



Melbourne Cricket Club Child Safety Complaints & Reporting Procedure



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1. Purpose

This MCC Child Safety Complaints and Reporting Procedure (Complaints and Reporting Procedure) sets out the steps that all MCC staff, volunteers and contractors must follow to meet their responsibilities in relation to identifying, responding to and reporting any concerns about, or incidents of, child abuse or other inappropriate behaviour towards children or young people whilst attending events, programs and/or using MCC facilities. The Complaints and Reporting Procedure is issued in connection with the Child Safety and Wellbeing Policy (policy) and the MCC Child Safety Code of Conduct. The definitions set out in the policy apply to this Complaints and Reporting Procedure.

2. Scope

This procedure applies to MCC staff, volunteers and contractors.

3. Immediate Response

If a child or young person is in immediate danger or harm, MCC staff, volunteers or contractors are required to take any immediate action to prevent or stop the danger or harm (so far as is reasonably practicable) and must report the situation immediately to the Stadium Management Centre (Event Day response) or MCC Security (Non-Event Day response).

4. Reporting a safety concern

4.1. Who can make a report?

Any person who has concerns about the safety of a child or young person involved in MCC activities, events or using MCC facilities can make a report. A report can be made verbally, by email (childsafey@mcc.org.au), telephone or letter. This policy also sets out how MCC staff, volunteers or contractors can report incidents or concerns on Event and Non-Event days.

Any person who witnesses an incident of non-acceptable behaviour towards a child or young person (including by another child or young person) must report the incident as soon as practicable. Where possible, please ensure the child or young person at risk of harm is safe from any further incidents.



4.2. What concerns should be reported?

The following types of behaviours, including observed or suspected abuse or harm, in relation to any child or young person involved in MCC activities, programs or services must be reported in the manner described in this Complaints and Reporting Procedure:

- any behaviour, process or arrangement that has potential to be or is unsafe for a child or young person;
- child abuse, harm, neglect or any other form of inappropriate behaviour such as grooming or bullying to a child or young person (emotional or psychological, physical or sexual, racial or religious);
- any breaches of the MCC Child Safety & Wellbeing Policy or MCC Child Safety Code of Conduct by a staff member, volunteer or contractor (observed or suspected); and
- other health and safety issues (for example, unsafe seating, trips/falls, missing children, children and young people in extreme weather conditions).



5. Minimum requirements when responding to disclosures by a child or young person of abuse and harm

When a disclosure of (suspected) unsafe behaviour, child abuse or harm is made, the following points should be considered and utilised:

Listen	Reassure	Respect
DO	DO NOT	
<ul style="list-style-type: none"> ✓ Actively listen to the child or young person. Treat them with respect and ensure they are taken seriously 	<ul style="list-style-type: none"> ✗ Ask leading questions 	
<ul style="list-style-type: none"> ✓ Reassure the child or young person that they have done the correct thing by reporting 	<ul style="list-style-type: none"> ✗ Make your own judgement or assessment 	
<ul style="list-style-type: none"> ✓ Respect that the child or young person may only reveal some details 	<ul style="list-style-type: none"> ✗ Press for details, minimal details will suffice 	
<ul style="list-style-type: none"> ✓ Let the child or young person use their own words in their own time – be patient and don't hurry them 	<ul style="list-style-type: none"> ✗ Make promises you cannot keep 	
<ul style="list-style-type: none"> ✓ Ask open ended questions 	<ul style="list-style-type: none"> ✗ Make your own enquiries/investigations in relation to allegations made 	
<ul style="list-style-type: none"> ✓ Explain to the child or young person that other people may need to be told ✓ Advise Police, Child Protection, MCC Safeguarding Children Manager, your line manager ✓ Take any immediate reasonably practicable action to eliminate or control an imminent risk 	<ul style="list-style-type: none"> ✗ Share information with others 	

6. How to make a report and your obligations

MCC staff, volunteers and contractors must immediately report child abuse and inappropriate behaviour by other adults, peers or MCC staff, volunteers or contractors in relation to a child or young person that they are informed of, observe or suspect.

A summary of the Incident Reporting Process for Event and Non-Event days that all persons must follow is set out at Appendix 1 to this Complaints and Reporting Procedure.

Immediate action will be taken in relation to any matter reported to the MCC. If the matter involves a staff member or volunteer, they may be stood down or suspended while under investigation. If the matter involves a contractor, they will remain offsite until a full investigation has been conducted.



The MCC will make decisions that are child centred, trauma focused, legal, ethical, equitable, accountable and transparent and which meet legislative requirements.

6.1 Reporting Person's Obligations

Event day

Step 1: Take any immediate, reasonably practicable action to prevent or stop an imminent risk.

Step 2: Report to Stadium Management Centre (SMC) and outline if there is an imminent risk (SMC will then escalate to Police if necessary).

Step 3: SMC will report the incident on the MCC's reporting platform (24/7) whether Police are required or not.

Step 4: A further detailed report will be required by the initial reporting staff.

In some circumstances, the reporting person's manager may take a statement and formally record the statement on 24/7.

All reports need to be made on the day of the event.

All MCC staff, volunteers and contractors must meet any applicable legislated reporting requirements in addition to reporting directly to other relevant authorities, such as police or child protection, any concerns they may have in relation to the safety and welfare of a child or young person irrespective of whether or not they have also reported the matter internally.

Non-Event day

Step 1: If the child or young person is in imminent risk of harm or immediate danger, take any immediate, reasonably practicable action to prevent the harm or danger.

Step 2: The reporting person is required to report immediate concerns to Security via X8881.

Step 3: Regardless if the matter having been reported to the police or MCC Security, it is imperative that the reporting person immediately contacts their line manager.

Step 4: When practical, the reporting person must make a report on the MCC's reporting platform (RAPID).

6.2 MCC Staff Reporting Obligations

When an MCC Line Manager is notified by a reporting person of an incident, they must:

1. Take any immediate, reasonably practicable action to ensure the child or young person is safe and supported;



2. Ensure the reporting person makes a report (make report to SMC on Event Day and an online report on Non-Event Day)
3. Provide advice and guidance as per the step-by-step process detailed in section 6.1, being mindful of requirements set out in section 5 of how to respond to a disclosure;
4. Provide general advice and guidance on 'what' to report and the policy's purpose;
5. Notify the MCC P&C Department by email (childsafety@mcc.org.au) of the notification as soon as possible to ensure the report is received by the P&C team;
6. Not provide investigative advice to the reporting person;
7. Ensure the reporting person who has witnessed the incident and/or attended to the child or young person who was harmed is feeling safe and is aware of the debrief protocol (EAP) for MCC staff, volunteers and contractors (section 13).

In taking a report or disclosure of an incident from others, the reporting person or MCC manager is not to assess the validity of such allegations or concerns, but to report all allegations as described in the step-by step process outlined in section 6.1.

7. Reporting timeframes

Reports and notifications must be made as soon as practicable and no later than before ending that person's shift or session of work.

8. What happens to a report?

The appropriate MCC manager for Event and Non-Event Day and the Safeguarding Children Manager will:

- receive the online report;
- contact the reporting person;
 - If the matter involves a staff member or volunteer, contact this person;
- conduct an assessment of the disclosed information;
- ensure adequate support services are provided to all relevant persons;
- assist the police in any investigation; and
- ensure mandatory reporting requirements (for identified professions) are met and appropriate support has been provided to the child or young person and their families.



9. Child Protection Authorities and Mandatory Reporting Provisions

Under the *Children, Youth and Families Act 2005* (Vic) there is legislated mandatory reporting obligations for certain professions to report a reasonable belief of child physical or sexual abuse to child protection authorities. These professions include:

- Registered medical practitioners, nurses and midwives
- Registered teachers including school principals and early childhood teachers
- School counsellors
- Police officers
- People in religious ministry
- Childcare workers
- Out of home workers
- Persons employed in youth, social or welfare work with a post-secondary qualification in this field
- Youth welfare workers
- Registered psychologists (including sports psychologists)
- Youth justice officers.

Mandatory reporters must make a report if they form a reasonable belief that:

1. a child or young person has suffered, or is likely to suffer, significant harm as a result of physical and/or sexual abuse and
2. the child or young person's parents have not protected or are unlikely to protect the child or young person from this harm.

Reports must be made to child protection authorities as soon as practicable after forming the belief and after each occasion on which the professional becomes aware of any new reasonable grounds for the belief.

Mandatory reporters must contact the child protection intake service to make a report. The local government area for Melbourne is the West Division.

MCC P&C Department can provide assistance to MCC staff, volunteers and contractors who are mandatory reporters when making a report.



10. Who investigates the report?

Complying with legislative and policy requirements, the Safeguarding Children Manager is bound to ensure that one (1) or more of the following entities will investigate the report or disclosure;

- Victoria Police (*Where required)
- Child Protections Services (*Where required)
- MCC P&C Department
- Relevant regulatory/oversight bodies in Victoria that administer mandatory reporting schemes e.g. The Commission for Children and Young People, Victorian Institute of Teaching

NOTE: Where a State or Federal Law Enforcement Agency (i.e. Police) is investigating an incident, the MCC will liaise with the relevant Law Enforcement Agency. The investigation reporting process is set out in Appendix 1 to this procedure.

11. Confidentiality and privacy

The MCC Safeguarding Children Manager maintains the confidentiality and privacy of all concerned (including the alleged perpetrator), except if doing so would compromise the welfare of the child or young person or investigation of the allegation. The MCC Safeguarding Children Manager will be responsible for the authorisation of the disclosure and sharing of any information relating to any incident reported pursuant to this procedure in compliance with privacy and other legislative obligations. Should the Safeguarding Children Manager be unavailable, a Child Safety Officer from the P&C team will lead the authorisation of a disclosure/sharing of information.

12. Monitoring

All reports recorded for Event and Non-Event days will be reviewed by the MCC Safeguarding Children Manager and Event/Non-Event Day managers. As part of the MCC's commitment to continuous improvement in child safety practices, incident and complaints data will be reviewed on a regular basis to identify any trends and act accordingly. All data will be deidentified as necessary for privacy purposes. This data and identified trends will be reviewed with the MCC Safeguarding Committee on a regular basis to ensure corrective actions are appropriate and effective; and to support continuous improvement of MCC child safety processes.

The Safeguarding Children Manager (or a nominated delegate) is the only person authorised to close a case and will ensure all relevant persons have been informed of the outcome.



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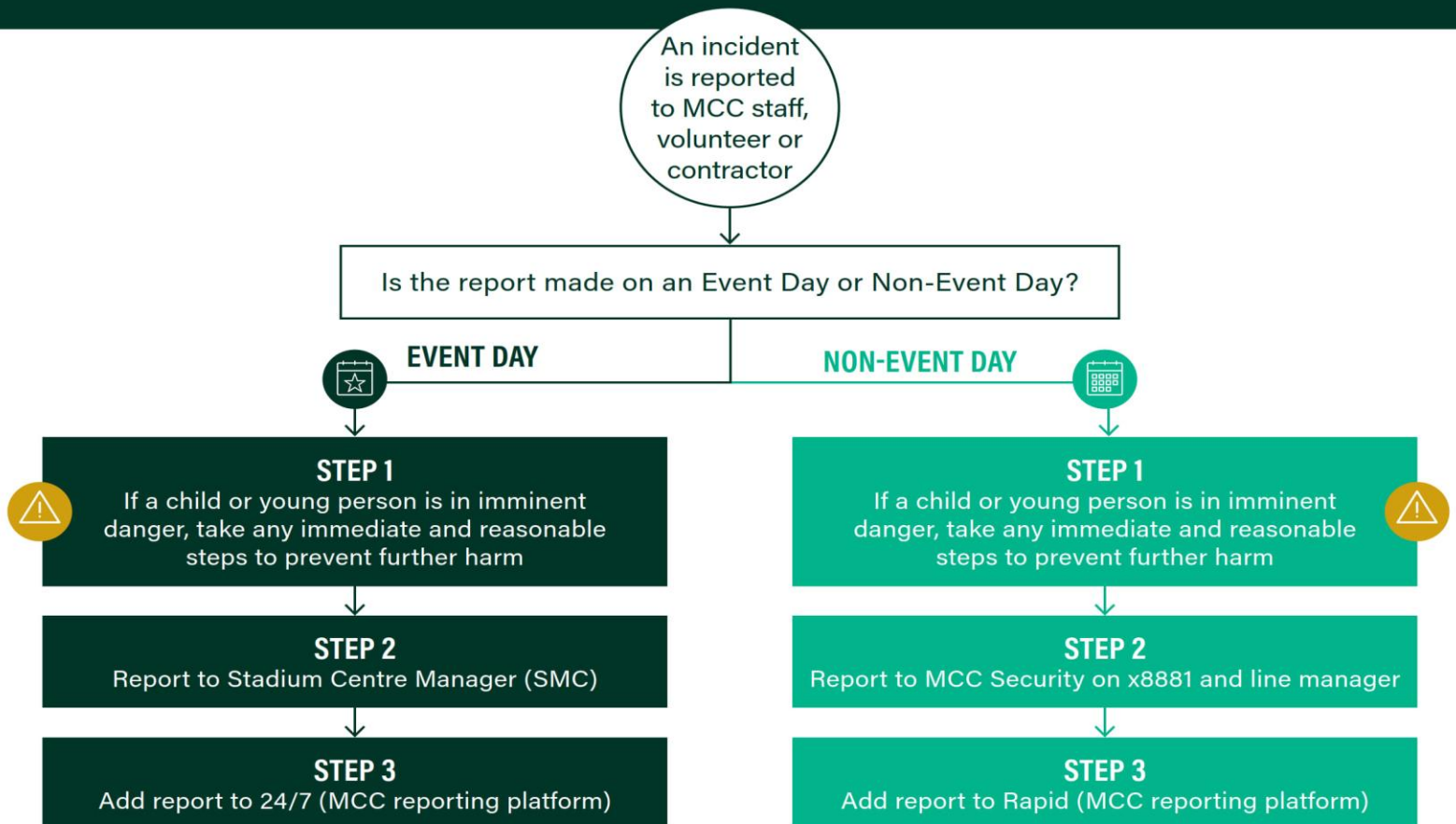
13. Debrief support for MCC staff, volunteers and contractors


It is acknowledged that disclosures of harm and/or abuse can be traumatic for every person involved.

If an MCC staff member, volunteer or contractor requires assistance or support to debrief about an incident, allegation and/or disclosure, they are encouraged to discuss this confidentially with their manager and/or access the Employee Assistance Program (EAP) to speak with a counsellor (EAP Tel: 1300 687 327).

HOW TO RESPOND TO CHILD SAFETY INCIDENT REPORTS

For any reports related to concerns about or witnessing unsafe behaviours towards a child/young person at the MCG or outside venues.



 Reports and notifications must be made as soon as practicable and no later than before end of shift. All reports need to be made on the same day as the incident.



WHO CAN REPORT?

Anyone (including a child or young person) who witnesses unsafe behaviours towards a child/young person, or has concerns about the safety of a child/young person at the MCG or outside venues.



WHAT CAN THEY REPORT?

Any child safety concerns including:

- Disclosures of unsafe behaviours
- Harm or abuse
- Breaches to MCC Child Safety Code of Conduct
- Environmental safety issues
- Allegations, suspicions or observations of unsafe behaviours/harms



Discussing incidents of harm and abuse can be distressing. If you need support, speak with your line manager or the Employee Assist Program 1300 687 327.



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