

[www.playbytherules.net.au](http://www.playbytherules.net.au)



# *Play by the Rules*

making sport inclusive, safe and fair.



Australian  
Human Rights  
Commission  
and your state or territory  
human rights commissions  
anytime, anywhere, every day



Government  
of South Australia

## South Australia Referral Guide

TO ASSIST WITH HARASSMENT, CHILD PROTECTION & COMPLAINT HANDLING ISSUES IN SPORT AND RECREATION

# CONTENTS

|   |         |   |         |
|---|---------|---|---------|
| <b>Foreword</b> .....                                     | page 3  | Parents' Behaviour .....                          | page 16 |
| <b>Introduction</b> .....                                 | page 4  | Photographing Children .....                      | page 16 |
| <b>Complaint Handling - How to assess the issue</b> ..... | page 5  | Police Checks .....                               | page 16 |
| Where to Get Help with Complaint Handling .....           | page 6  | Pregnancy.....                                    | page 16 |
| <b>Quick Reference - Where to refer</b> .....             | page 7  | Spectator and Other Inappropriate Behaviour ..... | page 16 |
| Unlawful and Inappropriate Behaviour.....                 | page 8  | Team Selection .....                              | page 17 |
| <b>Useful Resources and Websites</b> .....                | page 11 | Training .....                                    | page 17 |
| Child Abuse .....   | page 12 | <b>Useful Contacts</b> .....                      | page 18 |
| Child Safe Environments .....                             | page 12 | Commonwealth Government.....                      | page 19 |
| Children's Behaviour.....                                 | page 13 | State Government .....                            | page 19 |
| Coaches' Behaviour.....                                   | page 13 | Non-Government and Peak Sport Organisations.....  | page 21 |
| Codes of Conduct.....                                     | page 13 | <b>Abbreviations used in this guide.</b>          |         |
| Complaint Handling - Guidelines and Procedures.....       | page 13 |   |         |
| Complaints - Getting Help .....                           | page 14 |   |         |
| Counselling Services .....                                | page 14 |   |         |
| Discrimination and Harassment.....                        | page 14 |   |         |
| Inclusive Sport.....                                      | page 15 |   |         |
| Infectious Diseases .....                                 | page 15 |   |         |
| Incorporated Associations .....                           | page 15 |   |         |
| Member Protection .....                                   | page 15 |   |         |

| ABBREVIATION | ORGANISATION   |
|--------------|--|
| PBTR         | Play by the Rules  |
| ORS          | South Australian Office for Recreation and Sport           |
| EOC          | South Australian Equal Opportunity Commission              |
| ASC          | Australian Sports Commission                               |
| AHRC         | Australian Human Rights Commission                         |
| Families SA  | Families SA - Department for Families and Communities (SA) |
| SAPOL        | South Australia Police                                     |
| OCBA         | Office of Consumer and Business Affairs                    |
| OFV          | Office for Volunteers                                      |
| RECSA        | Recreation SA  |
| SMASA        | Sports Medicine Australia SA Branch                        |

# MINISTER'S FOREWORD



Recreation and sport are vital to our way of life.

Australia has a great reputation for recreation and sport around the world and South Australia can be proud of its contribution to the nation's achievements and levels of participation.

One reason we do so well is that so many of us take part – as players, coaches, parents, managers, volunteers and spectators.

Our community expects a high standard of behaviour from all people involved in sport; however, we know that bad behaviour exists and it has an impact on our participation. People want their experiences to be fun, safe and fair, but complaints can arise and some of these can be serious. It is important to deal with any issues quickly and well.

It is not always easy to know what to do. This easy-to-use guide tells you about the options and information available when dealing with an issue and where to get advice or help if needed.

The guide is for everyone involved in delivering recreation and sport services – associations and clubs, organisations and government departments.

Everyone has a right to enjoy safe, harassment-free recreation and sport and all organisations, big or small, have moral and legal obligations to promote good behaviour.

I hope this guide will help to maintain high standards and help even more South Australians join in our great love for recreation and sport.

**Michael Wright MP**

MINISTER FOR RECREATION, SPORT AND RACING

# INTRODUCTION

The Referral Guide shows where to refer enquiries and complaints and where to find information on resources and services that could assist sport and recreation organisations to deal with issues.

It provides a comprehensive list of agencies and organisations that can help with harassment-free recreation and sport and child safe environments.

The Referral Guide has four sections:

**Complaint Handling** - lists questions to be asked prior to referral and where to get help

**Quick Reference** - summarises issues and where to go for information or advice

**Useful Resources and Websites** - lists key information on the web

**Useful Contacts** - lists government, non-government and peak sport organisations that provide information, resources, training and respond to enquiries and complaints in sport and recreation.

This guide has been produced with the support of the Play by the Rules (PBTR) partner agencies, including the South Australian Office for Recreation and Sport (ORS), South Australian Equal Opportunity Commission (EOC), Australian Sports Commission (ASC), the Australian Human Rights Commission (AHRC) and:

- Department for Families and Communities (Families SA)
- South Australia Police (SAPOL)
- Office of Consumer and Business Affairs (OCBA)
- Legal Services Commission of South Australia (Legal Aid)
- Law Society of South Australia (Law Society)
- Community Mediation Services of South Australia
- Recreation SA (RECSA)
- Sports Medicine Australia SA Branch (SMASA).

*Disclaimer: This is only a guide and should not be used as a substitute for legal advice.*

*Published 2007. (Revised 2009)*

*PBTR cannot accept responsibility for any details that may have changed since the date of publication.*

# COMPLAINT HANDLING - How to assess the issue

Information for agencies, organisations referring complaints and for the person with a complaint

## How serious is the complaint?

### Possible unlawful or criminal behaviour

– refer directly to sports complaint process, tribunal or an external authority

### Inappropriate behaviour or disagreements about rules, regulations or committee decisions

– refer to the sport to deal with in the first instance.

## Does the sport have policies and procedures for dealing with complaints?

Clubs, associations, state sporting organisations (SSOs) and national sporting organisations (NSO's) should have a member protection policy (MPP), code of conduct or dispute resolution procedures that describe appropriate standards of behaviour and how to deal with complaints. These are often displayed on their websites or in club handbooks.

## How does sport deal with complaints?

It is preferable that complaints are dealt with internally, but referral to an external authority can occur at any time. Most sporting organisations' complaint processes include one of the following options:

- discussing and trying to sort out the issue with those involved
- discussing the issue informally with a club president, executive officer, member protection information officer (MPIO), child safe officer (CSO) or designated person. An MPIO can be found by contacting the sport's SSO or NSO or from the MPIO database: [www.ausport.gov.au/ethics/member\\_protection](http://www.ausport.gov.au/ethics/member_protection)
- lodging a written complaint with their sporting organisation at the level (club, state or national) that the incident occurred
- appealing to the next level within their sport if the complainant considers the outcome of the complaint is biased, did not follow the principles of natural justice or did not follow the sport's procedures
- Using mediation to impartially and quickly resolve less serious issues.

## What help is available external to the sport?

Depending on the type of complaint (e.g. harassment, child abuse, sexual assault, discrimination), options external to sport are covered in the following pages and include:

- seeking information and/or lodging a written complaint with an anti-discrimination or equal opportunity commission
- lodging a complaint with the local police
- seeking advice from the relevant child protection agency
- discussing the complaint with the state or territory government department for sport and recreation
- discussing the complaint with Australian Sports Commission (Sport Ethics)
- seeking advice and support from peak sport and recreation bodies (e.g. State Sports Federation)
- seeking mediation
- seeking legal advice.

# SOUTH AUSTRALIA

## Where to get help with complaint handling

| CATEGORY           | ISSUE   | EXAMPLE  | AGENCY   |
|--------------------|---|--|--|
| COMPLAINT HANDLING | <b>Alternative dispute resolution - mediation</b> | <ul style="list-style-type: none"> <li>• How to resolve disputes about the rules</li> <li>• How to resolve conflicts between different groups in a club</li> <li>• How to deal with personality clashes between members</li> </ul> | <p>Sporting associations and clubs are responsible for internally resolving disagreements about decisions, interpretation of the rules and less serious inappropriate behaviour problems.</p> <p>Clearly stated and communicated rules, codes of conduct and complaint procedures will help prevent and quickly address issues.</p> <p>External assistance may help in more serious circumstances. Advice may be sought from a higher level sport association or a mediation service.</p> <p>Mediation may resolve a range of non-legal problems.</p> <p><b>Sport SA - State Sports Dispute Centre</b><br/>(for state organisations)<br/><b>Ph: 8353 7755</b></p> <ul style="list-style-type: none"> <li>• Mediation</li> <li>• Referral and advice</li> <li>• Member protection information officers (MPIOs)</li> <li>• Independent chair/panel member for hearings and tribunals</li> <li>• Arbitration</li> <li>• Policy review and development</li> </ul> <p><b>Community Mediation Services of South Australia</b> (for local clubs and members)<br/><b>Ph: 8384 5222</b></p> |
|                    | <b>Legal advice</b>                               | How to respond when accused of an illegal behaviour - e.g. assault or discrimination   | <p><b>Legal Services Commission</b> (free legal advice)<br/><b>Ph: 1300 366 424</b></p> <p><b>Law Society of South Australia</b> (fee for referral to private lawyers)<br/><b>Ph: 8229 0222</b></p>  |

[www.playbytherules.net.au](http://www.playbytherules.net.au)



# *Play* *by the* *Rules*

making sport inclusive, safe and fair.



Quick Reference

.....

# SOUTH AUSTRALIA QUICK REFERENCE

**Where to refer unlawful and inappropriate behaviour** For links to free information refer to Useful Resources & Websites on page 12.

| CATEGORY  | BROAD DEFINITION  | EXAMPLE  | AGENCY   |
|---|---|--|--|
| <b>PHYSICAL ASSAULT</b>                             | <b>Physical force intended to harm or frighten</b>  | <ul style="list-style-type: none"> <li>• Player hits player clearly outside rules of sport</li> <li>• Punch up in clubrooms or car park</li> </ul>   | <p><b>South Australia Police</b></p> <p>For emergencies, including if assault is occurring and offender is present, phone <b>000</b>.</p> <p>For police attendance when not an emergency, phone <b>131 444</b>, otherwise report to your local police station.</p> <p>Legal action may be taken or in some instances it may be dealt with by a sport's own complaint procedures.</p> |
| <b>SEXUAL ASSAULT</b>                               | <b>Sexual acts without consent</b>  | <ul style="list-style-type: none"> <li>• Player forced to perform sexual act to stay on team</li> <li>• Inappropriate touching/physical contact in/outside clothing</li> <li>• Player is under age of consent</li> </ul>   | <p><b>South Australia Police</b></p> <p>For emergencies, including if assault is occurring and offender is present, phone <b>000</b>.</p> <p>For police attendance when not an emergency, phone <b>131 444</b>, otherwise report to your local police station.</p>   |
| <b>DISCRIMINATION, HARASSMENT AND VICTIMISATION</b> | <p><b>Unfair treatment because of:</b></p> <ul style="list-style-type: none"> <li>• age</li> <li>• disability</li> <li>• caring responsibilities</li> <li>• pregnancy</li> <li>• race</li> <li>• sex/gender</li> <li>• sexuality</li> <li>• marital or domestic partnership status</li> <li>• identity of spouse</li> </ul> <p><b>Sexual harassment</b></p> <p><b>Victimisation</b></p> | <ul style="list-style-type: none"> <li>• Umpire removed because too old</li> <li>• HIV player prevented from playing</li> <li>• Pregnant woman banned from playing</li> <li>• Person refused club bar service because of race</li> <li>• Gay person not promoted because of sexuality</li> <li>• Girl prevented from playing in boys' teams</li> <li>• Sledging based on a person's race</li> <li>• Unfair membership fees or services based on gender</li> </ul> <ul style="list-style-type: none"> <li>• Unwanted sexual advances</li> <li>• Unfair treatment due to making a complaint</li> </ul> | <p><b>South Australian Equal Opportunity Commission</b><br/>Ph: 8207 1977 Free Call: 1800 188 163 TTY: 8207 1911</p>   |

*See Useful Resources and Websites - Page 12*

# SOUTH AUSTRALIA QUICK REFERENCE

**Where to refer unlawful and inappropriate behaviour** For links to free information refer to Useful Resources & Websites on page 12.

| CATEGORY                | ISSUE  | EXAMPLE  | AGENCY   |
|-------------------------|--|--|--|
| <b>CHILD ABUSE</b>      | <b>Physical, emotional, sexual abuse or neglect</b>      | <ul style="list-style-type: none"> <li>Sexually suggestive behaviour</li> <li>Inappropriate touching</li> <li>Non-accidental injury or harm</li> <li>Verbal abuse, threats, bullying or harassment</li> <li>Excessive or unreasonable demands</li> <li>Failure to provide basic physical and emotional needs</li> <li>Putting a child at risk of harm</li> </ul> | <p><b>Child Abuse Report Line - 131 478</b></p> <p>All sport organisation staff or volunteers are required by law to report any suspected cases.</p> <p>Reports may be referred to police.</p>   |
| <b>CHILD PROTECTION</b> | <b>Police checks and screening to work with children</b> | <ul style="list-style-type: none"> <li>What police checks are required to work in sport</li> <li>Where to get a police check</li> <li>How to manage a police check that reveals a criminal record</li> </ul>   | <p>It is not a legal requirement for sport, but it is recommended.</p> <p><b>South Australia Police</b> For general enquiries contact the Records Release Unit (RRU) at police headquarters on <b>8204 2455</b>.</p> <p>National Police Certificates (NPC) can be downloaded from SAPOL's website or they are available from any local South Australian police station.</p> <p>Applications processed in 2 - 12 working days, from date of receipt by RRU.</p> <p>Applicants receive a NPC, which can be used Australia-wide.</p> <p>Sport organisations are responsible for managing their decisions based on police information.</p> |
|                         | <b>Mandated notification requirements</b>                | <ul style="list-style-type: none"> <li>Concern about suspected child abuse and/or neglect</li> </ul>   | <p>Staff and volunteers of recreation and sports groups working with children now have a legal obligation to report any suspected child abuse and/or neglect.</p> <p><b>Child Abuse Report Line - 131 478</b></p>  |

*See Useful Resources and Websites - Page 12*

# SOUTH AUSTRALIA QUICK REFERENCE

**Where to refer unlawful and inappropriate behaviour** For links to free information refer to Useful Resources & Websites on page 12.

| CATEGORY                | ISSUE   | EXAMPLE  | AGENCY   |
|-------------------------|---|--|--|
| <b>CHILD PROTECTION</b> | <b>Developing child safe environments and harassment-free sport</b> | <ul style="list-style-type: none"> <li>What policies are required</li> <li>Member protection policies and codes of conduct</li> <li>Where to find guidelines and resources</li> <li>How to get information and training</li> </ul> | <p>Sport organisations are required to comply with equal opportunity and child safety laws.</p> <p>If associations and clubs have a member protection policy that addresses how they prevent and manage issues relating to discrimination, harassment and child protection, they are likely to be meeting the requirement of Families SA for a child safe environment.</p> <p><b>Contact:</b></p> <p><b>South Australian Office for Recreation and Sport</b> for sport specific information and resources about developing harassment-free sport and child safe environments and requirements to be met by sport under the Equal Opportunity and Keeping Them Safe Acts.<br/><b>Ph: 7424 7677 - Keeping Them Safe Project Officer</b></p> <p><b>South Australian Equal Opportunity Commission</b> for general resources, training and policy review (fee for service may apply) on discrimination and harassment.<br/><b>Ph: 8207 1977</b><br/><b>Free Call: 1800 188 163</b><br/><b>TTY: 8207 1911</b></p> <p><b>South Australian Department of Families &amp; Communities - Families SA</b> for general information and training on child protection:</p> <ul style="list-style-type: none"> <li>Child Protection Directorate for general information and resources about developing child safe environments</li> <li>Learning and Development Centre for general information and resources about mandatory notification, information about police checks.</li> </ul> <p><b>Sports Medicine Australia SA Branch</b> for training information and resources to assist sports to increase injury prevention, health and safety, eg Hot Weather Policy.<br/><b>Ph: 8234 6369</b></p> <p><b>Sport SA</b> for information, training, advice, policy review and referral to help the sports industry comply with government policies, standards and legislation.<br/><b>Ph: 8353 7755</b></p> <p><b>Recreation SA</b> for information, resources and guidelines to help the recreation industry comply with government policies, standards and legislation.<br/><b>Ph: 8351 2644</b></p> |

*See Useful Resources and Websites - Page 12*

[www.playbytherules.net.au](http://www.playbytherules.net.au)



# *Play* *by the* *Rules*

making sport inclusive, safe and fair.



Australian Human Rights Commission  
and your state or territory  
anytime, anywhere, every day



## Useful Resources & Websites

.....

# SOUTH AUSTRALIA USEFUL RESOURCES

## USEFUL RESOURCES - Issues and Links

This is an index of issues in sport and recreation with direct links to related information on the web.

Enquiries about these issues should be referred to these websites for information.

## CHILD ABUSE

### General

Department for Families and Communities (Families SA): Information about child abuse

[www.dfc.sa.gov.au/pub/default.aspx?tabid=249](http://www.dfc.sa.gov.au/pub/default.aspx?tabid=249)

Play by the Rules (PBTR): Understanding child abuse

[www.playbytherules.net.au/legal-stuff/child-protection/what-is-child-abuse](http://www.playbytherules.net.au/legal-stuff/child-protection/what-is-child-abuse)

### Reporting Suspected Incidents

Play by the Rules - Reporting Child Abuse - SA

[http://pbtrcms.com/assets/docs/mandatory\\_reporting/PBTR%20Mandatory%20Reporting%20SA.pdf](http://pbtrcms.com/assets/docs/mandatory_reporting/PBTR%20Mandatory%20Reporting%20SA.pdf)

Department for Families and Communities (Families SA): Questions about reporting suspected child abuse

[www.dfc.sa.gov.au/pub/default.aspx?tabid=485](http://www.dfc.sa.gov.au/pub/default.aspx?tabid=485)

Department for Families and Communities (Families SA): Mandatory Notification - A practical guide for organisations

[www.familiesandcommunities.sa.gov.au/Portals/4/Mandatory%20notification%20A%20practical%20guide%20for%20organisations.pdf](http://www.familiesandcommunities.sa.gov.au/Portals/4/Mandatory%20notification%20A%20practical%20guide%20for%20organisations.pdf)

Department for Families and Communities (Families SA): Guidelines for Mandated Notifiers

[www.familiesandcommunities.sa.gov.au/Portals/4/5772%20Guidelines.pdf](http://www.familiesandcommunities.sa.gov.au/Portals/4/5772%20Guidelines.pdf)

### Child Protection

South Australia Police (SAPOL): Child protection

[www.sapolice.sa.gov.au/sapol/safety\\_security/child\\_protection.jsp](http://www.sapolice.sa.gov.au/sapol/safety_security/child_protection.jsp)

Play by the Rules (PBTR): Child protection and the law

[www.playbytherules.net.au/legal-stuff/child-protection/child-protection-laws-explained](http://www.playbytherules.net.au/legal-stuff/child-protection/child-protection-laws-explained)

## CHILD SAFE ENVIRONMENTS

### General

Office for Recreation and Sport (ORS): Resources and Publications - Keeping Children Safe in Recreation and Sport

[www.recsport.sa.gov.au/training-development/documents/Keep\\_Children\\_Safe\\_Guidelines.pdf](http://www.recsport.sa.gov.au/training-development/documents/Keep_Children_Safe_Guidelines.pdf)

Play by the Rules - Legal Stuff

[www.playbytherules.net.au/legal-stuff](http://www.playbytherules.net.au/legal-stuff)

### Hot/Cold Weather

Sports Medicine Australia SA (SMA SA Branch): Hot Weather Guidelines

[www.smasa.asn.au/smartplay/plann\\_sportssafe/downloads/attachment\\_10.pdf](http://www.smasa.asn.au/smartplay/plann_sportssafe/downloads/attachment_10.pdf)

Sports Medicine Australia SA (SMA SA Branch): Cold Weather Guidelines

[www.smasa.asn.au/resources/cold\\_weather.htm](http://www.smasa.asn.au/resources/cold_weather.htm)

### Day Trip or Overnight Stays

Office for Recreation and Sport - Day trip or overnight stay checklist

[www.recsport.sa.gov.au/pdf/TravelApril07\\_000.pdf](http://www.recsport.sa.gov.au/pdf/TravelApril07_000.pdf)

UK Child Protection in Sport Unit (CPSU) : Planning for Away and Overnight Fixtures and Trips (this site relates to UK law).

[www.nspcc.org.uk/Inform/cpsu/HelpAndAdvice/Organisations/PlanningAwayEvents/PlanningAwayEvents\\_wda60693.html](http://www.nspcc.org.uk/Inform/cpsu/HelpAndAdvice/Organisations/PlanningAwayEvents/PlanningAwayEvents_wda60693.html)

### Adult Supervision

Recreation SA (RECSA): Policy, Guidelines and Responsibilities for the Conduct of Adventure, Recreational and Camping (ARC) Activities in Family and Youth Services (FAYS)

[www.recreationsa.org/downloads/policies/arc\\_book.pdf](http://www.recreationsa.org/downloads/policies/arc_book.pdf)

Recreation SA (RECSA): Specific Activity Guidelines

[www.recreationsa.org/downloads/policies/arc\\_blue\\_pages.pdf](http://www.recreationsa.org/downloads/policies/arc_blue_pages.pdf)

### Photographing Children

Australian Sports Commission (ASC): Ethics in Sport Information Sheet Series - Acquiring and Displaying Images of Children

[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs/harassment-free\\_sport\\_information\\_sheet\\_series/images\\_of\\_children](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/images_of_children)

# SOUTH AUSTRALIA USEFUL RESOURCES

## CHILDREN'S BEHAVIOUR

Australian Sports Commission (ASC) - Managing children's behaviour  
[www.ausport.gov.au/participating/coaches/tools/factsheets/coachin-children/Behaviour](http://www.ausport.gov.au/participating/coaches/tools/factsheets/coachin-children/Behaviour)

## COACHES' BEHAVIOUR

Australian Sports Commission (ASC): Tips and tools for new coaches and officials

[www.ausport.gov.au/participating/coaches/tools](http://www.ausport.gov.au/participating/coaches/tools)

Australian Sports Commission (ASC): Ethics in Sport - Coaches and officials

[www.ausport.gov.au/supporting/ethics/coaches\\_and\\_officials](http://www.ausport.gov.au/supporting/ethics/coaches_and_officials)

Play by the Rules (PBTR): Managing risks - for administrators, coaches, officials, players and parents

[www.playbytherules.net.au/managing-risks](http://www.playbytherules.net.au/managing-risks)

Play by the Rules (PBTR): Coaches - Legal rights and responsibilities

[http://pbtrcms.com/assets/docs/LegalRightsResponsibilities/LegalRightsResponsibilities\\_Coaches.pdf](http://pbtrcms.com/assets/docs/LegalRightsResponsibilities/LegalRightsResponsibilities_Coaches.pdf)

## CODES OF CONDUCT

Office for Recreation and Sport (ORS): Keeping Sport Fun and Safe - Codes of Behaviour

[www.recsport.sa.gov.au/training-development/sport-ethics-safe-fun.html](http://www.recsport.sa.gov.au/training-development/sport-ethics-safe-fun.html)

Recreation SA (RECSA): South Australian Fitness Industry Code of Practice

[www.recreationsa.org/downloads/CodeofPractice2007.pdf](http://www.recreationsa.org/downloads/CodeofPractice2007.pdf)

Australian Sports Commission (ASC): Ethics in Sport - Coaches and officials

[www.ausport.gov.au/supporting/ethics/coaches\\_and\\_officials](http://www.ausport.gov.au/supporting/ethics/coaches_and_officials)

## COMPLAINT HANDLING - Guidelines & procedures

Office for Volunteers (OFV): Solving Volunteer Workplace Disputes  
[www.ofv.sa.gov.au/pdfs/Fact\\_VolDispute\\_FactSheet2OKprint.pdf](http://www.ofv.sa.gov.au/pdfs/Fact_VolDispute_FactSheet2OKprint.pdf)

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series - Options for managing and resolving complaints

[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs/harassment-free\\_sport\\_information\\_sheet\\_series/options](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/options)

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series - Internal investigations

[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs/harassment-free\\_sport\\_information\\_sheet\\_series/investigations](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/investigations)

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series - Tribunal Hearing Procedures

[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs/harassment-free\\_sport\\_information\\_sheet\\_series/tribunal](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/tribunal)

Play by the Rules (PBTR): Tips for handling complaints

<http://playbytherules.net.au/about-complaints>

# SOUTH AUSTRALIA USEFUL RESOURCES

## COMPLAINTS - Getting help

### Sport Associations

Sport SA: State Sport Dispute Centre brochure  
[www.sportsa.org.au/index.php?id=18](http://www.sportsa.org.au/index.php?id=18)

### Clubs and Members

Office for Recreation and Sport (ORS): Recreation and Sport Associations  
[www.recsport.sa.gov.au/resources-publications/resources-publications.html#Recreation](http://www.recsport.sa.gov.au/resources-publications/resources-publications.html#Recreation)

### Legal Aid (service is means tested for eligibility)

Legal Services Commission: Legal Advice  
[www.lsc.sa.gov.au/cb\\_pages/legal\\_advice.php](http://www.lsc.sa.gov.au/cb_pages/legal_advice.php)

### Legal Referrals

Law Society of South Australia: Referral Service  
[www.lawsocietysa.asn.au/other/referral\\_service.asp](http://www.lawsocietysa.asn.au/other/referral_service.asp)

Law Society of South Australia: Legal Advisory Service  
[www.lawsocietysa.asn.au/other/legal\\_advisory\\_service.asp](http://www.lawsocietysa.asn.au/other/legal_advisory_service.asp)

Australia and New Zealand Sports Law Association (ANZSLA) Legal Contact List - Sport lawyers in your state  
[www.anzsla.com.au/assets/Legal%20Contact%20List%20July%202009.pdf](http://www.anzsla.com.au/assets/Legal%20Contact%20List%20July%202009.pdf)

### Mediation

Magistrates Court: Mediation  
[www.courts.sa.gov.au/courts/magistrates/index.html](http://www.courts.sa.gov.au/courts/magistrates/index.html)

Law Society of South Australia: Mediation (fees apply)  
[www.lawsocietysa.asn.au/other/mediation.asp](http://www.lawsocietysa.asn.au/other/mediation.asp)

Community Mediation Services of South Australia  
[www.scjc.com.au/Mediation-Services.html](http://www.scjc.com.au/Mediation-Services.html)

### Restraining Orders

Legal Services Commission of South Australia: Restraining Orders brochure  
[www.lsc.sa.gov.au/cb\\_pages/images/Pamphlets/11%20Restraining%20Orders.pdf](http://www.lsc.sa.gov.au/cb_pages/images/Pamphlets/11%20Restraining%20Orders.pdf)

## COUNSELLING SERVICES

Kids Helpline  
[www.kidshelp.com.au/](http://www.kidshelp.com.au/)

Lifeline  
[www.lifeline.org.au](http://www.lifeline.org.au)

## DISCRIMINATION & HARASSMENT

### General

Play by the Rules (PBTR): Sport and the law  
[playbytherules.net.au/legal-stuff](http://playbytherules.net.au/legal-stuff)

South Australian Equal Opportunity Commission (EOC): EO Resources  
[www.eoc.sa.gov.au/site/home.jsp](http://www.eoc.sa.gov.au/site/home.jsp)

Australian Sports Commission (ASC): Harassment-free Sport Information Sheet Series  
[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs)

### Race

Australian Sports Commission (ASC): Information Sheet Series - Racial Discrimination and Harassment  
[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs/harassment-free\\_sport\\_information\\_sheet\\_series/racial\\_discrimination](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/racial_discrimination)

### Sex

Australian Sports Commission (ASC): Information Sheet Series - Sex Discrimination and Sexual Harassment  
[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs/harassment-free\\_sport\\_information\\_sheet\\_series/sexual\\_discrimination](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/sexual_discrimination)

### Sexuality

Australian Sports Commission (ASC): Information Sheet Series - Sexuality Discrimination and Harassment  
[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs/harassment-free\\_sport\\_information\\_sheet\\_series/sexuality\\_discrimination](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/sexuality_discrimination)

Australian Sports Commission (ASC): Transgender in Sport  
[www.ausport.gov.au/participating/women/issues/transgender](http://www.ausport.gov.au/participating/women/issues/transgender)

# SOUTH AUSTRALIA USEFUL RESOURCES

## INCLUSIVE SPORT/DISABILITY

Australian Sports Commission (ASC): Information Sheet Series - Disability Discrimination and Harassment  
[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs/harassment-free\\_sport\\_information\\_sheet\\_series/disability\\_discrimination](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/disability_discrimination)

Australian Sports Commission (ASC): Disability Sport - The Disability Education Program  
[www.ausport.gov.au/participating/disability/get\\_involved/education](http://www.ausport.gov.au/participating/disability/get_involved/education)

## INFECTIOUS DISEASES

Sports Medicine Australia: Infectious Diseases - with particular reference to HIV (AIDS) and Viral Hepatitis  
[www.sma.org.au/information/infectious\\_disease\\_policy.asp](http://www.sma.org.au/information/infectious_disease_policy.asp)

Sports Medicine Australia (SMA): Blood Rules, OK  
[www.sma.org.au/information/blood\\_rules.asp](http://www.sma.org.au/information/blood_rules.asp)

## INCORPORATED ASSOCIATIONS

Office of Consumer and Business Affairs (OCBA): Incorporated Associations  
[www.ocba.sa.gov.au/Associations/](http://www.ocba.sa.gov.au/Associations/)

Legal Services Commission of South Australia: Law Handbook Online – Community Organisations – Incorporated Associations  
[www.lawhandbook.sa.gov.au/ch06s03.php](http://www.lawhandbook.sa.gov.au/ch06s03.php)

## MEMBER PROTECTION

Office for Recreation and Sport (ORS): Member Protection Information Officer (MPIO) training and network  
[www.ausport.gov.au/supporting/ethics/member\\_protection](http://www.ausport.gov.au/supporting/ethics/member_protection)

Australian Sports Commission (ASC): Member Protection General Information  
[www.ausport.gov.au/supporting/ethics/member\\_protection/template](http://www.ausport.gov.au/supporting/ethics/member_protection/template)

Australian Sports Commission (ASC): Member Protection Information Officers Database  
[www.ausport.gov.au/supporting/ethics/member\\_protection/member\\_protection\\_officers](http://www.ausport.gov.au/supporting/ethics/member_protection/member_protection_officers)

# SOUTH AUSTRALIA USEFUL RESOURCES

## PARENTS' BEHAVIOUR

NSW Sport and Recreation (NSWSR): Kids' Sport: a very real guide for grown ups

[www.dsr.nsw.gov.au/publicat/detail.asp?pub=21](http://www.dsr.nsw.gov.au/publicat/detail.asp?pub=21)

WA Department of Sport and Recreation (WA DSR) - Keep It Fun: Clubs guide to encouraging positive parent behaviour

[www.dsr.wa.gov.au/dsrwr/assets/main/lib50079/keepitfun.pdf](http://www.dsr.wa.gov.au/dsrwr/assets/main/lib50079/keepitfun.pdf)

Play by the Rules (PBTR) Parents and guardians: Your roles and responsibilities

[www.playbytherules.net.au/managing-risks/parents](http://www.playbytherules.net.au/managing-risks/parents)

## PHOTOGRAPHING CHILDREN

Australian Sports Commission (ASC):

[www.ausport.gov.au/supporting/ethics/policy\\_and\\_resources/hfs/harassment-free\\_sport\\_information\\_sheet\\_series/images\\_of\\_children](http://www.ausport.gov.au/supporting/ethics/policy_and_resources/hfs/harassment-free_sport_information_sheet_series/images_of_children)

## POLICE CHECKS

Play by the Rules - Working With Children Checks SA

[http://pbtrcms.com/assets/docs/Screening\\_Working\\_Children/PBTR%20Child%20Protection%20Laws-Screening-SA.pdf](http://pbtrcms.com/assets/docs/Screening_Working_Children/PBTR%20Child%20Protection%20Laws-Screening-SA.pdf)

South Australian Police (SAPOL): National Police Certificate (PD267)

[www.sapolice.sa.gov.au/sapol/services/information\\_requests/national\\_police\\_certificate.jsp](http://www.sapolice.sa.gov.au/sapol/services/information_requests/national_police_certificate.jsp)

Families SA: Screening and background checking

[www.dfc.sa.gov.au/pub/tabid/281/itemid/497/Screening-and-background-checking.aspx](http://www.dfc.sa.gov.au/pub/tabid/281/itemid/497/Screening-and-background-checking.aspx)

## PREGNANCY

Australian Sports Commission (ASC): Pregnancy in Sport - Guidelines for the Australian Sporting Industry

[www.ausport.gov.au/\\_data/assets/pdf\\_file/0019/146305/Pregnancy\\_in\\_sport.pdf](http://www.ausport.gov.au/_data/assets/pdf_file/0019/146305/Pregnancy_in_sport.pdf)

Sports Medicine Australia (SMA): Women in Sport

[www.sma.org.au/information/women\\_in\\_sport.asp](http://www.sma.org.au/information/women_in_sport.asp)

Sports Medicine Australia (SMA): Exercise and Well-being After Pregnancy

[www.sma.org.au/pdfdocuments/WIS\\_WellBeing\\_AfterPregnancy.pdf](http://www.sma.org.au/pdfdocuments/WIS_WellBeing_AfterPregnancy.pdf)

Sports Medicine Australia (SMA): Statement - The benefits and risks of exercise during pregnancy

[www.sma.org.au/information/pregnancy\\_statement.asp](http://www.sma.org.au/information/pregnancy_statement.asp)

## SPECTATOR & OTHER INAPPROPRIATE BEHAVIOUR

Conflict Resolution Network - 12 Skills Summary

[www.crnhq.org/pages.php?plD=10](http://www.crnhq.org/pages.php?plD=10)

Australian Sports Commission (ASC): Preventing abuse of officials - through R.E.S.P.E.C.T

[www.ausport.gov.au/\\_data/assets/pdf\\_file/0013/146011/Preventing\\_abuse\\_of\\_officials.pdf](http://www.ausport.gov.au/_data/assets/pdf_file/0013/146011/Preventing_abuse_of_officials.pdf)

New South Wales Department of Arts, Sport and Recreation - Managing Sport Rage in Clubs

[www.dsr.nsw.gov.au/assets/pubs/sportrage/planning\\_guide\\_c.pdf](http://www.dsr.nsw.gov.au/assets/pubs/sportrage/planning_guide_c.pdf)

Play by the Rules (PBTR): People Management

<http://playbytherules.net.au/resources>

and search in the subject area of 'People Management'

# SOUTH AUSTRALIA USEFUL RESOURCES

## TEAM SELECTION

Australian Sports Commission (ASC): Getting it Right - Guidelines for Selection

[www.ausport.gov.au/data/assets/pdf\\_file/0016/115540/9\\_Selection\\_Policy\\_guidelines.pdf](http://www.ausport.gov.au/data/assets/pdf_file/0016/115540/9_Selection_Policy_guidelines.pdf)

New South Wales Sport and Recreation (NSW DSR): Selection

[www.dsr.nsw.gov.au/sportsclubs/ryc\\_legal\\_selection.asp](http://www.dsr.nsw.gov.au/sportsclubs/ryc_legal_selection.asp)

New South Wales Sport and Recreation (NSW DSR): Running Your Club - Legal Issues: Selection checklist

[www.dsr.nsw.gov.au/assets/pubs/industry/ryc-selectionchecklist.pdf](http://www.dsr.nsw.gov.au/assets/pubs/industry/ryc-selectionchecklist.pdf)

Play by the Rules (PBTR): Team selection

<http://playbytherules.net.au/got-an-issue/team-selection>

## TRAINING

Department for Families and Communities (DFC): Reporting child abuse and neglect - training for mandated notifiers

[www.dfc.sa.gov.au/pub/tabid/281/itemid/285/Reporting-child-abuse-and-neglect--training-for-m.aspx](http://www.dfc.sa.gov.au/pub/tabid/281/itemid/285/Reporting-child-abuse-and-neglect--training-for-m.aspx)

Recreation South Australia (REC SA)

[www.recreationsa.org](http://www.recreationsa.org)

Community Mediation Services of South Australia

[www.scjc.com.au/Mediation-Training.html](http://www.scjc.com.au/Mediation-Training.html)

South Australian Equal Opportunity Commission (EOC): EO Resources - Training

[www.eoc.sa.gov.au/site/eo\\_resources/training.jsp](http://www.eoc.sa.gov.au/site/eo_resources/training.jsp)

Office for Recreation and Sport (ORS): Training and Development - Member Protection Officer (MPO) training and network

[www.recsport.sa.gov.au/training-development/sport-ethics-mpo.html](http://www.recsport.sa.gov.au/training-development/sport-ethics-mpo.html)

Office for Recreation and Sport (ORS): Child Safe Officers Course

[www.recsport.sa.gov.au/pdf/Info\\_child\\_safe\\_officers\\_course.pdf](http://www.recsport.sa.gov.au/pdf/Info_child_safe_officers_course.pdf)

Legal Services Commission of South Australia: Constitutions training for community groups

[www.lsc.sa.gov.au/cb\\_pages/education.php](http://www.lsc.sa.gov.au/cb_pages/education.php)

Sport SA: Training and Development

[www.sportsa.org.au/index.php?id=30](http://www.sportsa.org.au/index.php?id=30)

Australian Sports Commission (ASC): Indigenous Sport - Get Involved

[www.ausport.gov.au/participating/indigenous/get\\_involved/](http://www.ausport.gov.au/participating/indigenous/get_involved/)

Australian Sports Commission (ASC): Harassment Free Sport - training and education

[www.ausport.gov.au/supporting/ethics/training/antiharassment](http://www.ausport.gov.au/supporting/ethics/training/antiharassment)

Australian Sports Commission (ASC): Disability Education Program

[www.ausport.gov.au/participating/disability/resources](http://www.ausport.gov.au/participating/disability/resources)

Play by the Rules (PBTR): Online Training - Courses in Discrimination and Harassment and Child Protection

[www.playbytherules.net.au/online-learning](http://www.playbytherules.net.au/online-learning)

[www.playbytherules.net.au](http://www.playbytherules.net.au)



# *Play* *by the* *Rules*

making sport inclusive, safe and fair.



Australian  
Human Rights  
Commission  
and your representative and representative  
anyone, anywhere, anytime



Government  
of South Australia

## Useful Contacts

.....

# SOUTH AUSTRALIA USEFUL CONTACTS

| COMMONWEALTH GOVERNMENT  | ROLE   | SERVICES   | WEBSITES  |
|--|--|--|---|
| <p><b>AUSTRALIAN SPORTS COMMISSION (ASC)</b><br/>Canberra<br/>Sport Ethics Unit<br/>(02) 6214 1960</p>   | <p>Helps the sport industry develop child safe, harassment-free environments</p> <p><b>Does not directly handle complaints or investigations</b></p> <p>Monitors the handling of national level complaints</p>                             | <ul style="list-style-type: none"> <li>• ASC Sport Ethics website</li> <li>• Telephone guidance and complaint referral</li> <li>• Advice and templates for member protection policies and codes of conduct</li> <li>• Member protection information officer (MPIO) database</li> <li>• National level complaint monitoring</li> </ul>                  | <p><a href="http://www.ausport.gov.au/supporting/ethics">www.ausport.gov.au/supporting/ethics</a></p> |
| <p><b>AUSTRALIAN HUMAN RIGHTS COMMISSION (AHRC)</b><br/>Sydney<br/>General Enquiries<br/>(02) 9284 9600<br/>Complaints Infoline<br/>1300 656 419<br/>TTY: 1800 620 241</p> | <p>Administers national human rights and equal opportunity laws</p> <p>Investigates and attempts to resolve complaints of illegal discrimination, harassment or victimisation</p> <p>Educates to prevent discrimination and harassment</p> | <ul style="list-style-type: none"> <li>• AHRC website</li> <li>• Free, confidential telephone enquiry service</li> <li>• Advice on anti-discrimination laws, rights, responsibilities, policies and procedures</li> <li>• Complaint receipt and handling</li> <li>• Conciliation</li> <li>• Education</li> <li>• Fee for service consulting</li> </ul> | <p><a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a></p>                             |

| STATE GOVERNMENT  | ROLE  | SERVICES   | WEBSITES  |
|---|---|--|---|
| <p><b>SOUTH AUSTRALIAN EQUAL OPPORTUNITY COMMISSION (EOC)</b><br/>8207 1977<br/>Free Call 1800 188 163<br/>TTY: 8207 1911</p> | <p>Administers state equal opportunity laws</p> <p>Handles and attempts to resolve complaints of illegal discrimination, harassment or victimisation</p> <p>Educates to prevent discrimination and harassment</p> | <ul style="list-style-type: none"> <li>• EOC website</li> <li>• Free, confidential telephone enquiry service</li> <li>• Advice on anti-discrimination laws, rights, responsibilities, policies and procedures</li> <li>• Complaint receipt and handling</li> <li>• Conciliation</li> <li>• Education and training</li> <li>• Fee for service consulting</li> <li>• Fee for service tailored training                             <ul style="list-style-type: none"> <li>- Member protection information officers (MPIOs)</li> <li>- Conflict resolution</li> </ul> </li> </ul> | <p><a href="http://www.eoc.sa.gov.au">www.eoc.sa.gov.au</a></p> |

# SOUTH AUSTRALIA USEFUL CONTACTS

| STATE GOVERNMENT  | ROLE  | SERVICES  | WEBSITES  |
|---|---|---|---|
| <p><b>DEPARTMENT FOR FAMILIES AND COMMUNITIES - (Families SA)</b><br/> <b>8226 7000</b><br/>           Child Protection Directorate<br/> <b>8463 6182</b><br/>           College for Learning and Development<br/> <b>8343 8700</b><br/>           Screening Unit<br/> <b>8207 0717</b><br/>           Child Abuse Report Line<br/> <b>131 478</b><br/>           Crisis Care<br/> <b>131 611</b></p> | <p>Administers state child protection laws<br/>           Receives reports about children at risk<br/>           Investigates alleged child abuse and neglect<br/>           Provides crisis care</p> | <ul style="list-style-type: none"> <li>• Child Protection Directorate - provides information and resources about developing child safe environments</li> <li>• College for Learning and Development - provides information and resources about mandatory notification</li> <li>• DFC Screening Unit - provides information about criminal history checks</li> <li>• Child Abuse Report Line - provides advice and referral for investigation of child abuse</li> <li>• Crisis Care - undertakes child abuse investigations, arranges care, provides counselling, information, support and referral to other community agencies</li> </ul> | <p><a href="http://www.dfc.sa.gov.au/pub/">http://www.dfc.sa.gov.au/pub/</a><br/>           Kids Helpline<br/> <a href="http://www.kidshelp.com.au">www.kidshelp.com.au</a></p> |
| <p><b>OFFICE OF CONSUMER AND BUSINESS AFFAIRS (OCBA)</b><br/>           Business and Occupational Services<br/> <b>1300 138 918</b></p>   | <p>Administers the legal framework for incorporated associations</p>  | <ul style="list-style-type: none"> <li>• OCBA website</li> <li>• Telephone enquiry service</li> <li>• Information on incorporating associations</li> <li>• Advice on laws relating to associations including suspected breaches of the law</li> </ul>   | <p><a href="http://www.ocba.sa.gov.au/Associations/">http://www.ocba.sa.gov.au/Associations/</a></p>  |
| <p><b>LEGAL SERVICES COMMISSION OF SOUTH AUSTRALIA (Legal Aid)</b><br/> <b>1300 366 424</b></p>   | <p>Provides free legal advice<br/>           Provides means tested legal representation</p>   | <ul style="list-style-type: none"> <li>• Legal Services Commission SA website</li> <li>• Law Handbook Online</li> <li>• Advice by telephone or appointment</li> <li>• Legal Aid - mainly for criminal and family law matters</li> <li>• Duty solicitors in courts and prisons</li> <li>• Education and training (may be fee for service)</li> </ul>   | <p><a href="http://www.lsc.sa.gov.au">www.lsc.sa.gov.au</a><br/> <a href="http://www.lawhandbook.sa.gov.au">www.lawhandbook.sa.gov.au</a></p>                                   |

# SOUTH AUSTRALIA USEFUL CONTACTS

| STATE GOVERNMENT   | ROLE   | SERVICES  | WEBSITES   |
|--|--|---|--|
| <p><b>SOUTH AUSTRALIA POLICE (SAPOL)</b><br/>If an emergency 000 otherwise 131 444 or local police</p> | <p>Ensures community safety and security<br/>Protects the community from crime and disorder<br/>Upholds the law<br/>Preserves the peace<br/>Crime prevention</p>   | <ul style="list-style-type: none"> <li>• SAPOL website</li> <li>• Investigation into allegations of physical or sexual assault</li> <li>• Investigation into suspicions of child abuse</li> <li>• Criminal record checks</li> <li>• Application forms for national police checks</li> <li>• National Police Certificates (NPC's) (PD267)</li> </ul> | <p><a href="http://www.police.sa.gov.au">www.police.sa.gov.au</a><br/><a href="http://www.police.sa.gov.au/sapol/services/information_requests/national_police_certificate.jsp">www.police.sa.gov.au/sapol/services/information_requests/national_police_certificate.jsp</a></p> |
| <p><b>OFFICE FOR RECREATION AND SPORT (ORS)</b><br/>Keeping Them Safe Project<br/>7424 7677</p>        | <p>Implements state government's sport policies<br/>Helps the sport industry develop child safe, harassment-free environments<br/><b>Does not directly handle complaints or investigations or resolve disputes</b></p> | <ul style="list-style-type: none"> <li>• ORS website</li> <li>• Information and referral</li> <li>• Training and resources</li> </ul>   | <p><a href="http://www.recsport.sa.gov.au">www.recsport.sa.gov.au</a></p>  |

| NON-GOVERNMENT ORGANISATIONS  | ROLE  | SERVICES   | WEBSITES   |
|---|---|--|--|
| <p><b>LAW SOCIETY OF SOUTH AUSTRALIA</b><br/>8229 0222</p>                  | <p>Professional association for lawyers and legal practitioners<br/>Provides referral to specialist legal practitioners</p>   | <ul style="list-style-type: none"> <li>• Law Society website</li> <li>• Legal Advisory Service</li> <li>• Mediation</li> <li>• Referral service</li> </ul>   | <p><a href="http://www.lawsocietysa.asn.au">www.lawsocietysa.asn.au</a></p>  |
| <p><b>COMMUNITY MEDIATION SERVICES OF SOUTH AUSTRALIA</b><br/>8384 5222</p> | <p>Mediates non-legal disputes in community clubs and groups</p>  | <ul style="list-style-type: none"> <li>• Community Mediation Services website</li> <li>• Free, confidential mediation and negotiation</li> <li>• Meeting facilitation</li> <li>• Training</li> </ul>   | <p><a href="http://www.scjc.com.au/Mediation-Services.html">www.scjc.com.au/Mediation-Services.html</a></p>  |
| <p><b>SPORT SA</b><br/>8353 7755</p>  | <p>Industry body for South Australian sport organisations<br/>Manages the State Sport Dispute Centre for sport disputes at a state level for member organisations</p> | <ul style="list-style-type: none"> <li>• Sport SA website</li> <li>• State Sport Dispute Centre (SSDC)</li> <li>• Telephone advice and referral</li> <li>• Member protection information officers (MPIOs)</li> <li>• Independent chair/panel members for hearings and tribunals</li> <li>• Confidential mediation and arbitration</li> <li>• Policy development and reviews</li> </ul> | <p><a href="http://www.sportsa.org.au/index.php?id=8">http://www.sportsa.org.au/index.php?id=8</a><br/><a href="http://www.sportsa.org.au/index.php?id=18">http://www.sportsa.org.au/index.php?id=18</a></p> |

# SOUTH AUSTRALIA USEFUL CONTACTS

| NON-GOVERNMENT ORGANISATIONS  | ROLE   | SERVICES   | WEBSITES   |
|---|--|--|--|
| <b>RECREATION SA (RECSA)</b><br>8351 2644   | Helps increase recreation participation<br>Assists the fitness and recreation industry to comply with industry codes of practice and standards | <ul style="list-style-type: none"> <li>• RECSA website</li> <li>• Resources and guidelines</li> <li>• Training</li> <li>• Information on government standards and policies</li> </ul>  | <a href="http://www.recreationsa.org/">www.recreationsa.org/</a>   |
| <b>SPORTS MEDICINE AUSTRALIA (SMA)</b><br><b>SA Branch</b><br>8234 6369<br><br><b>National Office</b><br>02 6241 9344 | Assists the sport industry to promote health and safety and prevent injury   | <ul style="list-style-type: none"> <li>• Sports Medicine Australia SA Branch website</li> <li>• Medical directory</li> <li>• Sports first aid services</li> <li>• Information and resources</li> <li>• Education courses and training</li> </ul> | <a href="http://www.smasa.asn.au">www.smasa.asn.au</a><br><br><a href="http://www.sma.org.au">www.sma.org.au</a> |