Justfootball Academy Child Safe Policy & Procedures

Nov 2, 2026 · @Rocky

1. Commitment, purpose and scope

Statement of commitment. Justfootball Academy is committed to the safety, wellbeing and empowerment of every child and young person in its programs. We have zero tolerance for child abuse and take every concern seriously.

Purpose. This policy sets out how we prevent harm, how everyone involved must behave, and what to do when there is a concern. It is how we meet the 10 NSW Child Safe Standards.

Who it applies to. Everyone working for, with or at Justfootball Academy: directors, coaches at every tier (Buddy, Junior and above), employees, contractors, volunteers, students and visitors. It also applies to players and their parents and guardians, through their own codes of conduct.

Where it applies. All Justfootball training locations (North Ryde, Carlingford, Meadowbank and Hornsby), games, events, trips, and any online or phone contact connected to the academy.

NSW legal framework

Law	What it means for us
Children's Guardian Act 2019 (NSW)	As a sport organisation providing services to children, we must implement the 10 Child Safe Standards under the Child Safe Scheme. The Office of the Children's Guardian (OCG) monitors compliance.
Child Protection (Working with Children) Act 2012 (NSW)	Adults in child-related work need a NSW Working with Children Check (WWCC). We must verify and record each worker's clearance before they start.

Law	What it means for us
Crimes Act 1900 (NSW), s 316A	Every adult must report to police if they know or believe a child abuse offence has been committed.
Crimes Act 1900 (NSW), s 43B	Anyone with authority in the academy who knows of a serious risk that a worker may abuse a child must act to reduce or remove that risk.
Children and Young Persons (Care and Protection) Act 1998 (NSW)	Sets out reporting to the Child Protection Helpline when a child is at risk of significant harm.

How this policy maps to the Child Safe Standards

Standard	Where it is covered
1. Child safety is embedded in leadership, governance and culture	Sections 1 and 3
2. Children participate in decisions and are taken seriously	Sections 5 and 9
3. Families and communities are informed and involved	Section 9, Attachment 6
4. Equity is upheld and diverse needs are taken into account	Sections 5 and 6
5. People working with children are suitable and supported	Section 4
6. Processes to respond to complaints are child focused	Sections 7 and 8
7. Staff are equipped with knowledge, skills and awareness	Section 9
8. Physical and online environments minimise opportunity for abuse	Section 6

Standard	Where it is covered
9. Implementation is continuously reviewed and improved	Section 9
10. Policies and procedures document how the organisation is child safe	This document

2. Definitions

Term	Meaning
Child / young person	Anyone under 18.
Justfootball Person	Anyone working for, with or at Justfootball Academy: directors, coaches, employees, contractors (including sole-trader coaches), volunteers, students, trainees and visitors working on site.
Player	A child or young person registered in a Justfootball program, including trials.
Parent / guardian	A parent, carer or guardian of a player under 18.
Child Safety Officer	The person who receives and manages child safety concerns (see Section 3).
Child abuse	Physical, sexual, emotional or psychological abuse, neglect, grooming, or exposure to family violence.
Grooming	Behaviour by an adult intended to build a child's trust, or their family's, to make it easier to abuse the child. It can include gifts, special attention, secrecy and private online contact.
Harm	Any significant harm to a child's physical, psychological or emotional wellbeing, from a single act or a pattern.

Term	Meaning
Risk of significant harm	The NSW test for reporting to the Child Protection Helpline: concerns about a child's safety, welfare or wellbeing that are serious enough to need intervention.
Disclosure	When a child, or someone else, tells a Justfootball Person that harm has happened or may happen.
Concern	A worry about a child's safety without a disclosure, e.g. a change in behaviour or an unexplained injury.
Child-related work	Work involving direct contact with children that is a usual part of the role, as defined in the *Child Protection (Working with Children) Act 2012* (NSW).
WWCC	NSW Working with Children Check, issued by the Office of the Children's Guardian.

3. Roles and responsibilities

Role	Responsibilities
Director (Rocky Silipo)	Head of the organisation under the Child Safe Scheme. Makes sure the Child Safe Standards are implemented and resourced. Holds a current WWCC. Reviews this policy each year.
Child Safety Officer: Rocky Silipo, 1300 724 189	Receives and manages all concerns, disclosures and complaints. Makes reports to police and the Child Protection Helpline. Keeps the confidential records. Keeps the WWCC register up to date.
Backup Child Safety Officer: Vedant Tijoriwala, vedant@justfootballacademy.com.au	Acts when the Child Safety Officer is unavailable or is the subject of a concern.

Role	Responsibilities
Head and senior coaches	Model this policy on the field, supervise junior and Buddy coaches, and pass every concern to the Child Safety Officer the same day.
All Justfootball Persons	Follow this policy and their code of conduct, hold a valid WWCC where required, and report every concern.
Parents and guardians	Follow the Parents' Code of Conduct (Attachment 6), keep contact details current, and collect players on time.
Players	Follow the Players' Code of Conduct (Attachment 3) and are encouraged to speak up if something doesn't feel right.

If a concern involves the Child Safety Officer, report it directly to the backup Child Safety Officer, the Child Protection Helpline or police.

4. Child safe recruitment and Working with Children Checks

Every adult in child-related work at Justfootball must hold a valid NSW WWCC before their first session. It is an offence to engage someone in child-related work without one.

Recruitment steps

1. Use a position description that includes child safety duties (see the Role and Coaching Standards documents).
2. Ask about child safety in the interview, including how the applicant would handle a boundary situation.
3. Contact at least one referee, preferably a previous supervisor in a role with children.
4. Verify the WWCC online through the OCG employer portal before the person starts.
5. Complete the induction (Section 9) and sign the relevant code of conduct (Attachment 1 or 2).
6. Supervise new coaches closely during their first sessions.

WWCC rules

- Justfootball is registered with the OCG as an employer (registration REG0040480) so it can verify checks.
- The check covers paid work and volunteering. A check obtained only as a volunteer cannot be used for paid work.
- A WWCC lasts 5 years and is continuously monitored. The holder must renew it before it expires.
- Coaches under 18 do not need a WWCC (see 4.1 for how they are supervised).
- Parents helping with an activity their own child takes part in may be exempt. Check the OCG website before relying on an exemption.
- If a worker's status changes to barred, they must be removed from child-related work immediately.

4.1 Coaches under 18

Many Justfootball coaches are under 18. They are a valued part of our coaching team, and they are also young people this policy protects.

Supervision

- Every session has at least one Manager on site: an adult with a verified WWCC who oversees every group led by an under-18 coach.
- Under-18 coaches are never left in sole charge of players: not at the start or end of a session, during collection, or on toilet breaks.
- An under-18 coach is never the last coach waiting with an uncollected player.
- Under-18 coaches who are qualified to coach count toward the 1:8 ratio.

Responsibilities

- They complete the same induction, and sign the Coaches' Code of Conduct (Attachment 2), with a parent or guardian also signing.
- They report any concern about a player straight to the adult coach on site or the Child Safety Officer, and are never expected to handle a disclosure on their own.

Keeping them safe

- Adult staff follow the same boundaries with under-18 coaches as with players: no private messaging or social media contact. Work messages go through group channels, or with a parent copied in.

- Under-18 coaches can raise any concern about how they are treated with the Child Safety Officer or backup Child Safety Officer.

Turning 18

- Coaches apply for a WWCC on or just after their 18th birthday. Until their check is verified and recorded, they work only alongside an adult coach who holds one.
- The Child Safety Officer keeps a list of under-18 coaches' birthdays so applications aren't missed.

WWCC register

The Child Safety Officer keeps a confidential register with, for each worker:

Full name	Date of birth	WWC number	Verification date	Outcome	Expiry date	Paid or volunteer

The register is checked each term. Workers are reminded to renew at least 3 months before expiry.

5. Standard of behaviour

Justfootball Persons hold a position of trust. This table is the standard for everyone; Attachments 1, 2, 3 and 6 turn it into signed codes for each group.

Area	Expected	Not acceptable
Language	Encouraging, positive words; calm tone; honest, open communication.	Insults, name-calling, put-downs, swearing, yelling at a player, sexual or suggestive comments or jokes.
Relationships	Being a positive role model; building trust; treating every player fairly; letting players have a say in decisions that affect them.	Favouritism, gifts to individual players, secrets with a player, spending time alone with a player, bullying, harassment, grooming.
Physical contact	Respecting personal space; contact only to teach a skill, give first aid or prevent injury, and only with permission.	Hitting, pushing or any violent contact; using exercise as punishment; kissing or any touching of a sexual nature.

Area	Expected	Not acceptable
Online and phone	Messages about training go to parents, or to group channels parents can see.	Private messages, social media friending or following, or one-to-one calls with a player. Sharing images of players without consent.
Inclusion	Welcoming players of every background, culture, ability, gender and identity; adjusting activities for players with disability or additional needs.	Discrimination, exclusion, or comments about a player's race, religion, body, gender, sexuality or disability.
Presentation and conduct	Justfootball uniform; on time and prepared.	Alcohol, drugs or smoking (including vaping) before or during sessions; inappropriate clothing.

Coaches must also keep clear boundaries: no romantic or sexual relationship with any player, no socialising with players outside academy activities, and no transporting players except as set out in Section 6.

6. Procedures to keep players safe

6.1 Physical contact and demonstrating skills

Contact is only for teaching a skill, giving first aid or preventing injury, and always in full view of others.

1. Explain out loud what you are going to do, where and why, so the player and those nearby can hear.
2. Ask the player if it is OK. If they say no or seem unsure, demonstrate on a cone, a ball or another coach instead.
3. Congratulate or comfort players in public, never in an isolated place.

Don't let worry about being misunderstood reduce the quality of coaching. Work with players in groups wherever possible.

6.2 Supervision and being alone with a player

- No Justfootball Person is to be alone with a player out of sight of other adults, except in a life-threatening emergency.
- All sessions, including private sessions, run outdoors in open spaces, in view of other people. Parents are welcome to stay and watch any session.
- Supervision ratio: at least 1 coach for every 8 players. Every session has at least one Manager on site, an adult with a valid WWCC. Under-18 coaches who are qualified to coach count toward the ratio (see 4.1).
- If a player wants to talk privately, talk in an open area in sight of other adults, and let another coach know.

6.3 Change rooms and toilets

- Players go to toilets in pairs or small groups, never escorted alone by a coach.
- Coaches wait outside the entrance and don't go in unless there is an emergency or a safety reason.
- If a coach must go in, they tell another coach first, then knock and announce loudly before entering. Where possible, a coach of the same gender goes in, with a second adult.
- No phones or cameras are used in change rooms or toilets, ever.

6.4 Arrival and collection

- Parents are told session times and collection arrangements at enrolment. Parents are responsible for getting players to and from sessions (Terms and Conditions, clause 29), and the academy does not drive players home if a parent is late.
- Players stay in their assigned group on the field and do not leave the visible playing area.
- Players may not leave the field until a coach has seen, and made contact with, the parent collecting them, or the person the parent has nominated in writing.
- At least two adults remain until the last player is collected. If only one coach is left, they ask a parent to wait with them.
- If a player hasn't been collected 10 to 15 minutes after the session ends, the coach calls the parent and emergency contacts. If no one can be reached, the coach calls the Child Safety Officer. The player stays with the coaches, in view of other adults, until collected.

6.5 Transport

Players arrange their own transport. A Justfootball Person may only drive a player with the parent's written permission, and never alone with one player.

6.6 Photos, video and online safety

- The academy may take photos and video at sessions under clauses 24 and 25 of the Terms and Conditions, which parents agree to at enrolment. They are taken only on academy devices or approved academy accounts.
- Parents can opt out of their child appearing in academy photos and video at any time (Terms and Conditions, clause 25) by emailing the academy or adding a note to their Momence booking. The opt-out is recorded on the player's Momence profile, and coaches check it on the session list before taking photos or video. If an opted-out player appears in published material, it is removed within 14 days.
- Players are never identified by full name, school or location in posts.
- Images are never taken in change rooms or toilets, or of a player who is injured or distressed.
- Report anyone taking suspicious photos at a session to the Child Safety Officer.
- No private messaging or social media contact between coaches and players. Communication goes through parents or group channels parents can see.
- Online harm, such as image-based abuse or grooming online, is reported like any other concern. eSafety (esafety.gov.au) can also help remove harmful content.

6.7 Injuries, illness and first aid

- Only people trained in first aid treat injuries, in view of others, with the player's dignity first.
- Get medical help (000 if serious) as soon as needed.
- Tell the parent about any injury and treatment the same day and record it on the Injury Report Form.
- Report serious injuries and incidents to the Child Safety Officer, who is also the academy's Work Health and Safety contact.

6.8 Bullying

Bullying is repeated behaviour, in person or online, that intends to hurt, exclude or intimidate. Justfootball does not accept it from players, parents or staff.

1. **Stop it.** Step in calmly and separate the players.
2. **Support.** Check on the player who was targeted, out of the group but in view of others.
3. **Talk to the player who bullied.** Explain why the behaviour isn't OK and what's expected.
4. **Record and tell.** Note what happened and tell both sets of parents and the Child Safety Officer the same day.
5. **Follow up.** Check in at the next sessions. Repeated bullying can lead to a parent meeting, suspension or removal from the program.

If bullying involves an assault, threats, sexual content or image-based abuse, treat it as a child safety concern under Section 7.

6.9 Heat, weather and air quality

Extreme heat: Football NSW Extreme Heat Policy (based on the Sports Medicine Australia policy)

- Use the chart for the surface you're training on:
  - **Grass fields:** Sport Risk Classification 3 chart.
  - **Synthetic fields:** Sport Risk Classification 5 chart. Synthetic surfaces get much hotter in direct sun, so the risk levels are reached at lower temperatures.
- Before each session on hot days, the Manager checks the air temperature and relative humidity *for the same time* (peak humidity usually doesn't occur at peak temperature) and reads the risk level off the right chart.

Risk level	Action
Low (green)	Train as normal, with regular drink breaks.
Moderate (yellow)	Add extra drink breaks and use shade between activities.
High (orange)	Shorten the session, reduce intensity, and take regular rest breaks in shade with cooling.
Extreme (red)	Cancel or suspend the session.

- Players wear sunscreen and hats where possible; coaches model the same.

Lightning: the 30-30 rule

1. **First 30:** when lightning is seen, count the seconds until thunder. At 30 seconds or less, the storm is within about 10 km. Stop play and move everyone to shelter immediately.
2. **Second 30:** wait at least 30 minutes after the last thunder or flash before going back out.

- **Best shelter:** a fully enclosed building with plumbing and wiring.
- **Next best:** a hard-topped, metal-sided vehicle with the windows up.
- **Never:** under isolated trees, near open water, next to metal fences or poles, or lying flat on the ground.
- Players stay supervised in shelter until play resumes or they are collected.

Other conditions

- **Rain and fields:** follow the venue's field closures. Don't train on waterlogged or unsafe surfaces.
- **Air quality:** check AirQuality NSW on smoky days. Reduce or cancel outdoor training when air quality is poor.
- Tell parents about cancellations as early as possible.

6.10 Alcohol, smoking and drugs

Smoking, vaping, alcohol and illegal drugs are not permitted at any Justfootball session or event.

6.11 Visitors and contractors

Anyone who is not a registered coach or parent (contractors, guest coaches, photographers, venue workers) signs the Visitor Register (Attachment 7), is introduced to the lead coach and is never left alone with players.

7. Responding to and reporting concerns

Every concern, disclosure or allegation is taken seriously and acted on the same day, whoever the alleged person is, inside or outside the academy. Justfootball does not investigate criminal matters itself; police and child protection authorities do.

7.1 Signs to act on

You have grounds to act if:

- a child tells you they have been harmed, or that "someone they know" has (they may mean themselves)
- another child, a parent or a staff member tells you about harm
- you notice a big change in a child's behaviour, or new injuries that aren't explained
- you see harm happening. Step in if it is safe; if not, call 000.

Disclosures are often indirect: "I think I saw…", "Somebody told me…", "I'm not sure what you can do, but…".

7.2 When a child tells you

- Stay calm. Don't show shock, disbelief or anger.
- Listen in a quiet spot that is still in sight of another adult.
- Tell them they did the right thing. Don't promise to keep it secret; explain you have to tell someone who can help keep them safe.
- Ask only open questions ("Can you tell me more?", "What happened then?"), never leading ones ("Did X touch you?").
- Don't investigate, confront the alleged person, or try to sort it out between the parties.
- Make sure the child, and other children, are safe right now.

7.3 Write it down

As soon as possible, complete the Confidential Incident Record (Attachment 5). If it isn't available, write notes and attach them later. Record:

- date and time of your note, and of the incident
- the child's name, age and address
- who told you, and who else was present
- what was said, in the child's own words, plus your questions and replies
- what you saw (injuries, behaviour)
- what you did next, including steps to keep the child safe.

7.4 Who to report to

Situation	Report to	When
A child is in immediate danger	Police: **000**	Immediately
Any concern, disclosure or allegation	Child Safety Officer: Rocky Silipo, 1300 724 189	Same day
You know or believe a child abuse offence has been committed	NSW Police (000 if urgent, otherwise Police Assistance Line 131 444)	As soon as practicable. Required of every adult under s 316A of the *Crimes Act 1900*.
A child may be at risk of significant harm (including at home)	Child Protection Helpline: **132 111** (24/7; TTY 1800 212 936)	As soon as possible
The concern is about the Child Safety Officer	Backup Child Safety Officer, the Helpline or police	Same day

The Child Safety Officer makes or confirms these reports. Any Justfootball Person may also contact police or the Helpline directly; you do not need permission to report.

7.5 If a Justfootball Person is the alleged person

- The Director acts straight away to reduce the risk, as required by s 43B of the *Crimes Act 1900*. This may mean standing the person down from all contact with children, or making sure they are directly supervised at all times.
- Police and the Helpline are informed as above. The academy does not interview the child or the alleged person in ways that could affect a police investigation.
- The Director seeks legal advice before deciding on the person's ongoing role.
- The Office of the Children's Guardian confirmed in November 2026 that Justfootball Academy does not fall within the jurisdiction of the NSW Reportable Conduct Scheme. It is covered by the Child Safe Scheme, which this policy implements. The police and Helpline reports in 7.4 are the required notifications. Police outcomes feed into the person's WWCC through continuous monitoring, and the Director re-checks the person's WWCC status online. If the academy's services change, for example by adding overnight camps, the Director checks with the Office of the Children's Guardian whether the Reportable Conduct Scheme then applies.

7.6 After a report

- Support is offered to the child, their family, other players and the staff involved (for example Kids Helpline 1800 55 1800).
- Parents are kept informed unless police or child protection advise otherwise.
- The reporter's identity is kept confidential. People who report in good faith are protected from retaliation.
- The Child Safety Officer reviews what happened and whether this policy needs changing.

8. Complaints, breaches and records

8.1 Making a complaint

Anyone (a player, parent, coach or member of the public) can raise a concern about a breach of this policy with the Child Safety Officer, in person, by phone or in writing. Players can also tell any coach they trust, who must pass it on the same day. Complaints are acknowledged within 2 business days.

8.2 What counts as a breach

A breach is any action or failure to act by a Justfootball Person, player or parent that goes against this policy or a signed code of conduct.

8.3 How breaches are handled

Breaches are handled fairly, without bias, and with the child's safety first. Anything that may be abuse or a crime goes to Section 7 first.

1. Everyone involved is told how the process works.
2. Everyone involved can give their account.
3. The details, each person's account and the outcome are recorded.
4. Information is kept confidential and shared only with those who need it.
5. An outcome is decided and communicated. Outcomes can include a warning, extra training or supervision, suspension, or ending the person's engagement or a player's enrolment.

A person unhappy with the outcome can ask the Director for a review, or contact the Office of the Children's Guardian.

8.4 Records and privacy

- Incident records, notes and complaint files are stored securely (locked cabinet or password-protected folder) and only the Child Safety Officer and Director can access them.
- Child safety records are kept for at least 45 years, as the Royal Commission into Institutional Responses to Child Sexual Abuse recommended.
- Matters are discussed only with people who need to know to keep a child safe or to give advice.

9. Training, communication and review

9.1 Training

Every new Justfootball Person completes an induction before their first session, and everyone refreshes it each year at a team meeting. Training covers:

- this policy and their code of conduct
- types and signs of abuse, neglect and grooming, including online
- how to respond to a disclosure and who to report to
- boundaries, supervision and safe environments at our venues
- inclusion of players with disability and from diverse backgrounds.

The OCG and Sport Integrity Australia's Play by the Rules offer free online child safe training that can form part of the induction. Leaders and Mentor/Head coaches must keep the Child Protection and Safeguarding course current; it expires 2 years after completion. Completions are recorded in each person's file and in the academy's confidential internal training record.

9.2 Communicating with families and players

- Parents receive the Parents' Code of Conduct (Attachment 6) in their welcome letter at sign-up, with a link to view this policy online.
- Players are told, in age-appropriate words at the start of each term, how to raise a worry and who they can talk to.
- Players are invited to give feedback on how safe and welcome they feel, for example through a short survey each year.

9.3 Review

This policy is reviewed every year, and after any incident or breach. Each review records the date, who took part and what changed, and considers:

- whether procedures were followed
- any incidents and how they were handled
- whether training was effective
- feedback from players, parents and staff
- changes to NSW law or OCG guidance.

Everyone covered by this policy is told about changes, with training where needed.

Version	Date	Approved by	Next review
2.0 (NSW)	**2 November 2026**	Rocky Silipo, Director	**November 2027**

10. Key contacts

Who	Contact	Use for
Emergency (police, ambulance)	**000**	A child in immediate danger, or a medical emergency
Child Safety Officer: Rocky Silipo	1300 724 189	Any concern, disclosure, complaint or incident
Backup Child Safety Officer: Vedant Tijoriwala	vedant@justfootballacademy.com.au	When Rocky is unavailable or involved
NSW Police Assistance Line	131 444	Reporting a child abuse offence that isn't an emergency
NSW Child Protection Helpline	132 111 (TTY 1800 212 936), 24/7	A child at risk of significant harm

Who	Contact	Use for
Office of the Children's Guardian	ocg.nsw.gov.au	WWCC, Child Safe Standards, training and resources
Kids Helpline	1800 55 1800	Free counselling for young people
eSafety Commissioner	esafety.gov.au	Online abuse and image-based abuse

Attachment 1: Code of Conduct for Staff, Contractors and Volunteers (other than coaches)

You hold a position of trust. To keep players safe, I will:

- follow the standard of behaviour in Section 5 and the procedures in Section 6
- never be alone with a player out of sight of other adults
- not contact players privately by phone, message or social media
- report every concern about a child's safety to the Child Safety Officer the same day
- hold a valid WWCC if my role involves contact with children, and tell the academy if my status changes
- keep players' personal information confidential.

I understand a breach may lead to action under Section 8, up to ending my engagement, and that some matters must be reported to police.

I have read, understood and will act in accordance with this Code of Conduct and the Justfootball Academy Child Safe Policy.

Name: _____ Signature: _____ Date: _____

Attachment 2: Code of Conduct for Coaches

Coaches hold a special position of trust. As a Justfootball coach, I will keep these boundaries:

Physical

- Use drills to build fitness and skills, never as punishment.

- Only use contact needed to teach a skill or keep a player safe, with their permission, in view of others.
- Work within sight of other adults at all times.

Emotional

- Give feedback on performance, never put down the person.
- Encourage every player and treat them fairly, without favourites.

Social and online

- Not friend, follow or privately message players on social media or by phone.
- Not socialise with players outside academy activities, or give individual gifts.

Sexual

- Never have a romantic or sexual relationship with a player.
- Never touch a player in a way likely to make them uncomfortable, or make sexual comments or jokes.

On the field

- Manage bullying using the steps in Section 6.8.
- Manage heat, sun, lightning and air quality using Section 6.9, and stop activity if conditions are unsafe.
- Keep players in their groups and within the visible field, and follow the collection procedure in Section 6.4.

Always

- Hold a valid WWCC (adult coaches) and tell the academy straight away if my status changes.
- Report every concern to the Child Safety Officer the same day, and to police or the Helpline where Section 7 requires.
- Wear the Justfootball uniform and never be affected by alcohol or drugs at sessions.

I have read, understood and will act in accordance with this Code of Conduct and the Justfootball Academy Child Safe Policy.

Name: _____ Signature: _____ Date: _____

Attachment 3: Code of Conduct for Players

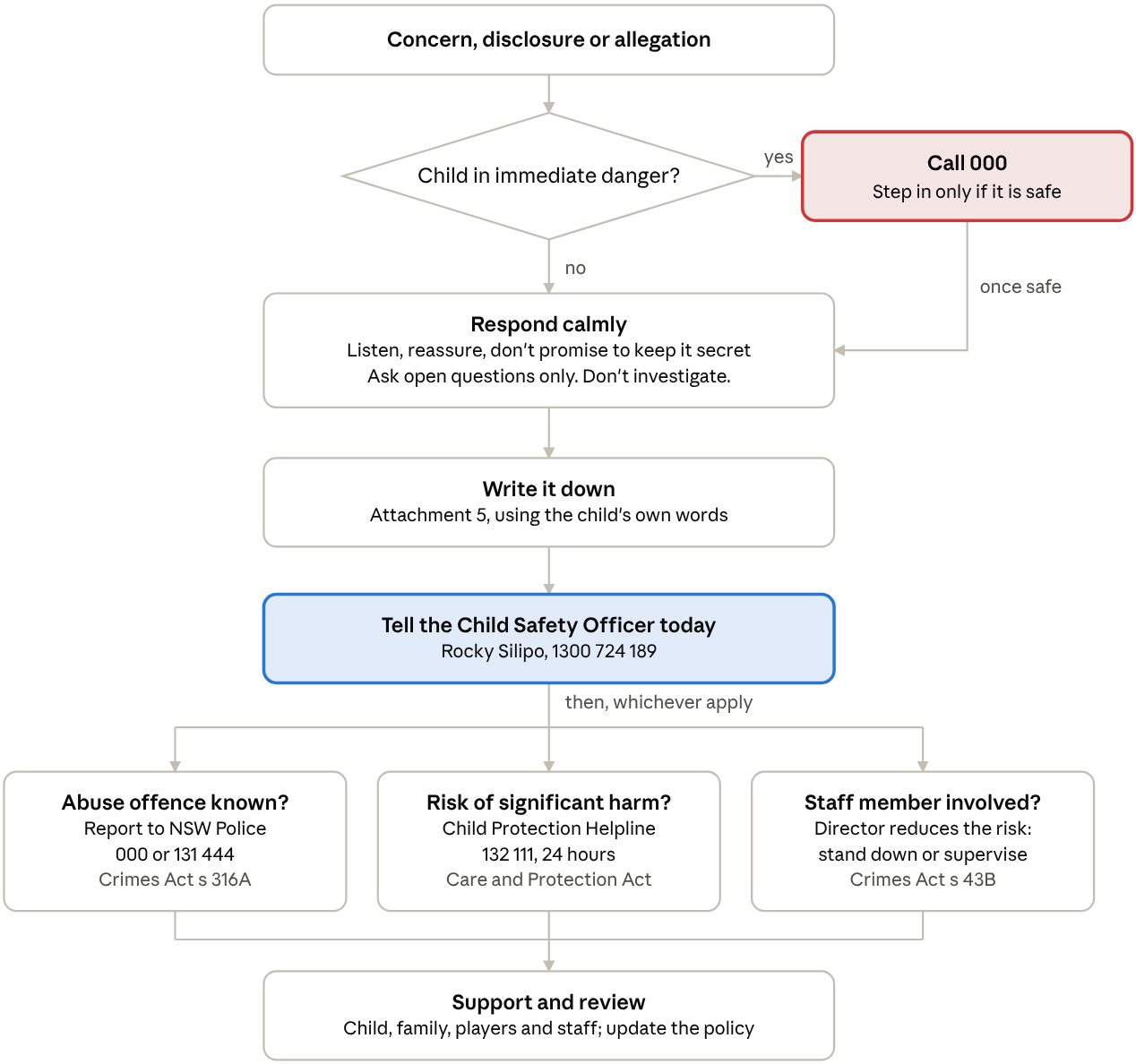
As a Justfootball player, I will:

1. **Try my best.** Train with commitment and listen to my coaches' feedback.
2. **Respect everyone.** Teammates, opponents, coaches, referees and parents, with no bullying in person or online.
3. **Be ready.** On time, in my Justfootball uniform, with water and the right gear.
4. **Look after equipment.** Use it properly, help pack up, and report anything broken.
5. **Stay safe.** Stay with my group on the field, go to the toilet with a buddy, and tell a coach if I'm hurt or unwell.
6. **Speak up.** If something or someone makes me feel unsafe or uncomfortable, I can tell any coach, my parents, or call Kids Helpline on 1800 55 1800. I won't get in trouble for telling.
7. **Represent the academy well.** Online and offline, including what I post while wearing Justfootball gear.

Attachment 4: Responding to a concern (flowchart)

Use this with Section 7. When in doubt, report.

Every concern goes to the Child Safety Officer the same day



reporting flow · 1 decision, 3 report routes

Anyone can call police or the Helpline directly without waiting for the Child Safety Officer.

Attachment 5: Confidential Incident Record

Complete as soon as possible and give it to the Child Safety Officer. Store securely.

Details of the record

Field	Details
Date and time of this record	
Completed by (name, role)	
Child's name and age	
Child's address	
Parent/guardian contact	
Date, time and location of incident or disclosure	
Who raised the concern (if not the child) and their role	
Reason for concern (disclosure, observation, injury, information from someone else)	

What happened

Field	Details
What the child or person said, in their own words	
Questions you asked and your replies	
What you observed (injuries, behaviour)	
Name and role of the person the concern is about (if known): coach, staff, volunteer, player, parent, spectator, other	
Witnesses (name and contact)	
Immediate action taken to keep the child safe	

Reports made

Reported to	Who you spoke to	Date and time	Reference number / advice given
Child Safety Officer (Rocky Silipo, 1300 724 189)			
NSW Police (000 or 131 444)			
Child Protection Helpline (132 111)			
Other (OCG, parents)			

Follow-up actions: _____

Signed: _____ Date: _____

Attachment 6: Code of Conduct for Parents and Guardians

This code is sent to every family as part of onboarding. It helps keep all players safe and their privacy protected.

Area	Please do	Please don't
Language and behaviour	Encourage players with positive words; respect coaches' and referees' decisions; raise concerns calmly with the coach or Child Safety Officer.	Insult, criticise, yell at or bully any player, coach, referee or parent; make sexual or offensive comments.
Photos and privacy	Take photos of your own child; ask other parents before photographing their child.	Post photos or videos of other children or of Justfootball staff online without permission.
On the field	Remind your child to stay with their group and within the visible field.	Let children wander off, or coach from the sideline.
Drop-off and pick-up	Arrive on time and tell the coach if you'll be late. Collect other children only with their parent's written permission.	Leave without telling the coach, or take another child without written permission.

Area	Please do	Please don't
Communication	Contact coaches through the academy channels, and keep your contact details current.	Ask coaches to message your child privately or connect on social media.
Safety	Tell the Child Safety Officer about any concern for a child's safety, including at home or online.	Approach or confront another child or their family about an incident. Leave that to the academy.

Smoking, vaping and alcohol are not permitted at sessions. Breaches may lead to a meeting, a warning, or ending your child's enrolment.

I have read and agree to follow this Code of Conduct.

Parent/guardian name: _____ Child's name: _____
Signature: _____ Date: _____

Attachment 7: Visitor and Contractor Register

Everyone who isn't a registered coach or parent signs in. Visitors are introduced to the lead coach and are never left alone with players.

Date	Name	Organisation / reason for visit	WWC number (if held)	Time in	Time out	Host coach	Signature