



How to Respond to an Athlete Safeguarding Concern

IF THERE IS AN EMERGENCY OR SOMEONE IS IN IMMEDIATE DANGER CALL 000

1. RECOGNISE

IF YOU OBSERVE SOMETHING

IF YOU ARE TOLD SOMETHING

2. RESPOND

- Provide a safe and confidential space
- Believe them
- Listen, avoid asking questions especially those that may be misleading
- Reassure them they did the right thing
- Remind them:
 - it's not their fault
 - that you will take it seriously
 - they don't have to tell you the whole story
 - they can always go directly to the police
 - there are professional support services available (Lifeline, Beyond Blue, [AIS Mental Health Referral Network](#))

3. RECORD

- Keep notes of the information you have gathered. Handwritten notes are great.
- Make sure you get as much detail as possible (Who, what, when, where).
- Keep the original notes and copy them in case they are needed in an investigation
- Remember, you cannot photograph or video a child or young person on your phone without parental consent; notes need to be absent of photos and video.

4. RAISE & REPORT

To report your concern, you can:

- Complete the [QAS Safeguarding Report Form](#) via the QR code or QAS website; or
- Contact the QAS Integrity Manager
 - in-person; or
 - 0475 373 077; or
 - QAS.safeguarding@dtis.qld.gov.au



For advice on the most appropriate steps to take you can also speak to your QAS Line Manager for guidance, if required.

REPORTING TO AUTHORITIES

If you suspect on reasonable grounds that a child or young person is/was at risk of harm, abuse or neglect you must report it to the Queensland Police Service by calling Policelink on 131 444 and/or to Child Safety [Reporting child abuse | Community support | Queensland Government \(www.qld.gov.au\)](#) without delay.

You can speak with the QAS Integrity Manager to help determine if the matter must be reported to Child Safety or Queensland Police.

REMEMBER: If at any point you, or the people involved are not comfortable escalating the matter internally, there are a number of external options available. These include:

- The DTS Integrity Manager ethics@dtis.qld.gov.au
- The NSO Integrity Manager (for the [relevant sport](#))
- The AIS Be Heard – 1800 565 965 or the online form at [AIS Be Heard | Australian Institute of Sport](#)

5. REACH OUT

Reach out for support for yourself via your Line Manager or the [Employee Assistance Program](#).

Thank you for playing your role in keeping our QAS supported athletes safe.