

KUNG FU WUSHU AUSTRALIA Limited

PO Box 269 Kenthurst NSW 2156
Ph 02 8116 9822 Fax 02 8732 1628

Email: admin@kungfuwushuaustralia.com
Website: www.kungfuwushuaustralia.com



INVESTIGATING COMPLAINTS OF BREACHES OF CHILD PROTECTION OR PARTICIPANT PROTECTION POLICIES

PART A COMPLAINTS HANDLING PROCEDURES

We will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously.

We will provide individuals with a formal and informal process to resolve the matter, along with access to an external complaint handling body, based on the nature of the complaint and our rules and regulations.

We also provide an appeals process for those matters.

We will maintain confidentiality where possible and as provided in this policy and seek to ensure that no one is victimised for making, supporting or providing information about a complaint.

ATTACHMENTS

- Attachment A1: Complaints procedure
- Attachment A2. Mediation
- Attachment A3. Investigation procedure
- Attachment A4. Tribunal procedure

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Attachment A1: COMPLAINTS PROCEDURE

Kung Fu Wushu Australia aims to support people associated with our sport to make and resolve any complaints they may have in a fair, timely and effective way.

We will endeavour to deal with complaints on a confidential basis. We will not provide information about the complaint to another person without the complainant's consent, except if the law requires us disclose this information or if it is necessary to properly resolve the complaint.

To ensure **fairness for everyone involved**, we will provide the full details of the complaint to the person or people against whom the complaint has been made and ask for their response. As a result, it may be difficult for us to resolve complaints made anonymously.

We will provide **informal and formal procedures** to resolve complaints. Individuals and organisations can also **complain to external organisations** under anti-discrimination, child protection and other relevant laws.

Informal approaches

Step 1: Talk with the other person (if safe, reasonable and appropriate)

If you feel confident to do so, you can approach the other person to discuss the issues and try and resolve the problem directly.

Step 2: Contact a Participant Protection Officer

We encourage you to talk with one of our Participant Protection Officers (PPOs) if:

- the first step is not possible or reasonable
- you are not sure how to handle the problem by yourself
- you want to talk confidentially with someone and find out what options are available to resolve the problem, or
- the concern continues after you approached the other person.

The names and contact details for our PPOs are available from the National Secretary www.kungfuwushuaustralia/secretary .

The PPO will:

- ask how you would like your concern to be resolved and if you need support
- seek to provide different options for you to address your concern
- act as a support person, if you wish
- refer you to an appropriate person (e.g. a mediator) to help you resolve the problem, if necessary
- inform the relevant government authorities and/or police, if required by law to do so
- where possible and appropriate, maintain confidentiality.

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Step 3: Decide how to resolve the problem

After talking with the PPO, you may decide:

- there is no problem
- the problem is minor and you do not wish to take the matter forward
- to try and resolve the problem yourself, with or without a support person
- to resolve the problem with the help of someone impartial, such as a mediator
- to resolve the matter through a formal process.

Formal approaches

Step 4: Making a formal complaint

If it is not possible or appropriate to resolve your complaint through an informal process, you may:

- make a formal complaint in writing to the Complaints Manager, or
- approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice and assistance. Such agencies also include Sport Integrity Australia.

After receiving a formal complaint, and based on the material you provide, the Complaints Manager will decide whether:

- he or she is the most appropriate person to receive and handle the complaint
- the nature and seriousness of the complaint requires a formal resolution procedure
- to refer the complaint to **mediation**
- to appoint a person to **investigate** the complaint
- to refer the complaint to a **tribunal hearing**
- to refer the matter to the **police or other appropriate authority**, and/or
- to implement any interim arrangements that will apply until the complaint process is completed.

In dealing with your formal complaint, the Complaints Manager will take into account:

- whether he or she has had any personal involvement in the circumstances and if someone else should handle the complaint
- your wishes, and the wishes of the respondent, regarding how the complaint should be handled
- the relationship between you and the respondent (e.g. an actual or perceived power imbalance between you and the respondent)
- whether the facts of the complaint are in dispute
- the urgency of the complaint, including the possibility that you might face further unacceptable behaviour while the complaint process is underway.

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If the Complaints Manager is the appropriate person to handle the complaint, he or she will, where appropriate and/or necessary:

- provide the information received from you to the other person(s) involved and ask for their side of the story
- decide if there is enough information to determine whether the matter alleged in your complaint did or didn't happen, and/or
- determine what, if any, further action to take, including disciplinary action in accordance with this policy.

Step 5: Investigating the complaint

In some cases, an investigation may be required to determine the facts surrounding the complaint. Our investigations procedure is outlined in Attachment A3.

Following the investigation, a written report will be provided to the Participant Protection Tribunal.

- If the complaint is referred to **mediation**, we will follow the steps outlined in Attachment A2 or as agreed by you, the respondent and the mediator.
- If the complaint is referred to a **tribunal hearing**, the hearing will be conducted according to the steps outlined in Attachment A4.
- If the complaint is referred to the **police or another external agency**, we will endeavour to provide all reasonable assistance required by the police or the agency.

6: Reconsidering a complaint or appealing a decision

If the matter is referred to mediation and is not resolved at mediation, you may request that the Complaints Manager reconsider the complaint in accordance with Step 3.

In accordance with Kung Fu Wushu Australia rules you or the respondent(s) may also appeal a decision made by at a tribunal hearing. The grounds and process for appeals are set out in Attachment A4.

Step 7: Documenting the resolution

The Complaints Manager will record the complaint, the steps taken to resolve it and the final outcome. This information will be stored in a confidential and secure place. If the complaint was dealt with at the state/district level, the information will be stored by the state association. If the matter is of a serious nature, or if it was dealt with at the national level, the original document will be stored by Kung Fu Wushu Australia and a copy stored by the state association.

Approaching external organisations

If you feel that you have been harassed or discriminated against, you can seek advice from your state or territory anti-discrimination or equal opportunity commission. There is no obligation to

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make a formal complaint. However, if the commission advises you that the issues appear to be within its jurisdiction, you may choose to lodge a formal complaint with the commission.

The commission may investigate your complaint. The commission may also attempt to conciliate the complaint on a confidential basis. If this fails, or if it is not appropriate, the complaint may go to a formal hearing. The tribunal will make a finding and decide what action, if any, will be taken.

If you do lodge a complaint with the commission, an appropriate person from our organisation (e.g. an PPO) will be available to support you during the process. You may also wish to have legal representation, particularly if the complaint goes to a formal hearing.

Contact details for the state and territory anti-discrimination and equal opportunity commissions are available on the Play by the Rules website:
<http://www.playbytherules.net.au/resources/quick-reference-guide>.

Serious incidents, such as assault or sexual assault, should be reported to the police.

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Attachment A2: MEDIATION

Mediation is a process that seeks to resolve complaints with the assistance of an impartial person – the mediator.

The mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved to discuss the issues and seeks to facilitate a mutually agreeable solution.

Our approach to mediation follows the steps set out below.

1. The Complaints Manager will appoint an appropriate mediator to help resolve the complaint. This will be done under the direction of Kung Fu Wushu Australia and in consultation with the complainant and the respondent(s). The mediator will be an independent person in the context of the complaint, however this does not preclude a person with an association with Kung Fu Wushu Australia acting as mediator.
2. The mediator will talk with the complainant and respondent(s) about how the mediation will take place and who will participate. At a minimum, the mediator will prepare an agenda of issues to be discussed.
3. All issues raised during mediation will be treated confidentially. We also respect the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
4. If the complaint is resolved by mediation, where appropriate the mediator may seek to ensure the parties execute a document that sets out the agreement that has been reached. This agreement will be signed by the complainant and the respondent(s). We expect the parties involved to respect the terms of the agreement.
5. If the complaint is not resolved by mediation, the complainant may:
 - write to the Complaints Manager to request that the Complaints Manager reconsider the complaint, and
 - approach an external agency, such as an anti-discrimination or equal opportunity commission, to resolve the matter.

We recognise that there are some **situations where mediation will not be appropriate**, including:

- when the people involved have completely different versions of the incident
- when one or both parties are unwilling to attempt mediation
- when there is a real or perceived power imbalance between the people involved
- matters that involve serious allegations.

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Attachment A3: INVESTIGATION PROCESS

There will be times when a complaint will need to be investigated and evidence gathered.

An investigation helps determine the facts relating to the incident, as well as possible findings and, if requested, recommendations.

Any investigation that we conduct will be fair to all people involved. The investigation process will be undertaken by an unbiased person.

If we decide that a complaint should be investigated, we will follow the steps outlined below.

1. We will provide a written brief to the investigator that sets out the terms of engagement and his or her roles and responsibilities. The investigator will:
 - interview the complainant and record the interview in writing
 - provide full details of the complaint to the respondent(s) so that they can respond
 - interview the respondent(s) to allow them to answer the complaint and record the interview in writing
 - obtain statements from witnesses and collect other relevant evidence
 - make a finding as to whether the complaint is:
 - **substantiated** (there is sufficient evidence to support the complaint)
 - **inconclusive** (there is insufficient evidence either way)
 - **unsubstantiated** (there is sufficient evidence to show that the complaint is unfounded)
 - **mischievous, vexatious or knowingly untrue.**
 - provide a report to the Participant Protection Tribunal documenting the complaint, the investigation process, the evidence, the finding(s) and, if requested, any recommendations.
2. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points from the investigation.
3. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person or adviser (e.g. Participant Protection Officer).

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Attachment A4: TRIBUNAL PROCEDURES

We will follow the steps set out below to hear formal complaints made under our Participant Protection Policy.

Preparing for a Participant Protection Tribunal hearing

1. A Participant Protection Tribunal panel will be established, according to the rules set out in our By-laws, to hear a complaint that has been referred to it by the Complaints Manager. The number of Participant Protection Tribunal panel members required to be present throughout the hearing will be three.
2. The Participant Protection Tribunal panel members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the Complaints Manager relating to the complaint/allegations.
3. The Participant Protection Tribunal hearing will be held as soon as practicable. However, adequate time must be provided for the respondent(s) to prepare for the hearing.
4. The Complaints Manager will inform the respondent(s) in writing that a Participant Protection Tribunal hearing will take place. The notice will outline:
 - that the person has a right to appear at the Participant Protection Tribunal hearing to defend the complaint/allegations
 - the details of the complaint and of all allegations, as well as the clause of any policy or rule that has allegedly been breached
 - the date, time and venue of the Participant Protection Tribunal hearing
 - that verbal and/or written submissions can be presented at the Participant Protection Tribunal hearing
 - that witnesses may attend the Participant Protection Tribunal hearing to support the position of the respondent/s
 - an outline of any possible penalties that may be imposed if the complaint is found to be true
 - that legal representation will not be allowed. The respondent may be assisted by a support person at a Tribunal hearing. For example, where the respondent is a minor, he or she should have a parent or guardian present. However a person cannot be a support person if he or she has been admitted to the practice as a lawyer or worked as a trainee lawyer. A copy of any investigation report findings will be provided to the respondent(s).

The respondent(s) will be allowed to participate in all Kung Fu Wushu Australia activities and events, pending the decision of the Participant Protection Tribunal, including any available appeal process, unless the Complaints Manager believes it is necessary to exclude the respondent/s from all or some activities and events because of the nature of the complaint.

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5. The Complaints Manager will notify the complainant in writing that a Participant Protection Tribunal hearing will take place. The notice will outline:
 - that the person has a right to appear at the Participant Protection Tribunal hearing to support their complaint
 - the details of the complaint, including any relevant rules or regulations the respondent is accused of breaching
 - the date, time and venue of the Participant Protection Tribunal hearing
 - that verbal and/or written submissions can be presented at the Participant Protection Tribunal hearing
 - that witnesses may attend the Participant Protection Tribunal hearing to support the complainant's position
 - that legal representation will not be allowed. The respondent may be assisted by a support person at a Tribunal hearing. For example, where the respondent is a minor, he or she should have a parent or guardian present. However, a person cannot be a support person if he or she has been admitted to practice as a lawyer or worked as a trainee lawyer.

A copy of the investigation report findings will be provided to the complainant.

6. If the complainant believes the details of the complaint are incorrect or insufficient, he or she should inform the Complaint Manager as soon as possible so that the respondent(s) and members of the Participant Protection Tribunal panel can be properly informed of the complaint.
7. If possible, the Participant Protection Tribunal panel should include at least one person with knowledge or experience of the relevant laws/rules (e.g. anti-discrimination).

Tribunal hearing procedure

8. The following people will be allowed to attend the Participant Protection Tribunal hearing:
 - Participant Protection Tribunal panel members
 - the respondent(s)
 - the complainant
 - any witnesses called by the respondent(s)
 - any witnesses called by the complainant
 - any parent/guardian or support person required to support the respondent or the complainant.
9. If the respondent(s) is not present at the set hearing time and the Participant Protection Tribunal chairperson considers that no valid reason has been presented for this absence, the Participant Protection Tribunal hearing will continue subject to the chairperson being satisfied that all Participant Protection Tribunal notification requirements have been met.
10. If the Participant Protection Tribunal chairperson considers that there is a valid reason for the non-attendance of the respondent(s), or the chairperson does not believe the Participant Protection Tribunal notification requirements have been met, then the Participant Protection Tribunal hearing will be rescheduled to a later date.

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11. If the Tribunal chairperson wishes to reschedule the Tribunal hearing date, the Participant Protection Tribunal chairperson will inform the Complaint Manager of the need to reschedule the hearing and the Complaint Manager will arrange for the Participant Protection Tribunal to be reconvened.
12. The Participant Protection Tribunal chairperson will read out the complaint, ask each respondent if he or she understands the complaint and if he or she agrees or disagrees with the complaint.
13. If the respondent agrees with the complaint, he or she will be asked to provide any evidence or witnesses that should be considered by the Participant Protection Tribunal when determining any sanctions.
14. If the respondent disagrees with the complaint, the complainant will be asked to describe the circumstances that lead to the complaint being made.
 - Reference may be made to brief notes.
 - The complainant may call witnesses.
 - The respondent may question the complainant and any witnesses.
15. The respondent will then be asked to respond to the complaint.
 - Reference may be made to brief notes.
 - The respondent may call witnesses.
 - The complainant may ask questions of the respondent and any witnesses.
16. The complainant and respondent(s) may be present when evidence is presented to the Tribunal hearing. Witnesses may be asked to wait outside the hearing until they are required.
17. The Participant Protection Tribunal may:
 - consider any evidence, and in any form, that it deems relevant
 - ask questions of any person giving evidence
 - limit the number of witnesses (including limiting witnesses to those persons who only provide new evidence)
 - require (to the extent it has power to do so) the attendance of any witness it deems relevant
 - act in an inquisitorial manner in order to establish the truth of the issue/complaint before it.
18. Video evidence, if available, may be presented. Arrangements must be made entirely by the person(s) wishing to offer this type of evidence.
19. If the Participant Protection Tribunal panel considers that at any time during the hearing there is any unreasonable or intimidatory behaviour from anyone, the Participant Protection Tribunal chairperson may deny further involvement of that person in the hearing.
20. After all the evidence has been presented, the Participant Protection Tribunal will make its decision in private. It must decide whether the complaint has, on the balance of probabilities, been substantiated.
21. All Participant Protection Tribunal decisions will be by majority vote.

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22. The Participant Protection Tribunal chairperson will announce the decision in the presence of all those involved in the hearing. Alternatively, he or she may advise those present that the decision is reserved and will be handed down in written form at a later time.
23. The respondent(s) will have the opportunity to make submissions to the Tribunal in relation to any sanctions that may be imposed.
24. Within 48 hours, the Participant Protection Tribunal chairperson will:
 - forward a notice of the Participant Protection Tribunal's decision to the Complaints Manager, including any sanctions imposed.
 - forward a letter reconfirming the Tribunal's decision to the respondent(s), including any sanction imposed. The letter should also outline the process and grounds for an appeal, if allowed.
25. The Participant Protection Tribunal does not need to provide written reasons for its decision.

Appeals procedure

26. If a complainant or a respondent(s) is not satisfied with the outcome of a mediation process or a Participant Protection Tribunal decision, he or she can lodge an appeal to Kung Fu Wushu Australia on one or more of the following grounds:
 - 26.1 that a denial of natural justice has occurred
 - 26.2 that the disciplinary measure/s imposed is unjust and/or unreasonable
 - 26.3 that the decision was not supported by the information/evidence provided at the mediation or to the Participant Protection Tribunal Hearing
27. A person wanting to appeal must lodge a letter setting out the basis for their appeal with the National Secretary within seven days of the decision being made. An appeal fee of \$500 shall be included with the letter of intention to appeal.
28. If the letter of appeal and the appeal fee are not both received by the National Secretary within this time, the right of appeal will lapse.
29. The letter of appeal and the notice of the Participant Protection Tribunal's decision (clause 24) will be forwarded to the Complaints Manager to review and to decide whether there are sufficient grounds for the appeal to proceed. The Complaints Manager may invite any witnesses to the meeting that he or she believes are required to make an informed decision.
30. If the appellant has not shown sufficient grounds for an appeal in accordance with clause 26, then the appeal will be rejected. The appellant will be notified in writing, including the reasons for the decision. The appeal fee will be forfeited.
31. If the appeal is accepted, a Participant Protection Appeal Tribunal with new panel members will be convened to rehear the complaint, and the appeal fee will be refunded.

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32. The Participant Protection Tribunal hearing procedure shall be followed for the Participant Protection Appeal Tribunal.
33. The decision of the Participant Protection Appeal Tribunal will be final and binding.

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PART B: REPORTING REQUIREMENTS AND DOCUMENTS/FORMS

We will ensure that all the complaints we receive, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint.

This information, and any additional records and notes, (subject to disclosure required by law or permitted under this policy) will be treated confidentially and stored in a secure place.

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

We will ensure that everyone who works with our organisation in a paid or unpaid capacity understands how to appropriately receive and record allegations of child abuse and neglect and how to report those allegations to the relevant authorities in their state or territory.

ATTACHMENTS

- Attachment B1: Record of informal complaint
- Attachment B2: Record of formal complaint
- Attachment B3: Handling an allegation of child abuse
- Attachment B4: Confidential record of child abuse allegation

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<p>What is the nature of the complaint? (category/basis/grounds)</p> <p>Tick more than one box if necessary</p>	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist methods <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race abuse <input type="checkbox"/> Bullying <input type="checkbox"/> Physical <input type="checkbox"/> Religion Victimization <input type="checkbox"/> Disability <input type="checkbox"/> <input type="checkbox"/> Pregnancy decision <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair <input type="checkbox"/> Other
<p>What does the complainant want to happen to resolve the issue?</p>	
<p>What other information has the complainant provided?</p>	
<p>What is the complainant going to do now?</p>	

This record and any notes must be kept in a confidential and safe place. Do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be given to the Complaint Manager.

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**Attachment B2:
RECORD OF FORMAL COMPLAINT**

Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	Date Formal Complaint Received: / /
Complainant's contact details	Phone: Email:	
Complainant's role/position	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Name of person complained about (respondent)	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Respondent's role/position	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Location/event of alleged incident		

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Description of alleged incident	
<p>Nature of complaint (category/basis/grounds)</p> <p>Tick more than one box if necessary</p>	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist methods <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race abuse <input type="checkbox"/> Bullying <input type="checkbox"/> Physical <input type="checkbox"/> Religion Victimisation <input type="checkbox"/> Disability <input type="checkbox"/> <input type="checkbox"/> Pregnancy decision <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair <input type="checkbox"/> Other
Methods (if any) of attempted informal resolution	
Formal resolution procedures followed (outline)	

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If investigated:	Finding
If heard by Tribunal:	Decision Action recommended
If mediated:	Date of mediation: Both/all parties present Agreement Any other action taken
If decision was appealed	Decision Action recommended
Resolution	<input type="checkbox"/> Less than 3 months to resolve <input type="checkbox"/> Between 3 – 8 months to resolve <input type="checkbox"/> More than 8 months to resolve
Completed by	Name: Position: Signature: Date / /

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Signed by:	Complainant: Respondent:
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This record and any notes must be kept in a confidential and safe place. If the complaint is of a serious nature, or if it is taken to and/or dealt with at the national level, the original record must be provided to Kung Fu Wushu Australia and a copy kept with the organisation where the complaint was first made.

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**Attachment B3:
PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE**

If you believe a child is in immediate danger or a life-threatening situation, contact the Police immediately on 000.

Fact sheets on reporting allegations of child abuse in different states and territories are available at www.playbytherules.net.au.

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

All people working with Kung Fu Wushu Australia in a paid or unpaid capacity have a duty to report any concerns to the appropriate authorities, following the steps outlined below.

Step 1: Receive the allegation

If a child or young person raises with you an allegation of child abuse or neglect that relates to them or to another child, it is important that you listen, stay calm and be supportive.

Do	Don't
Make sure you are clear about what the child has told you	Do not challenge or undermine the child
Reassure the child that what has occurred is not his or her fault	Do not seek detailed information, ask leading questions or offer an opinion.
Explain that other people may need to be told in order to stop what is happening.	Do not discuss the details with any person other than those detailed in these procedures.
Promptly and accurately record the discussion in writing.	Do not contact the alleged offender.

Step 2: Report the allegation

- Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the police and/or the relevant child protection agency. You may need to make a report to both.
- Contact the relevant child protection agency or police for advice if there is **any** doubt about whether the allegation should be reported.

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- If the allegation involves a person to whom this policy applies, then also report the allegation to the Complaint Manager of Kung Fu Wushu Australia so that he or she can manage the situation.

Step 3: Protect the child and manage the situation

- The Complaint Manager will assess the immediate risks to the child and take interim steps to ensure the child's safety and the safety of any other children. This may include redeploying the alleged offender to a position where there is no unsupervised contact with children, supervising the alleged offender or removing/suspending him or her until any investigations have been concluded. Legal advice should be sought before any interim steps are made if the person is in paid employment with Kung Fu Wushu Australia.
- The Complaint Manager will consider what services may be most appropriate to support the child and his or her parent/s.
- The Complaint Manager will consider what support services may be appropriate for the alleged offender.
- The Complaint Manager will put in place measures to protect the child and the alleged offender from possible victimisation and gossip.

Step 4: Take internal action

- At least three different investigations could be undertaken to examine allegations that are made against a person to whom this policy applies, including:
 - a criminal investigation (conducted by the police)
 - a child protection investigation (conducted by the relevant child protection agency)
 - a disciplinary or misconduct inquiry/investigation (conducted by Kung Fu Wushu Australia).
- Kung Fu Wushu Australia will assess the allegations and determine what action should be taken in the circumstances. Depending on the situation, action may include considering whether the alleged offender should return to his or her position, be dismissed, banned or suspended or face other disciplinary action..
- If disciplinary action is recommended, we will follow the procedures set out in Clause 9 of our Participant Protection Policy.
- Where required, we will provide the relevant government agency with a report of any disciplinary action we take.
- **Contact details for advice or to report an allegation of child abuse**

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Australian Capital Territory	
ACT Police Non-urgent police assistance Ph: 131 444 www.afp.gov.au	Office for Children, Youth and Family Services http://www.communityservices.act.gov.au/ocyfs/reporting-child-abuse-and-neglect Ph: 1300 556 729
New South Wales	
New South Wales Police Non-urgent police assistance Ph: 131 444 www.police.nsw.gov.au	Department of Family and Community Services www.community.nsw.gov.au Ph: 132 111
Northern Territory	
Northern Territory Police Non-urgent police assistance Ph: 131 444 www.pfes.nt.gov.au	Department of Children and Families www.childrenandfamilies.nt.gov.au Ph: 1800 700 250
Queensland	
Queensland Police Non-urgent police assistance Ph: 131 444 www.police.qld.gov.au	Department of Communities, Child Safety and Disability Services www.communities.qld.gov.au/childsafety Ph: 1800 811 810
South Australia	
South Australia Police Non-urgent police assistance Ph: 131 444 www.sapolice.sa.gov.au	Department for Education and Child Development www.families.sa.gov.au/childsafe Ph: 131 478
Tasmania	
Tasmania Police Non-urgent police assistance Ph: 131 444 www.police.tas.gov.au	Department of Health and Human Services www.dhhs.tas.gov.au/children Ph: 1300 737 639
Victoria	
Victoria Police Non-urgent police assistance Ph: (03) 9247 6666 www.police.vic.gov.au	Department of Human Services www.dhs.vic.gov.au Ph: 131 278
Western Australia	

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Western Australia Police Non-urgent police assistance Ph: 131 444 www.police.wa.gov.au	Department for Child Protection and Family Support www.dcp.wa.gov.au Ph: (08) 9222 2555 or 1800 622 258
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**ATTACHMENT B4:
CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION**

Before completing this form, please ensure that the steps outlined in Attachment A4 have been followed and advice has been sought from the police and/or the relevant child protection agency.

Complainant's name (if other than the child)		Date formal complaint received: / /
Role/status in sport		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in sport	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Witnesses (if more than three witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	

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Interim action taken (if any)	
Police contacted	Who: When: Advice provided:
Child protection agency contacted	Who: When: Advice provided:
CEO contacted	Who: When:
Police investigation (if any)	Finding:
Child protection agency investigation (if any)	Finding:
Internal investigation (if any)	Finding:

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Action taken	
Completed by	Name: Position: Signature: / /
Signed by	Complainant (if not a child)

This record and any notes must be kept in a confidential and safe place. If required, they should be provided to the police and/or the relevant child protection agency.

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