



# Child Safe Organisations

Week 7

May 2026

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# Acknowledgement of Country

QTF respectfully acknowledge the Traditional Owners and Custodians of the lands on which we gather, work and volunteer in across Queensland. We acknowledge their continuing connection to lands and waterways and pay our respects to Aboriginal and Torres Straits Islander Elders past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples joining us today.





# 02

## National Principle 6

Processes to respond to complaints and concerns are child focused.

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# National Principle 6

Processes to respond to complaints and concerns are child focused.



## Goal

Children and young people at our club will speak up if they ever feel unsafe because they know they will always be listened to, taken seriously and supported.

- Embed a child-focussed complaints policy
- Help children, young people & their families understand the complaints process
- Demonstrate that all complaints are treated seriously and consistently
- Educate people at your club on reporting obligations, including legal obligations

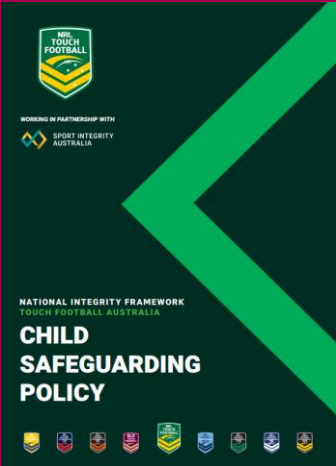
## What children and young people should be saying in our club

I will not get in trouble for speaking up.

I know who to tell if someone asks me to do something I'm uncomfortable with.

When I speak up, the club deals with it properly to keep me safe.

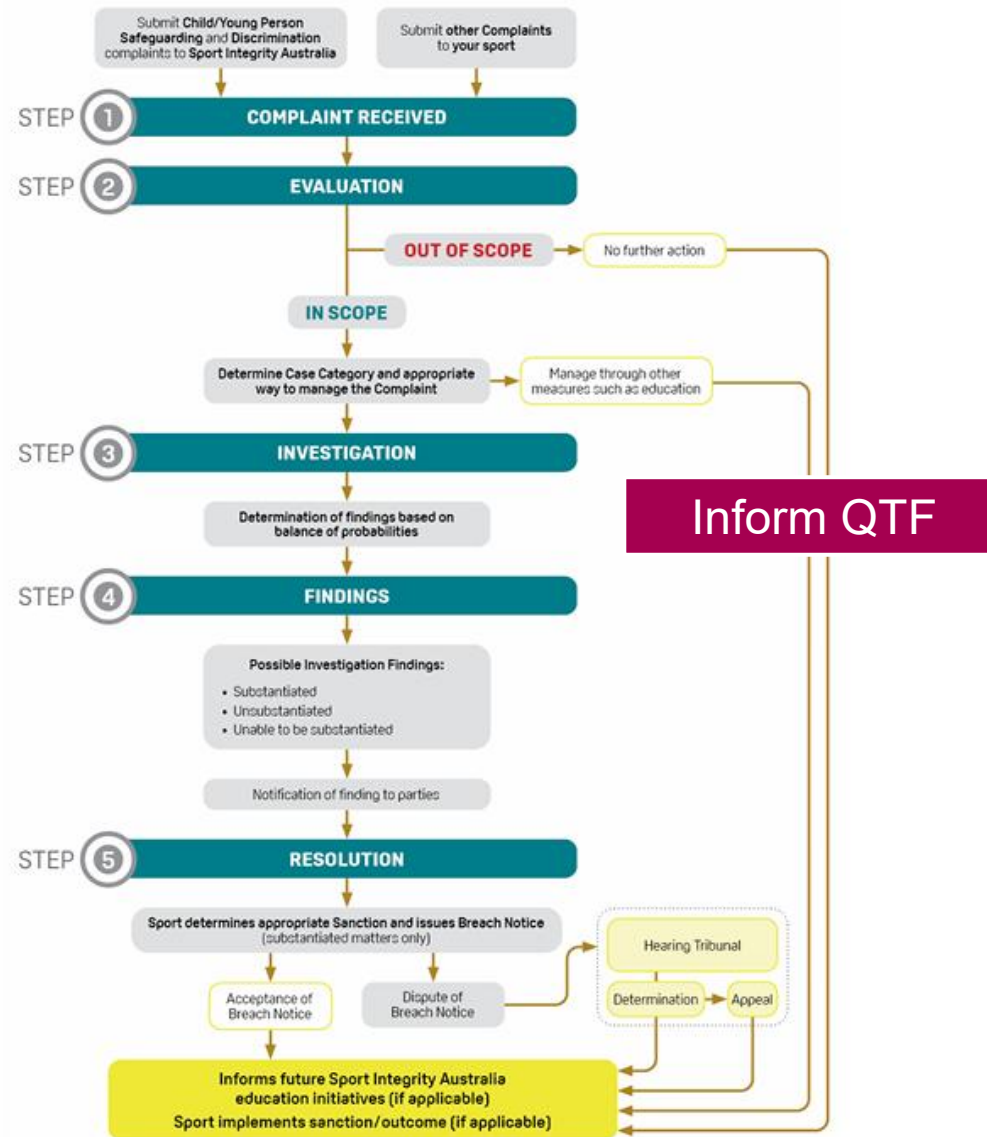
# Governance & Policy





# When you receive a complaint

## Triage



## Emergencies

- For immediate threats, call emergency triple-zero 000
- For children at risk, report it to your local child protection agency

# Responding to complaints

Under relevant state/territory laws, failure to report any reasonable suspicion or knowledge that a Child/Young Person is or is likely to be at risk of harm could result in criminal proceedings. This Annexure provides examples of the main actions that must be followed, however knowledge of the relevant state/territory reporting obligations is critical.

## You must ACT.

As a person involved in Touch Football you play a crucial role in protecting Children/Young People. You **must** follow the four actions set out below when responding to any Child Abuse allegations.

### Action 1 - Responding

If a Child/Young Person is at risk of immediate harm, you must ensure their safety by:

- Calling 000 for medical and/or police assistance to respond to urgent health or safety concerns;
- Administering first aid, if required;
- Separating at-risk Child/Young Person and others involved;
- Identifying an appropriate contact person for any on-going liaison with the Police.

If there is **no** immediate harm, go to Action 2 below.

### Action 2 - Reporting

If you suspect, on reasonable grounds that a Child/Young Person was, is, or is at risk of being abused and/or neglected, you must report it to the police and/or the relevant state/territory Child protection agency, a list of which can be found [here](#).

If the alleged Child Abuse is occurring in a Relevant Organisation, it may also be documented on the Report Form found at [MAKE AN INTEGRITY COMPLAINT OR REPORT | Sport Integrity Australia](#).

If the alleged Child Abuse is occurring in a Relevant Organisation, you must also report it to TOUCH FOOTBALL AUSTRALIA's Child Safe contact at [safeguarding@touchfootball.com.au](mailto:safeguarding@touchfootball.com.au)

### Action 3 - Contact

You must contact the police and/or the relevant child protection agency to determine the information that may be shared with parents/carers, and who should lead this contact (i.e., police, Child Protection department or Relevant Organisation representative). This could include advice:

- not to contact the parents or carers in circumstances where they are alleged to have engaged in the abuse.
- to contact the parents/carers and provide agreed information as soon as possible.

### Action 4 - Support

- Support should be provided to any Child/Young Person that has experienced abuse.
- It is important that the person providing support to the Child/Young Person does not attempt to provide support which is outside of the scope of their role.
- Support should include maintaining a calm open manner when listening to any allegations and disclosures, while avoiding seeking detailed information or asking leading questions.
- Information regarding allegations of Abuse need to be well documented and shared with Touch Football Australia's designated contact.
- Further support for the Child/Young Person, relevant Adults and others involved may be required, including a referral to wellbeing or healthcare professionals and or the development of a safety plan.

Child Safe Contact at Touch Football Australia:



# Child focussed responses

## Person of authority Boundries



### 1. Professional boundaries

- (a) A Person in a Position of Authority must establish and maintain professional boundaries (both in-person and online) when working with Children/Young People who are involved in our sport. Professional boundaries ensure that the nature of the relationship between a Person in a Position of Authority and Child/Young Person does not move from a professional one to a personal one and becomes harmful or exploitative of the Child/Young Person and/or family.
- (b) A Person in a Position of Authority, unless they are also an Approved Person must not:
  - i. provide any form of support to a child or their family unrelated to the scope of their role (e.g., financial assistance, babysitting, provide accommodation);
  - ii. use a personal phone, camera, or video camera to take images or video footage of Children/Young People unless prior written authorisation from the Relevant Organisation is provided;
  - iii. exhibit any type of favouritism towards a Child/Young Person;
  - iv. transport Children/Young People other than in accordance with Child/Young Person Safe Practices clause 12, Transporting Children/Young People;
  - v. give gifts/presents to Children/Young People other than the provision of official awards;
  - vi. have one on one contact with a Child/Young Person outside of authorised sport activities (includes direct contact such as in-person as well as indirect, such as by phone, or online); or attend any private social function at the request of a Child/Young Person or their family.
- (c) If Relevant Persons become aware of a situation in which a Child/Young Person requires assistance that is beyond the scope of that person's role, they must undertake any or all of the following at the earliest opportunity:
  - i. refer the matter to an appropriate support agency;
  - ii. refer the Child/Young Person to an appropriate support agency;
  - iii. contact the Child/Young Person's parent or carer;
  - iv. seek advice from a Relevant Organisation.

# Scenarios



- Harry And Johnny
- Referee Coaching
- Late pickup



# Association responsibilities



- Have clear, documented procedures aligned with Principle 6
- Ensure complaints can be raised:
  - ❖ By children
  - ❖ By parents or third parties
  - ❖ Verbally and informally
- Train all staff and volunteers (not just leaders)
- Respond to:
  - ❖ Low-level concerns
  - ❖ Boundary issues
  - ❖ Formal complaints
- Maintain records and confidentiality
- Review processes regularly with a child-safety lens



# Association responsibilities

## BEST PRACTICE



- Adopt and implement a Child/Young Person Safe Commitment Statement – we'll cover this in week 9
- Adopt and implement appropriate recruitment, screening and training requirements for all employees and 2. adopt and implement appropriate recruitment, screening and training requirements for all employees and volunteers who will be working in Child-related positions
- Establish a Culturally safe environment in which the diverse and unique identities and experiences of Aboriginal and or Torres Strait Islander Children/Young People are respected and valued.
- Ensure that Children/Young People are empowered about their rights, participate in decisions affecting them and are taken seriously
  - ❖ providing Children/Young People with information about their participation in Touch Football and information about their rights and responsibilities;
  - ❖ seeking informed consent from Children/Young People prior to participation in Activities; and
  - ❖ Respecting and understanding the diverse and potentially complex needs of Children/Young People

# Next Steps

What could this look like at your Association?

- ❑ Ensure the association has a clear, written process that explains how concerns and complaints are handled
- ❑ Make it easy for children and families to speak up
- ❑ Training and induction
- ❑ Establish a Complaints Register ([Template](#)) – update with all existing and/or outstanding complaints
- ❑ Regularly review complaint handling through a child-safety lens

## Key messages:

Complaints are not just “risk events” – they are moments of care and protection

How people respond to disclosures can either protect or further harm a child

Principle 6 applies to all concerns, not just formal complaints



# Resources

Supporting delivery



## Resources

<https://qldtouch.com.au/child-safe-organisations-resources>

## Frequently asked questions (FAQs)

<https://qldtouch.com.au/child-safe-organisations-faqs/>



# QUESTIONS



**Q. Is WhatsApp an authorised communication platform with affiliate staff, coaches and parents for example a WhatsApp group with our U10 Parents and Coaches for Junior Representative teams?**

A. Any messaging platform that enables parents to be included in communications is acceptable. Committees should provide information to coaches prior to the season about which platform they are expected to use, and we recommend putting in place at least a “two adult” rule, where there is always more than one adult in any group messaging App. Coaches should be reminded that one on one messages with minors are not acceptable and breach of the TFA Child Safeguarding Policy.

**Q. If a child is left at training, can a committee member or coach transport the child home after gaining permission from the parent?**

A. Ideally, no. This places a Committee member/coach in a position where they are one on one with a minor.

In some circumstances relationships between families exist beyond the touch football environment, therefore this scenario may become likely. If this arises, the individual should:

- a) Ensure that permission from the parent is received in writing
- b) Inform the Association Committee of the circumstances and confirm parental permission granted

Be clear with expectations of behaviour from coaches from the start, ensure that they are aware of the process the association requires if a child is left at training.



# QUESTIONS



**Q. How do Associations get photographic consent for all players? MySideline or another platform?**

**A.** The TFA [MEMBERSHIP & PARTICIPANT DECLARATION](#) contains a use of image clause.

Use of image

19. You acknowledge and consent to photographs and electronic images being taken of you during your participation in Touch Football Activities. You acknowledge and agree that such photographs and electronic images are owned by the relevant Touch Football Organisation and the Touch Football Organisation or other parties may use the photographs for promotional or other purposes without your further consent being necessary.

In completing registration to a team, participants are acknowledging that they have read and accept the Membership Terms and Conditions. This information can be found in the MySideline Association dashboard: Reports > Registration Detail Report.

Where an image may become a feature of eg a website, a social campaign etc, or be passed on to a third party eg sponsors, additional consent should be requested. Template under construction

NB: QTF provides this template as an example only. Associations are advised to seek legal advice to ensure consent meets Association requirements.



**WEEKLY ZOOM DROP IN – CLICK HERE TO JOIN**

Every Thursday – 10:00am-11.00am

Next session **Thursday 14 May 2026**

Zoom Drop In available for all Affiliate committees and/or staff seeking support with Child Safeguarding implementation



# Thank You

Please provide some feedback 😊



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