



SAFEGUARDING AND REPORTING GUIDE

ANU Women's Football Club Safeguarding and Reporting Guide

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Everyone has the right to feel safe at ANUWFC

ANU Women's Football Club is committed to providing a safe, respectful, supportive and inclusive environment for everyone involved in our club. If something happens that makes you or someone else feel unsafe, uncomfortable, threatened, harassed, discriminated against or harmed, you can speak up.

You do not need to know whether something technically breaches a policy before raising a concern.

This guide explains:

- what you can report
- who you can speak to
- what happens when you raise a concern
- when matters need to be escalated
- where you can seek further support.

When should I raise a concern?

You can raise a concern about behaviour including:

- bullying
- harassment
- discrimination
- racism
- sexual harassment or inappropriate sexual behaviour
- threatening or intimidating behaviour
- abuse
- inappropriate physical contact
- inappropriate online behaviour
- breaches of personal boundaries
- behaviour towards a child, young person or Adult at Risk that concerns you
- retaliation against someone who has raised a concern
- repeated behaviour that makes someone feel unsafe or excluded
- other conduct inconsistent with ANUWFC's values or safeguarding expectations.

You can also speak to us if something just doesn't feel right. You don't need to investigate it yourself or be certain that misconduct has occurred.

Who can raise a concern?

Anyone can raise a safeguarding concern, including:

- players
- Coaches
- team managers
- volunteers

- committee members
- supporters
- witnesses
- someone supporting another member.

You can raise something that happened to you or something you witnessed or became aware of involving someone else.

Who do I contact?

Your first option

Contact the [ANUWFC Player Welfare Officer](#)

Email: anuwfcpayerwelfare@gmail.com

Their role is to:

- listen
- explain your options
- help identify the appropriate reporting pathway
- support you through the process
- help escalate a matter when required.

They are not there to investigate you, interrogate witnesses or decide whether you are right or wrong.

You can also speak to

If you are not comfortable approaching the Player Welfare Officer, you may contact:

- an ANUWFC Committee member
- your coach or team manager
- Capital Football
- Football Australia through the relevant Member Protection or safeguarding pathway.

A coach or manager who receives a serious safeguarding concern will pass it to the appropriate safeguarding or welfare contact rather than attempting to investigate it themselves.

What if the concern involves the person I'm supposed to contact?

You never have to report a concern to the person it is about. If your concern involves:

- the Player Welfare Officer
- a coach
- a team manager
- a Committee member
- another person who would ordinarily receive the report,

you can contact another appropriate Committee representative, Capital Football or Football Australia directly.

What happens when I report something?

ANUWFC follows five simple safeguarding steps:

1. **Listen:** we will listen to your concern and take it seriously. You will not be expected to prove what happened before you can ask for help.
2. **Make safe:** we will consider whether anyone is currently at risk. If immediate action is needed to protect someone's safety, that comes first.
3. **Record:** We will make an appropriate factual record of:
 - what was reported;
 - when it occurred;
 - who was involved;
 - any immediate action taken; and
 - what happens next.
 - Information will be handled sensitively.
4. **Refer:** we will determine the appropriate pathway. That might mean:
 - dealing with a lower-level behaviour issue within the club;
 - using a complaint or Member Protection process;
 - referring the matter to Capital Football;
 - referring the matter to Football Australia;
 - contacting police or another authority; or
 - complying with a legal reporting requirement.

ANUWFC volunteers are not expected to investigate serious safeguarding matters themselves.
5. **Support:** where appropriate, we will:
 - check in with you;
 - explain the next steps;
 - help you understand your options;
 - consider practical measures to help you continue participating safely; and
 - provide information about additional support if required.

Which reporting pathway applies?

If someone is in immediate danger, safety comes first. Contact emergency services or police where immediate assistance is required. Do not wait for the ANUWFC reporting process before seeking emergency help.

If the concern involves suspected abuse of a child, young person or Adult at Risk, tell the ANUWFC Safeguarding and Member Welfare Contact or another appropriate club representative as soon as possible. The matter will be managed consistently with Football Australia's Safeguarding Policy and any applicable ACT reporting requirements. ANUWFC will not attempt to informally resolve or mediate suspected abuse.

If the concern involves bullying, harassment or discrimination, it may be dealt with through relevant ANUWFC, Capital Football or Football Australia Member Protection and complaints processes depending on:

- what occurred
- who was involved
- the seriousness of the behaviour
- whether the behaviour was repeated.

If it is a lower-level team or interpersonal issue

Not every disagreement is a formal safeguarding complaint. Lower-level issues may sometimes be appropriately resolved through:

- a conversation
- clarification of expected behaviour
- coach or manager involvement
- Education
- facilitated discussion
- another proportionate club response.

However, you can still speak to the Player Welfare Officer if you are unsure. You do not have to decide which category your concern belongs in before asking for help.

What information should I provide?

Tell us whatever you are comfortable and able to provide. Useful information may include:

- what happened
- when it happened
- where it happened
- who was involved
- whether anyone else saw or heard it
- whether it has happened before
- whether anyone is currently unsafe
- any relevant messages, screenshots or other information.

If you don't have all of this information, you can still raise the concern.

Can someone come with me?

Yes. You may ask a trusted person to support you when raising a concern or participating in a safeguarding process where appropriate.

Will my report be confidential?

ANUWFC will treat safeguarding information sensitively and limit information to people who reasonably need to know. However, we cannot promise absolute confidentiality. Information may need to be shared where necessary to:

- protect someone from harm
- meet legal obligations
- refer something to Capital Football or Football Australia
- contact police or another authority
- provide procedural fairness.

We will aim to explain this to you wherever reasonably possible.

What if I don't want anything formal to happen?

You can still ask for information or support. Where possible, we will discuss your options with you before determining what happens next. However, ANUWFC may need to escalate something even if you do not want to make a formal complaint where:

- someone may be at serious or ongoing risk
- a child or Adult at Risk may have been harmed
- there may be criminal conduct
- the club has a legal or football governance obligation to report the matter.

Can I get in trouble for reporting something?

You will not be penalised for raising a genuine concern in good faith. ANUWFC will not tolerate retaliation, intimidation or victimisation of someone because they:

- raised a concern
- supported someone to raise a concern
- provided information
- participated in a safeguarding process.

If someone tells you something

If another person discloses a safeguarding concern to you:

DO

- listen
- take them seriously
- stay calm
- check whether they are currently safe
- write down the facts when appropriate
- explain that you may need to seek help
- report or escalate the concern appropriately.

DON'T

- investigate
- interrogate them
- confront the person accused
- promise complete confidentiality
- dismiss or minimise what happened
- spread the information around the team
- try to handle serious abuse yourself.

Your job is to listen, support and refer, not investigate.

Not sure what to do?

You don't need to know every Football Australia policy or reporting process. Start by contacting the ANUWFC Safeguarding and Member Welfare Contact. They can help you work out the next step. If in doubt, raise it. It is better to ask for guidance than to ignore something that may affect someone's safety or wellbeing.

Key contacts

ANUWFC

[Player Welfare Officer](#)

Email: anuwfcplayerwelfare@gmail.com

Capital Football

For current Member Protection, safeguarding and complaint information, visit the [Capital Football website](#).

Football Australia

[Football Australia's Member Protection Framework](#) provides national safeguarding and complaints information, including reporting pathways and information about Member Protection Information Officers.

Remember

You do not need to:

- decide whether something officially counts as misconduct
- know which policy applies
- investigate what happened
- confront another person
- have evidence before asking for help
- manage a serious safeguarding concern yourself.

You just need to speak up. ANUWFC will help identify the appropriate next step.

Version control

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