what length of time? (Please note, if less than 12 months another referee should be obtained from the applicant)
- How would you describe the personal character of the applicant?
- Would you have any concerns about this applicant working with or being in contact with Children/Young People?
- How does the person respond to supervision/oversight?
- In your time working with the applicant, was there anything that led you to believe that this applicant is not suitable to work with or be in contact with Children/Young People?
- To your knowledge, has this person ever been involved with the abuse or neglect of Children/Young People?

The panel should consider the validity of the referees by reflecting on the following questions:

- What is the relationship between the referee and the applicant?
- Has the referee known the applicant in a professional capacity and if so when and for how long?
- Is the referee able to provide relevant information about the applicant's work history and performance?
- Has the referee observed the applicant demonstrating the skills and knowledge required for the position?

Red Flags include, but are not limited to:

- A reluctant referee
- A referee who does not know (or appear to know) the applicant well
- A referee who does not know (or appear to know) the applicant well
- Information that the referee will not provide
- Information that differs from the applicant's account
- Evasive or convoluted responses
- Referees that would not re-hire the applicant
- Referees that cannot be contacted
- Referees that were not informed they would be used.

SOURCE: IHA.ORG.AU, [HTTPS://CDN.REVOLUTIONISE.COM.AU/CUPS/IHA/FILES/OQPYN43UEPQNHIFU.PDF](https://cdn.revolutionise.com.au/cups/iha/files/oqpyn43uepqnhifu.pdf)

Appendix 5: Child Abuse Incident Report Form



Child Abuse Incident Report Form

The completed form should be submitted to the Child Safeguarding Officer (CSO) or directly to *Ice Hockey NSW* via the appropriate reporting channels.

This form must be used to record details of a Child Abuse Incident or Allegation

Child Name			
Date of Incident		Site where incident occurred	
Time of Incident			
Person making Report		Role & Relationship to Child	
Type of Incident (tick all that apply):			
<input type="checkbox"/>	Suspicion or allegation of abuse or neglect of client	<input type="checkbox"/>	Serious breach of client confidentiality
<input type="checkbox"/>	Suspicion of potential harm to a client	<input type="checkbox"/>	Serious breach of duty of care
<input type="checkbox"/>	Potential abuse by or criminal matters involving an employee	<input type="checkbox"/>	A complaint
<input type="checkbox"/>	An episode of severe challenging behaviour	<input type="checkbox"/>	A complaint involving legal proceedings
<input type="checkbox"/>	Potential harm to an employee resulting from harassment/bullying	<input type="checkbox"/>	A serious incident as defined in the Incident Management policy

Details of the child / young person affected by the incident

[A Separate Child Abuse Incident Report Form should be completed for each child]

Full Name			
Date of Birth		Gender	
Any communication or medical requirements			
Parent / guardian name			
Parent / guardian contact details			
Parent / guardian address			
Any know parent / guardian communication requirement			



Child Abuse Incident Report Form

Details of other persons involved	
Alleged perpetrator(s) details	
Name – if known.	
Connection with the child – if known	
Any other relevant factors	
Were there any other witnesses to the incident? Yes / No (circle)	
If yes, please provide their details below:	
Full Name	
Involvement as witness	
Contact phone number	
Full Name	
Involvement as witness	
Contact phone number	
Full Name	
Involvement as witness	
Contact phone number	

Details of incident (Please describe the incident including alleged perpetrator/s behaviour, sighted injury or other indicators of abuse, conversations with the child)



Child Abuse Incident Report Form

Action undertaken (if any):

To ensure the safety of child/client:	
To address the support needs of the child / client and their family:	
To address the support needs of the alleged perpetrator:	
To address the support needs of other personnel involved:	

Incident response

Please circle who of the following have been informed of this incident:

Externally	Police ♦ Child Protection ♦ Ambulance ♦ Doctor ♦ Family / Carer ♦ Other (please specify) ♦ _____
Internally	Manager (please specify): Please note that a Manager must be informed

Police

Date		Time	
Name of person notified		Position	
Department/ region		Contact Detail/s	
Advice provided:			

Child Protection

Date		Time	
Name of person notified		Position	
Department/ region		Contact Detail/s	
Advice provided:			



Child Abuse Incident Report Form

Parent / Guardian	
Have they been informed of the incident: Yes No (circle)	
(If appropriate) have they been informed of the authorities being notified: Yes No (circle)	
If yes, please provide relevant details of conversations:	E.g. (information provided, reactions, concerns and admissions)
If no, please explain why	

Please provide details of which manager/s or other personnel have been informed of the incident	
Full name:	
Position / title:	
Date and time informed:	
Full name:	
Position / title:	
Date and time informed:	

Additional comments

Acknowledgement of form completion			
I have completed this form to the best of my knowledge and ability			
Name		Position	
Signed		Date	



Child Abuse Incident Report Form

Child Safeguarding Officer

I have checked that all sections of this form are complete

Name		Position	
Signed		Date	

Privacy Disclaimer: Ice Hockey NSW acknowledges and respects the privacy of all its staff, volunteers, contractors and patrons. The information being collected is for the purposes of obtaining details of and assessing the incident in question. Information disclosed on this form may be passed on to the appropriate authorities, as required. By signing this form, you have consented to this information being collected, used and disclosed for the purposes it intended. You have the right to access and alter personal information concerning yourself in accordance with the Commonwealth Privacy Act (amended 2001) and Ice Hockey NSW Privacy Policy.

Appendix 6: Child Safeguarding Complaint Form



Child Safeguarding Complaint Form

The completed form should be submitted to the Child Safeguarding Officer (CSO) or directly to *Ice Hockey NSW* via the appropriate reporting channels.

This form must be used to make a Child Safeguarding Complaint

Complainant Details

Full Name		Role & Relationship to Child	
Contact Number		Email	

Nature of Complaint

Please describe your complaint in detail, including any concerns regarding child safeguarding practices or responses:

How has this issue affected the well-being or safety of a child (if applicable)?

Previous Actions Take

Have you previously raised this complaint with anyone in the organisation? Yes / No (circle)

If yes, please provide details:

Name:

Role:

Date:

Outcome:



Child Safeguarding Complaint Form

Desired Outcome or Resolution

What steps would you like to see taken in response to your complaint:

--

Acknowledgement of form completion

I have completed this form to the best of my knowledge and ability

Name		Position	
Signed		Date	

For Official Use Only

(Completed by the Child Safeguarding Officer or Relevant Authority)

Received by		Date Received	
-------------	--	---------------	--

Action Taken

--

Follow-up required?

Yes / no (circle)

If yes, details:

--

Safeguarding Officer Signature		Date	
--------------------------------	--	------	--

Privacy Disclaimer: Ice Hockey NSW acknowledges and respects the privacy of all its staff, volunteers, contractors and patrons. The information being collected is for the purposes of obtaining details of and assessing the complaint in question. Information disclosed on this form may be passed on to the appropriate authorities, as required. By signing this form, you have consented to this information being collected, used and disclosed for the purposes it intended. You have the right to access and alter personal information concerning yourself in accordance with the Commonwealth Privacy Act (amended 2001) and Ice Hockey NSW Privacy Policy.

Appendix 7: Child Safeguarding Risk Assessment



Child Safeguarding Risk Assessment

For Official Use Only			
(Completed by the Child Safeguarding Officer or Relevant Authority)			
Risk being assessed			
Risk Identification			
What potential risks to child safety have been identified following the complaint or incident?			
Risk Analysis			
Likelihood of harm occurring (Low / Medium / High) (circle)			
Severity of potential harm occurring (Low / Medium / High) (circle)			
Mitigation measures			
What actions can be taken to reduce or eliminate the risk?			
Responsible parties			
Who will be responsible for implementing and monitoring the risk mitigation measures?			
Review and follow-up			
Date for review of risk assessment			
Follow-up actions required			
Safeguarding Officers name			
Safeguarding Officer Signature		Date	

Appendix 8: Child Safeguarding Handover Checklist



Child Safeguarding Handover Checklist

Use this checklist to support the handover process when there is a turnover of staff or volunteers at your organisation, or a new committee or board is appointed. It is particularly useful for organisations that have a high turnover of volunteers such as a sports club or faith-based community group run for children or young people. Having a plan in place makes the process easier and further demonstrates your commitment to a child safe culture.

IMPORTANT NOTE: The first few questions are for any new staff members or volunteers and can be used as a child safe induction checklist. They are followed by additional questions for new committee or board members responsible for making sure the organisation has implemented the 10 Child Safe Standards. Although the role can be delegated to someone else, it is a legislative requirement for the head of a child safe organisation to make sure the Child Safe Standards are implemented.

Action	Completed	Notes
New person understands they have an obligation as a worker engaged in child-related work to make sure their Working with Children Check (WWCC) clearance is valid and of the correct class (paid or volunteer)	yes / no	
New person understands they are able to apply to renew their WWCC 90 days in advance of the expiration date of the clearance ¹	yes / no	
New person understands they are required to provide their WWCC details to their employer as soon as they commence employment so their WWCC clearance can be verified	yes / no	
New person has been given the contact details of the employee or volunteer responsible for the oversight of child safety, such as the Member Protection Information Officer, Child Safe Champion or equivalent	yes / no	
New person has read and knows where to access your organisation's child safe documents, including your Child Safe Code of Conduct	yes / no	
New person has received child safe training ² and understands they may need to complete further child safe training as required	yes / no	

¹ WWCCs can now also be renewed on the *Service NSW website*.

² The Office of the Children's Guardian has developed a number of resources to help organisations meet their obligations under the Child Safe Scheme, including *eLearning* that can support organisations to onboard new staff.



Child Safeguarding Handover Checklist

Additional questions for new staff responsible for administrating the Child Safe Standards and Working with Children Check (WWCC) obligations

Action	Completed	Notes
New administrator understands the WWCC requirements, including record-keeping and conducting a compliance assessment annually to make sure everything is up to date	yes / no	
New administrator understands they are responsible for maintaining records of and distributing copies of child safe policies and procedures to existing workers and families of children accessing the service ³ , and making sure everyone knows where they can find the organisation's child safe policies	yes / no	
New administrator is aware that child safety is a required agenda item at every staff meeting	yes / no	
New administrator is aware they have a responsibility to make sure the organisation provides opportunities to enable children to participate in decisions that affect them and that this is taken seriously	yes / no	
New administrator understands their responsibility to make sure children and their families are aware of the organisation's commitment to child safety and its complaint handling process	yes / no	
New administrator is aware of their responsibility to make sure the organisation is taking diverse needs of children and their families into account at all times	yes / no	
New administrator is aware they may be responsible for receiving reports of child safe concerns, complaints or allegations from workers, children and parents, and are across the organisation's internal and external reporting obligations, including to NSW Police, OCG ⁴ and DCJ ⁵	yes / no	
New administrator is aware they are responsible for making sure child safe recruitment practices are implemented when engaging new employees or volunteers	yes / no	
New administrator is aware they are responsible for making sure all new workers have met child safe induction requirements (see first section of checklist for 'new person')	yes / no	
New administrator is aware they are responsible for making sure all workers have completed child safe training as required by the organisation, and for identifying any new child safe training opportunities	yes / no	

³ This may include making sure child safe policies are available to cater to diverse audiences. For example, translated into different languages or explained in different formats such as a video. The Office of the Children's Guardian has a [suite of handbooks on its website](#) to support your organisation to create its child safe polices. You can also contact your peak body for more information, if you have one.

⁴ Office of the Children's Guardian

⁵ Department of Communities and Justice



Child Safeguarding Handover Checklist

Action	Completed	Notes
New administrator is aware they are responsible for working with staff to make sure risks in the organisation's physical and online environments are identified and mitigated	yes / no	
New administrator is aware they are responsible for making sure child safe procedures are continuously reviewed and improved	yes / no	
Your organisation's child safe records and other important handover notes (including this checklist) are on a backup disk or cloud drive that can be easily shared with the new person	yes / no	
Name of person who conducted handover process		
Signature		
Name of new person / administrator		
Signature		
Date		