



**SOUTH WEST SYDNEY
SUMMER SOCCER PTY LTD**

Working With Children & Child Protection Handbook

Information for coaches, managers & officials

There are some people who visit sporting events to take inappropriate photographs or video footage of children. You need to be alert to this possibility and report any concerns to a responsible person in your club (the President, Secretary, or a committee person).

This directions above has been adapted from the information obtained from the:

Play by the Rules - [Taking images or video of children at sporting events](#)

Office of Sport - [Taking images](#)

Football NSW - [Images of Children](#)

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CHILD PROTECTION - WHAT IS CHILD PROTECTION?

Child protection is a complex subject and involves a number of aspects. These include the club, association and sport policies and practices that are put in place to keep children safe from harm (from emotional, physical and sexual abuse). These include having a Member Protection Information Officer at our club and ensuring that we adhere to the requirements of compliance with the Working with Children Check and forms.

The WWC check in NSW includes a requirement for people working with children, such as coaches, managers and officials to undergo a Working with Children check to determine their suitability for the role and hold a WWC number. It is also a requirement that clubs report reasonable suspicions of children being abused or neglected. Individuals working with children are also what are referred to as 'mandatory reporters' and are required by law to report any suspicions of child abuse, maltreatment or neglect.

For more information about working with children checks and the requirements, please refer to the [Home | Office of the Children's Guardian \(nsw.gov.au\)](https://www.nsw.gov.au/working-with-children) website.

Moorebank Sports Soccer Club encourages all coach managers and officials to complete [Module 1: Child Safe Sport Resource Document \(nsw.gov.au\)](#)

Avoid transporting players

Ideally all players/participants should have their own transportation to and from sporting events. You should only provide transportation when:

- the driver is properly licensed to carry passengers; and
- other players/participants/parents/guardians are in the vehicle; and
- the ride has been approved in writing or by text message by parents/ guardians;
- and the ride is directly to/from sports or recreational activities.

Signed authorisation by the parents should be sought at the commencement of the season saying that they agree to their child being transported by the relevant person if they are unavailable to provide transport.

You should also call someone and tell them what you are doing, and the exact time you are leaving so that you are accountable for your time.

Qualified personnel should attend to injuries

Only personnel who are qualified in administering first aid or treating sports injuries should attempt to treat an injury. Personnel should avoid treating injuries out of sight of others. Other considerations include:

- The comfort level and dignity of the player/participant should always be the priority.
- Only uncover the injured area, or drape private parts of the player/participants body.
- Always report injuries and any treatment provided to parents and document an incident. Moorebank club keeps an injuries register that will contain basic information about the time and date of the injury, where it occurred, what it was, the treatment provided and by whom, name of witnesses and whether further

medical attention was required or recommended.

Support participants with disabilities

It is important that participants with disabilities have the same opportunities to be involved in sport and recreation activities as able bodied participants. This may require, provision of specialist support and programs, appropriate transport and training for those assisting with matters such as lifting and toileting may also be required.

Participants with disabilities may be more vulnerable to abuse or neglect more information and additional steps may be required to ensure their safety. Advice can be obtained from the relevant disabled sporting association.

Have clear guidelines for photographing children

It's important that coach, managers and officials understand current advice around acquiring and using images of children.

Some key points include:

- Do not allow photographers (professional photographers, spectators, fans, coaches or members of the media) to be unsupervised with players or access to children.
- Ensure you inform the players and parent(s) if you want to photograph or video the players as a tool to analyse and improve performance.
- Obtain the consent of parent/guardian and their agreement to be present before approving photo/video sessions.
- If the photographs/videos are to be used generally, e.g., as teaching tools or for some other purpose such as for promotional reasons, obtain the written consent of the parents that the photographs/videos can be used for those purposes.
- Provide details of who to contact within the club or organisation if concerns or complaints of inappropriate photographic behaviour or content are raised.

MOOREBANK SPORTS SOCCER CLUB

Codes of Behavior

The following Codes of Behavior sets out the minimum standards for anyone involved in our club.

- Act within the rules and spirit of our sport.
- Promote fair play over winning at any cost.
- Encourage and support opportunities for people to learn appropriate behaviors and skills.
- Support opportunities for participation in all aspects of the sport.
- Treat each person as an individual.
- Show respect and courtesy to all involved with the sport.
- Respect the rights and worth of every person, regardless of their age, race, gender, ability, cultural background, sexuality or religion.

- Respect the decisions of officials, coaches and administrators.
- Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance exists) with people under the age of 18.
- Display appropriate and responsible behavior in all interactions.
- Display responsible behavior in relation to alcohol and other drugs.
- Act with integrity and objectivity, and accept responsibility for your decisions and actions.
- Ensure your decisions and actions contribute to a safe environment.
- Ensure your decisions and actions contribute to a harassment free environment.
- Do not tolerate abusive, bullying or threatening behavior.

Players

- Give your best at all times.
- Participate for your own enjoyment and benefit.
- Play by the rules and show respect for other players, coaches and officials.

Coaches

- Place the safety and welfare of the players above all else.
- Help each person (player, official, etc.) to reach their potential. Respect the talent, developmental stage and goals of each person and encourage them with positive and constructive feedback.
- Obtain appropriate qualifications and keep up-to-date with the latest coaching practices and the principles of growth and development of young players.
- Ensure that any physical contact with another person is appropriate to the situation and necessary for the person's skill development.

Officials

- Place the safety and welfare of the players above all else.
- Ensure all players are included and can participate, regardless of their race, gender, ability, cultural background, sexuality or religion.
- Be consistent, impartial and objective when making decisions.
- Address unsporting behaviour and promote respect for other players and officials.

Administrators

- Ensure quality supervision and instruction for players.
- Support coaches and officials to improve their skills and competencies.
- Act honestly, in good faith and in the best interests of the sport as a whole.
- Ensure that any information acquired or advantage gained from the position is not used improperly.

- Conduct club responsibilities with due care, competence and diligence.

Parents

- Encourage your child to participate, do their best and have fun.
- Focus on your child's effort and performance, rather than winning or losing.
- Never ridicule or yell at a child for making a mistake or losing a competition.
- Help out the coach or officials at training and games, where possible.

Spectators

- Respect the effort and performances of players and officials.
- Reject the use of harassment, bullying or violence in any form, whether by other spectators, coaches, officials or players.

SEXUAL BOUNDARIES

- Don't have sexual relationships with athletes you're coaching.
- Don't touch athletes in ways likely to make them feel uncomfortable.

Minimise physical contact

Generally physical contact with players/athletes should be to:

- develop sport skills
- give sports massage
- treat an injury
- prevent or respond to an injury
- meet the specific requirements of the sport

All physical contact by personnel should fulfil the following criteria:

- physical contact should be appropriate for the development of a sport skill/s.
- permission from the player should always be sought.
- player be congratulated or comforted in public not in an isolated setting.

Avoid being alone with a child

To protect both yourself and a child from risk:

- Do not isolate yourself and a child and avoid being alone with any particular child
- If a child approaches you and wants to talk to you privately about a matter, do so in an open area and in the sight of other adults (other coaches, officials or parents/guardians).
- Before going into change rooms knock or announce that you will be coming in. Try to have at least one

adult with you in a change room with children.

HOW TO APPLY FOR A WORKING WITH CHILDREN CHECK AND OBTAIN A WWC NUMBER

The Working with Children (WWC) Check is a NSW State Government requirement which applies to people who work or volunteer with children.

If you already have a WWC Number you must provide it to your club if you work or volunteer with children under 18.

If you don't have a WWC Number and are not exempt from the WWC Check, then you must apply for a WWC Check and provide your WWC number to your club if you intend working or volunteering with children u18.

Examples:

WWC1234567E - The 'E' represents an employed person but can also be used for volunteer positions.

WWC1234567V - The 'V' represents a volunteer only and cannot be used by employed (paid) persons.

Child related positions in sport include Coach, Assistant Coach, Manager, Trainer, Physiotherapist, Referee Coach, Referee Assessor or Mentor, MPIO, Club committee members and other positions that involve face-to-face work with children aged under 18.

Exemptions: Persons under 18 years of age, referees, canteen managers, canteen workers and grounds persons are exempt from the WWC Check.

How to apply for a WWC Check

Step 1: Apply

- Go to [Home | Service NSW](#) website
- Complete the online application form

Step 2: Attend Service NSW Centre

Take your email receipt, your proof of identity documents to a Service NSW centre.

- WWCC Screening will then commence

Step 3: Provide your WWC number to your club

- Email your APP/WWC number to your club (Add email address), to verify your details and clearance in the online verification system.
- Add your APP/WWC number to your playfootball profile.

FOOTBALL FEDERATION AUSTRALIA (FFA) COACHES CODE OF ETHICS

Moorebank Soccer Club and its committee are committed to following and enforcing the FFAs coaches code of ethics.

The code is designed:

- To emphasise the elements of enjoyment and satisfaction to junior players and coaches involved in football.
- To make adults including parents and coach's aware that young player's play football to satisfy themselves and not necessarily to satisfy adults or members of their own peer group.
- To improve the overall health and fitness of Australia's youth by encouraging participation in football and making it attractive, safe and enjoyable for all to play.
- To remind administrator's, coach's, referee's and parents that football must be administered, taught and provided, for the good of those young people who wish to play football, as ultimately "It is their game".

COACHES CODE OF ETHICS

- I will respect the rights, dignity and worth of all players and ensure that everyone is treated equally.
- I will ensure that the players are involved in a positive environment, and that the game and training is a positive and enjoyable experience.
- I will respect all player's individuality and help them reach their own full potential.
- I will be fair, considerate and honest with all players.
- I will be professional and accept responsibility for my actions and encourage players to demonstrate the same qualities.
- I will make a commitment to my team, and myself that I will continue to improve my own knowledge of the game through coach education and various training programs.
- I will coach my player's to play within the rules and in the spirit of the game of football.
- I will avoid any physical contact with the players and should it be required it would be appropriate to the situation and necessary for the player's skill development.
- I will refrain from any form of personal abuse towards my players.
- I will be aware to any form's of abuse directed towards my players from other sources whilst they are in my care.
- I will refrain from any from of harassment towards my players.
- I will provide a safe environment for training and competition, by ensuring the equipment and facilities meet safety standards.
- I will show concern and caution towards sick and injured players and allow for further participation in training and competition only when appropriate.
- I will not engage in the use of crude, foul or abusive language that may be determined offensive or engage in any conduct detrimental to the image of the game when on or off the field.
- I will refrain from arguing with the referee and / or assistant referees regarding decisions they make.
- I will treat participants, officials and spectators with courtesy and respect.
- I will always encourage my team to play within the laws of the game.
- I will not consent to the use of any banned substance or drugs of dependence by my players.
- I will act in a responsible manner and accept responsibility for my actions.

GUIDELINES FOR COACHES AND OTHERS

Moorebank Sports Soccer Club endorses the following [Football NSW guidelines](#) for all coaches, managers and other personnel to protect them from risk and to keep children safe. This publication is intended as a general guide and is not to be taken as professional advice.

Maintain appropriate boundaries

Coaches and other personnel in positions of authority should maintain:

Physical boundaries

- Use drills to develop fitness, not as a punishment.
- Only use physical contact that is appropriate for the development of a particular skill.
- Work within sight of others at all times.

Emotional/verbal boundaries

- Use positive feedback on performance, not negative feedback about the person.
- Be encouraging and avoid put downs.

Social boundaries

- Attend sport-related events such as sponsorship and fundraising events, celebrations and annual meetings but don't socialise with players outside sporting functions.

Maintain control – avoid losing your temper

Adopt positive language and behaviour (e.g., avoid bad or aggressive language that could intimidate a child or set a poor example).

- If you find that you regularly lose your temper with children, you should seek support in learning how to manage children's behaviour so they you don't lose your temper or consider whether you have the patience to work with children.

Some ideas to assist with maintaining control include:

- Set up some basic rules at the beginning of the season such as be nice but firm, be fair, follow instructions, have a go, no put downs. Make sure children are aware of these rules. "Nice but firm" avoids creating problems of ambiguity as it makes it clear where an adult stands in relation to the child. I think being "fair" is also important because of the strong message it sends to young, impressionable children.
- Give positive messages.
- Have a time out area for children and young people that are not behaving. This should be simple such as an agreed T sign with the hands that children know means to go to time out for two minutes.
- Adopt a card system to express concerns with a child's behaviour rather than becoming verbally agitated. For example a yellow card is a warning, two yellow cards means time out for two minutes and a red card could mean the child misses out of next week's game.

Make sure parents are clear about collection of their children

Parents are responsible for the collection of their children from practice and games. A list of actions that could help include:

- Have a list of parent/guardian emergency contact numbers and make sure coaches/officials have access to a phone.
- Letting children, parents/guardians know practice and game times, when they can expect to collect their children and that it is not your responsibility to transport children home if parents are delayed.
- Asking the second to last child and their parent/guardian to wait with the coach/official and the child.
- If there are other people at the ground or facility, wait for the parent/ guardian closer to those people. In the meantime try to make contact with the parent/ guardian.
- Avoid the risk of being alone with a child by having a parent/guardian or support person assist you with the training. Require that person to wait until all children have left.

TOOLS & TIPS FOR COACHING CHILDREN

When coaching children it is also important to remember:

- Children want to be involved in a broad range of activities and an opportunity to be creative.
- The focus should be on skill development and individual improvement, not winning.
- Specialization in sport is not recommended for young children, participation is the key.
- Give all children your time and attention and remember, you are there for everyone.
- There are several coaching practices that help to ensure children feel safe and protected when participating in sport:
- Use positive reinforcement and acceptable language when talking to a child.
- Behave in a calm and non-confrontational manner at all times.
- Make any physical contact with children in a way that makes them feel comfortable (for example, shaking hands and a congratulatory pat on the back). If a coach must make physical contact with participants as part of a sport activity, then they should explain the activity clearly and ask for the participant's permission to involve them in the activity.
- Avoid situations where a child may feel uncomfortable, for example when applying first aid or ice to an injury. Ask the child first before applying first aid and ask the child to apply the ice if possible.
- Avoid situations where an adult may be alone with a child, for example, change rooms or first aid rooms.
- When children need to be transported, ensure there is more than one child (and, if possible, more than one adult) in the vehicle. Avoid having to transport another person's child if possible and only ever do so with their parent's prior permission.
- If a child ever discloses to you that he or she is being abused by someone, ensure that you notify an appropriate person at the club and/or association and/or NSW Family and Community Services. Remember a child may only ever feel comfortable telling someone about these things once in their lifetime, so take in what they are telling you and don't ignore or disregard the information.
- Document anything involving children that seems to be unusual or 'out of the ordinary'.
- Coach children to be 'good sports' and to 'play fair' and to recognize that they have a right to feel safe, and to know who to come to or tell if they do not feel safe.

Dealing with difficult parents

Being a coach is not always easy, especially when you run into difficult parents or parents who try to interfere in what you or the team are doing. These types of parents can be overbearing, overly competitive, and overly engaged in your decisions as a coach. Some often try to take on the role of coach. The majority of issues relate to complaints about playing time, who gets to play what position, sportsmanship issues and conflict with schooling and other sports. No matter how knowledgeable, fair, or kind you are to your team, you can probably expect an irate parent or two to crop up during the season. Here are a few tips for dealing with these situations.

Club Policy

Know what the club policy is relating to complaints and consult with the club at the start of the season on how to best respond to parent issues.

Member Protection Information Officer (MPIO)

Remember that our club has an MPIO and if you are unable to resolve an issue with the parent/s, then consider referring them to our MPIO or the [Play By the Rules website](#) where parents can find helpful information.

Not at the game

Don't discuss any issues or complaints at the game. The first thing you should do is avoid discussing a problem with a parent on or near the field, especially if the parent is visibly upset.

Don't react

Remain calm. Rather than discuss the problem, agree to meet at another time to discuss the complaint or refer the parent to a club official. By doing this, you avoid giving the parent an audience, allow them to 'cool off', and give yourself and/or the club time to prepare a response.

Be an active listener

When you eventually talk to the parent, one of the most important things you can do is listen. Acknowledge what you have heard what the parent is saying is important. Show an interest in what they are saying.

Don't interrupt

At a meeting avoid interrupting the parent, just listen and respond once the parent is finished. Sometimes they just want to ensure they have been heard.

Don't get defensive

You should avoid defending or justifying your actions. Such behaviour at this point may only make the situation worse. Respond to their concerns with statements like "I'm sorry you feel that way". This will help the parent to understand their problem is being taken seriously. They are likely to be calmer and more willing to find a solution.

Clarify the problem

Asking questions helps both parties to focus on the problem, stick to the facts and avoid being caught up in other issues.

Offer a range of solutions

A lot of times, parents just want their feelings to be heard. If they want more, try to offer a range of solutions. This demonstrates a willingness to work together to solve the problem. It's important to avoid making promises that you can't keep. Explain to them what you can and cannot do.

Get closure

Ideally, you will eventually reach a mutual course of action. At this point it's appropriate to end the meeting.

It should conclude with three things:

1. Leave the parent with a closing statement (E.g. 'I'll be sure that happens')
2. Thank the parent for their interest (no matter how unpleasant the meeting).
3. If follow-up is required, tell them when you will contact them (E.g. 'I'll ring you tomorrow').

This will leave the parent feeling as though their complaint has been heard, and the parent-coach relationship will be strengthened.

Leave the door open

There will be cases, however after this whole process where you will not be able to give the parent the response they are looking for. It is important in these circumstances that you leave the door open for the parent, e.g.. 'If there is ever anything else, please come and see me or see the club official'. By doing this the parent will at least feel that his/her complaint has been taken seriously, and the coach-parent relationship, however strained, will remain intact. Not doing this could allow the problem to fester, and the parent could damage your reputation through word-of mouth. Ensure you are familiar with the club compliant processes, policies and ensure that you notify the club of any issues or complaints presented to you that you consider to be of a serious nature or which relate to the welfare of a child.

Always seek the assistance of our club MPIO or a club official if a parent becomes abusive or threatens the welfare of any child in the team at any time.

DEFINITIONS OF CHILD ABUSE

Sexual Abuse	<p>Refers to acts in which a person with power or authority over a child (female or male) uses the child for sexual gratification. Acts of sexual abuse may be perpetrated by an adult, an adolescent or an older child. Sexual abuse spans a range of contact and non-contact behaviours.</p> <p>Non-contact behaviours include:</p> <ul style="list-style-type: none"> • Making sexual comments directly, in letters, by telephone, text messages or email, voyeurism , exposing a child to pornography, • The perpetrator exposing parts of their body, or the child's body • Exploiting a child through prostitution or pornography.
Emotional Abuse	<p>Refers to a situation in which a child's caregiver or parent repeatedly rejects or threatens the child. It is also referred to as psychological abuse. This may involve name-calling, putdowns, and inappropriate symbolic acts or continual coldness from the caregiver or parent, to the extent that it significantly damages the child's physical, intellectual or emotional well being and development. It is a pattern of abuse, not a single incident. It includes rejecting, ignoring, humiliating, terrorizing, corrupting, verbal abuse and belittlement. Witnessing family violence is also a form of emotional/psychological abuse.</p>
Physical Abuse	<p>Occurs when a child or young person is subjected to any non-accidental physically aggressive act. The injury may be inflicted intentionally or may be the inadvertent result of physical punishment, or the aggressive treatment of a child. Physically abusive behaviours include: shoving, hitting, slapping, shaking, throwing, punching, biting, burning and kicking.</p>
Neglect	<p>Refers to a situation in which a child's parent or caregiver fails to provide the child with the basic necessities of life. It includes the failure to provide; adequate food, clothing, shelter, medical attention or supervision. To the extent that the child's health and development is, or is likely to be, significantly harmed.</p>

Discrimination

Discrimination means treating or proposing to treat someone less favourably than someone else because of a particular characteristic in the same or similar circumstances in certain areas of public life (this is Direct Discrimination). The law also covers Indirect Discrimination. This is imposing or intending to impose an unreasonable requirement, condition or practice that is the same for everyone, but which has an unequal or disproportionate effect on individuals or groups with particular characteristics.

The characteristics covered by discrimination law across Australia are:

- Age
- Disability
- Family/carer responsibilities
- Gender identity/transgender status
- Homosexuality and sexual orientation
- Irrelevant medical record
- Irrelevant criminal record

- Political belief/activity
- Pregnancy and breastfeeding
- Race
- Religious belief/activity
- Sex or gender
- Social origin

Physical contact with children

Issues surrounding physical contact in sport can be controversial and complex. Some sports require physical contact between adults and children for skill development; others do not.

If physical contact is to occur, it should always be within clear guidelines to reduce the risk of inappropriate touching and to ensure people working with children (coaches, officials) are not placed in situations where they could be accused of abuse.

Physical contact is appropriate if it:

- is used to assist in skill development
- is required for the child's safety
- occurs with the player's understanding and permission
- is for the child's benefit, not adult gratification
- occurs in an open environment.

Physical contact is inappropriate if it:

- includes touching the groin, genital area, buttocks, breasts or any part of the body that may cause distress or embarrassment
- frightens, distresses or embarrasses a child
- destroys their trust
- occurs in a private place.

Laws exist throughout Australia to protect children and young people from abuse. Measures that are genuinely necessary to protect the health and safety of children and young people are permitted. In deciding whether contact is appropriate ask: "Is it serving the needs of the player/participant or the adult?"

PHYSICAL CONTACT WHEN DEMONSTRATING A SKILL

- Give verbal instructions first and keep physical contact to a minimum.
- Ask the player's permission before performing a particular activity that may require contact and do not proceed if they feel uncomfortable.
- Be explicit about what you're going to do and why.
- Make sure that the physical contact is appropriate to the development of the skill required.

- Demonstrate the skill in a public place, in sight of other people, wherever possible.
- Do not touch genital areas, buttocks, breasts or any part of the body that might cause a child/ young person distress or embarrassment.
- Adopt positive language and behaviour and treat all team members appropriately.

Physical Contact in Your Coaching Style

Some coaches use physical contact as a way of relating to children and young people. This is not recommended. You need to be aware that:

- legitimate contact that occurs during teaching a skill may be misunderstood or misconstrued by parents, observers and participants;
- touching young participants can result in suspicion and parental concern, particularly if the behaviour occurs repeatedly or appears to focus on particular children;
- gratuitous or unnecessary physical contact may prompt questions about your intentions.

Responding to Success or Distress

- Ensure you congratulate children and young people in public, never in a private setting.
- Contact should be directly related to the event (e.g., winning a game) and not prolonged, unnecessary or targeted at a particular child or young person.
- Recognise that young people/children may be embarrassed by behaviours that are acceptable to adults.
- Understand that some cultures and religions disapprove of physical contact between adults and children, particularly if the coach is male and the young person female.
- Seek permission, where possible, from the child/young person before making any physical contact.
- Provide appropriate measures to treat or prevent an injury. If an injury occurs, draw upon the skills of an appropriately trained or qualified practitioner as soon as possible.

FREQUENTLY ASKED QUESTIONS

The following are some frequently asked questions that may assist you during the season. Moorebank Sports Soccer Club is committed to providing children access to a child safe and inclusive club. For more information visit [Play by the Rules](#)

How can I best give feedback to a player or participant about their poor behaviour?

Feedback should be used to teach or reinforce appropriate behaviour and not to gain power, embarrass or humiliate a child or young person. Behaviour management strategies are a normal part of a coaching relationship.

Should I drive a player/participant home after a game or practice?

Ideally, all players/participants should have their own transportation to and from sporting events. You should follow your club's guidelines for transporting children. You should avoid transporting players if possible, but if you

have no other options:

You can provide transportation when:

- the ride has been approved by parents/guardians
- other players/participants/parents/guardians are also in the vehicle (where possible).

What should I do if a player is injured and clothing must be removed to treat the injury?

Only people who are qualified in administering first aid or treating sports injuries should attempt to treat an injury. You should avoid treating injuries out of sight of others.

Other things to consider include:

- the comfort level and dignity of the player/participant should always be the priority
- only uncover the injured area, or drape the player's/participant's private parts
- always report injuries and treatment to parents, and document an incident fully.

Can I physically comfort a player or participant?

It is okay to comfort a child or young person who is upset or hurt. However, you should comfort a player/participant in public and not in an isolated setting.

What if I witness someone harassing a team mate?

Where possible you should intervene and stop the behaviour, following the guidelines for dealing with harassment as outlined in our club's Member Protection policy. You could also use the situation as an opportunity for an open discussion with the entire team about the club's policy on discrimination, harassment and abuse.

What should I do if a parent, who is involved in a custody dispute over a child on your team, arrived to pick up his/her child without the other parent's permission?

Contact the other parent before releasing the child. Try to keep the child protected from public tussles between parents over who should take the child home. Call the police to deal if matters escalate.

What should I do if a parent is repeatedly late to pick up a player after games and practices - often so late that everyone else has left the facility?

Late pick-up of athletes can create difficult situations for coaches and other people working with children.

Some ideas include:

- attempt to phone the parent/guardian
- attempt to contact the alternative contact provided by the parent/guardian
- wait at the facility with the child - ideally with other club members, team members or parents.
- when the parent/guardian arrives, address the issue of late pick-up immediately and directly.

- talk to parents early in the season about picking their children up on-time
- Some coaches have a policy that they keep the last 2 players back until their parents arrive to ensure they are not left alone with an individual player.

How might coaches and officials manage angry parent'?

An angry parent can be a big problem for the child or young person, the team, and the club or organised group. Some solutions are: Codes of Conduct for parents' behaviour, banning or excluding parents from games or events, or club policy regarding appropriate parent behaviour.

As a coach or official, it is important that you:

- stay calm and in control, not getting caught up in the same behaviour
- remind them of the Codes of Conduct, and that they are role models for the children and young people
- get support from the club if excluding or banning parents from games
- have a parent meeting at the start of the season and set some ground rules
- circulate a "Dos and Don'ts" of expected behaviour before each season.

As a coach, can I become friends with parents and not be accused of playing favourites?

Stay professional and objective. If the child or young person is left off the team, or is on the field more than others you could be perceived as having a bias.

Ways to avoid this are:

- have two officials on selection panels
- routinely rotate players on the field
- make the game the important thing not the winning.

If it is clear that you are acting professionally at all times, it will be difficult to accuse you of favouritism.

Two junior team members ask to be dropped off in the city following an away game. Is this okay?

No. During all activities where you have the care and responsibility for children, you retain a duty of care for their safety and wellbeing until they are returned to their parents/guardians.

SUPPORT FOR COACHES, MANAGERS & OFFICIALS

SUPPORT

- Member Protection Information Officer (MPIO) at club or association
- Head Coach or Coaching Director

- Club Secretary or Official

EDUCATION

Play by the Rules - [Child Protection and Safeguarding Course - Play by the Rules - Making Sport inclusive, safe and fair](#)

Office of Children's guardian [Child safe sport | NSW Government](#)

INFORMATION

[Home - Football NSW](#)

[About Play by the Rules - Play by the Rules - Making Sport inclusive, safe and fair](#)

[Australian Sports Commission | Australian Sports Commission \(ausport.gov.au\)](#)

[Home | Office of the Children's Guardian \(nsw.gov.au\)](#)

MOOREBANK SPORTS SOCCER CLUB

Member Protection Information Officer (MPIO)

Contact: Stephanie Wilcox

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E-mail: mpio@moorebanksoccer.com.au

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