



# Support Services Reference Booklet



## Contents

National Sport and Recreation Organisations	3
State and Territory Sport and Recreation Organisations	4
State Federations of Sport	5
Police	5
National Online Safety Organisations	6
Child Protection and Welfare Agencies	7
State and territory Children’s Commissioners and Children’s Guardians	8
Dispute resolution and mediation services	10
Legal services and support	11
Counselling and Support Services	12

Play by the Rules Support Services Reference Booklet (PBTR2403130001) VER 1.1

March 2024

The content of this ebook is provided for information purposes only. The content does not constitute legal advice and should not be used as such. Formal legal advice should be sought on matters specific to your situation.

While the information contained in this publication has been formulated with all due care, neither Play by the Rules nor its partners accept any liability to any person for the information (or the use of such information) which is provided in this publication or incorporated into it by reference.

This publication includes links to websites of third parties. Links to external websites are inserted for convenience and do not constitute an endorsement or recommendation of material at those sites, or of any associated organisation, product or service.

The information in this publication is provided on the basis that all persons accessing the ebook undertake responsibility for assessing the relevance and accuracy of its content. For further information, contact [playbytherules@sportintegrity.gov.au](mailto:playbytherules@sportintegrity.gov.au)

# National Sport and Recreation Organisations

## Play by the Rules

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

Provides free information, resources and online courses for players, coaches, administrators, officials, and spectators to develop an inclusive and welcoming environment for all participants. Website contains information on:

- managing risks
- legal rights and responsibilities
- complaint handling
- child protection
- Member Protection Information Officers
- preventing harassment and discrimination
- inclusive sport
- managing inappropriate behaviour

## Australian Sport Commission

[www.sportaus.gov.au/integrity\\_in\\_sport](http://www.sportaus.gov.au/integrity_in_sport)

Supports the sport industry to develop safe, fair and inclusive sporting environments focusing on the national level. Website contains information on:

- member protection policies/templates
- club development and health checks
- governance reform
- policies and procedures

## Sport Integrity Australia

[www.sportintegrity.gov.au](http://www.sportintegrity.gov.au)

Sport Integrity Australia' was established to prevent and address threats to sports integrity and to coordinate a national approach to matters relating to sports integrity in Australia. The website contains information on:

- anti-doping in sport
- child safeguarding and member protection
- manipulation of sporting competitions
- support for protecting members of sport from bullying, intimidation, discrimination or harassment

## Sports Medicine Australia

[www.sma.org.au](http://www.sma.org.au)

Provides information to help the sporting community prepare for events, prevent injury and manage injuries when they occur. Website contains information on:

- exercising in hot weather
- infectious diseases and blood rules
- children safety guidelines in sport and recreation
- sports first aid for asthma, head injuries and dental injuries
- injury reporting forms and medical profile forms

# State and Territory Sport and Recreation Organisations

State and Territory Departments of Sport and Recreation Lead agencies for Australia's state and territory governments on policies and programs to promote sport and active recreation. They provide advice, information and services for the sport industry and sporting organisations on a range of issues, such as:

- financial assistance
- advice and information for players, clubs, coaches, officials and administrators
- industry development
- coaching development
- talent development
- sport safety and creating an inclusive environment
- child protection

They do not handle complaints; rather, they provide advice and referral services.

## **ACT Sport and Recreation**

[www.sport.act.gov.au](http://www.sport.act.gov.au)

## **NT Department of Tourism, Sport and Culture**

[nt.gov.au/leisure/sport](http://nt.gov.au/leisure/sport)

## **NSW Office of Sport**

[www.sport.nsw.gov.au](http://www.sport.nsw.gov.au)

## **QLD Recreation, Sport and Arts**

[www.qld.gov.au/recreation](http://www.qld.gov.au/recreation)

## **SA Office for Recreation, Sport and Racing**

[www.ors.sa.gov.au](http://www.ors.sa.gov.au)

## **Tasmania Government Department of State Growth – Active Tasmania**

[www.active.tas.gov.au/home](http://www.active.tas.gov.au/home)

## **Sport and Recreation Victoria**

[www.sport.vic.gov.au](http://www.sport.vic.gov.au)

## **WA Department of Local Government, Sport and Cultural Industries**

[www.dlgsc.wa.gov.au](http://www.dlgsc.wa.gov.au)

# State Federations of Sport

Represent and support their member organisations by providing a range of services, including:

- advocacy with government, decision-makers and the media
- education and information
- sports leadership programs
- support for organisations
- recognition of sporting achievements

## Sport NSW

[www.sportnsw.com.au](http://www.sportnsw.com.au)

## Sport SA

[www.sportsa.org.au](http://www.sportsa.org.au)

## QSport

[www.qsport.org.au](http://www.qsport.org.au)

## Vicsport

[www.vicsport.com.au](http://www.vicsport.com.au)

## Sport West

[www.sportwest.com.au](http://www.sportwest.com.au)

# Police

If you believe a child or other vulnerable person is in immediate danger or a life-threatening situation, contact the police immediately by dialing 000.

## Police Assistance Line (All States and Territories)

131 444

## Crime Stoppers

1800 333 000

## State and Territory Police Services

ACT

[www.police.act.gov.au](http://www.police.act.gov.au)

NT

[pfes.nt.gov.au](http://pfes.nt.gov.au)

NSW

[www.police.nsw.gov.au](http://www.police.nsw.gov.au)

QLD

[www.police.qld.gov.au](http://www.police.qld.gov.au)

SA

[www.police.sa.gov.au](http://www.police.sa.gov.au)

TAS

[www.police.tas.gov.au](http://www.police.tas.gov.au)

VIC

[www.police.vic.gov.au](http://www.police.vic.gov.au)

WA

[www.police.wa.gov.au](http://www.police.wa.gov.au)

# National Online Safety Organisations

## eSafety Commissioner

[www.esafety.gov.au/sport](http://www.esafety.gov.au/sport)

eSafety's Sports Hub can help anyone in sport experiencing online bullying or abuse to take action or make a complaint, including competitors, coaches, volunteers, officials, supporters or the public. Website contains information on:

- how to recognise online abuse
- how to deal with online abuse
- steps to report online abuse
- preparing your sport to prevent and respond to online abuse

# Child Protection and Welfare Agencies

## State and territory child protection agencies

These agencies are responsible for receiving, assessing and investigating reports of possible child abuse. There are several professions that are mandated to report suspicions of child abuse, such as teachers, doctors and nurses. However, anyone who has reasonable grounds for suspecting that a child or young person is being neglected or abused should report it. More detailed information about reporting child abuse is available on the Play by the Rules website.

### Australian Capital Territory

Child and Youth Protection Services

[www.communityservices.act.gov.au/ocyfs/children/child-and-youth-protection-services](http://www.communityservices.act.gov.au/ocyfs/children/child-and-youth-protection-services)

1300 556 729

### Northern Territory

Department of Children and Families

[www.nt.gov.au/law/crime/report-child-abuse](http://www.nt.gov.au/law/crime/report-child-abuse)

1800 700 250

### New South Wales

Department of Family and Community Services

[www.facs.nsw.gov.au/families/Protecting-kids](http://www.facs.nsw.gov.au/families/Protecting-kids)

132 111

### Queensland

Department of Child Safety, Youth and Women

[www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/child-abuse](http://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/child-abuse)

[www.dcssds.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres/regional-intake-services](http://www.dcssds.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres/regional-intake-services)

1800 177 135 or 07 3235 9999

### South Australia

Child Protection agency

[www.childprotection.sa.gov.au/reporting-child-abuse](http://www.childprotection.sa.gov.au/reporting-child-abuse)

131 478

### Tasmania

Strong Families Safe Kids

[strongfamiliesafekids.tas.gov.au/](http://strongfamiliesafekids.tas.gov.au/)

1800 000 123

### Victoria

Department of Health and Human Services

<https://services.dffh.vic.gov.au/child-protection>

13 12 78

### Western Australia

Department of Communities, Child Protection and Family Support

[www.wa.gov.au/organisation/department-of-communities/child-protection](http://www.wa.gov.au/organisation/department-of-communities/child-protection)

1800 273 889

# State and territory Children's Commissioners and Children's Guardians

A children's commissioner works to improve and ensure better services for all children. A children's guardian works solely to help improve the services for children in the care of a department. In most states and territories, the commissioner also acts as the guardian.

These agencies promote and protect the rights, interests and wellbeing of children and young people. Some are responsible for conducting Working with Children Checks on people employed in positions where they have direct contact with children.

## National

The National Children's Commissioner

[www.humanrights.gov.au/our-work/childrens-rights](http://www.humanrights.gov.au/our-work/childrens-rights)

## Australian Capital Territory

ACT Children and Young People Commissioner

[www.hrc.act.gov.au/childrenyoungpeople](http://www.hrc.act.gov.au/childrenyoungpeople)

## New South Wales

Office of the Children's Guardian

[www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)

Advocate for Children and Young People

[www.acyp.nsw.gov.au](http://www.acyp.nsw.gov.au)

## Northern Territory

Office of the Children's Commissioner

[www.childrenscommissioner.nt.gov.au](http://www.childrenscommissioner.nt.gov.au)

## Queensland

Queensland Family and Child Commission

[www.qfcc.qld.gov.au](http://www.qfcc.qld.gov.au)

Office of the Public Guardian

[www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au)

## South Australia

Guardian for Children and Young People

[www.gcyp.sa.gov.au](http://www.gcyp.sa.gov.au)

Commissioner for Children and Young People

<https://ccyp.com.au>

## Tasmania

Commissioner for Children and Young People

[www.childcomm.tas.gov.au](http://www.childcomm.tas.gov.au)

Consumer, Building and Occupational Services

[www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people](http://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people)

## Victoria

The Commission for Children and Young People

[www.ccyp.vic.gov.au](http://www.ccyp.vic.gov.au)

## Western Australia

The Commissioner for Children and Young People

[www.ccyp.wa.gov.au](http://www.ccyp.wa.gov.au)

# Equal opportunity and anti-discrimination agencies

## Australian Human Rights Commission

[humanrights.gov.au](http://humanrights.gov.au)

Responsible for administering federal human rights and anti-discrimination laws, and:

- provides information, resources and advice to individuals and organisations
- investigates and attempts to conciliate complaints of unlawful harassment, discrimination and victimisation
- develops education programs to prevent discrimination and harassment

## State and territory anti-discrimination and equal opportunity agencies

Responsible for administering equal opportunity laws in their respective state and territory. As part of their functions they also:

- provide information, resources and advice to individuals and organisations
- attempt to resolve complaints of unlawful harassment, discrimination or victimisation
- deliver education and training programs to prevent discrimination and harassment

ACT Human Rights Commission

[www.hrc.act.gov.au](http://www.hrc.act.gov.au)

Anti-Discrimination Board of NSW

[www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)

Northern Territory Anti-Discrimination Commission

[www.adc.nt.gov.au](http://www.adc.nt.gov.au)

Anti-Discrimination Commission Queensland

[www.adcq.qld.gov.au](http://www.adcq.qld.gov.au)

Equal Opportunity Commission SA

[www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)

Equal Opportunity Tasmania

[www.equalopportunity.tas.gov.au/home](http://www.equalopportunity.tas.gov.au/home)

Victorian Equal Opportunity and Human Rights Commission

[www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

Equal Opportunity Commission WA

[www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)

## Dispute resolution and mediation services

Provide practical strategies, mediation services and education programs to help individuals and organisations resolve a wide range of issues without having to resort to legal action. There may be fees involved for these services.

### National

Resolution Institute

[www.resolution.institute](http://www.resolution.institute)

### Australian Capital Territory

Conflict Resolution Service

[www.crs.org.au](http://www.crs.org.au)

### New South Wales

Community Justice Centres

[www.cjc.justice.nsw.gov.au](http://www.cjc.justice.nsw.gov.au)

### Northern Territory

NT Government

[www.nt.gov.au/law/processes/resolving-disputes-without-going-to-court](http://www.nt.gov.au/law/processes/resolving-disputes-without-going-to-court)

### Queensland

Dispute Resolution Services

[www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/dispute-resolution-centres](http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/dispute-resolution-centres)

### South Australia

State Sport Dispute Centre

[www.sportsa.org.au/member-information/state-sport-dispute-centre](http://www.sportsa.org.au/member-information/state-sport-dispute-centre)

### Tasmania

Resolve Dispute Management

[www.resolvedispute.com.au](http://www.resolvedispute.com.au)

Positive Solutions

[www.positivesolutions.com.au](http://www.positivesolutions.com.au)

### Victoria

Dispute Settlement Centre of Victoria

[www.disputes.vic.gov.au](http://www.disputes.vic.gov.au)

### Western Australia

WA Sport and Active Recreation  
Dispute Resolution Service

[www.wasportsfed.asn.au/sport-dispute-service/](http://www.wasportsfed.asn.au/sport-dispute-service/)

Citizens Advice Bureau

[www.cabwa.com.au](http://www.cabwa.com.au)

# Legal services and support

## Australia and New Zealand Sports Law Association (ANZSLA)

[www.anzsla.com.au](http://www.anzsla.com.au)

ANZSLA provides education and advocacy about legal issues in sport.

The Legal Contact List provides details of ANZSLA members who have practising certificates that enable them to provide legal services to the public.

## State and territory legal aid services

Government-funded services that provide free legal advice and representation.

Legal Aid ACT

[www.legalaidact.org.au](http://www.legalaidact.org.au)

Legal Aid NSW

[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

NT Legal Aid Commission

[www.ntlac.nt.gov.au](http://www.ntlac.nt.gov.au)

Legal Aid Queensland

[www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

Legal Services Commission of SA

[www.lsc.sa.gov.au](http://www.lsc.sa.gov.au)

Legal Aid Commission of Tasmania

[www.legalaid.tas.gov.au](http://www.legalaid.tas.gov.au)

Victoria Legal Aid

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

Legal Aid Western Australia

[www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au)

# Counselling and Support Services

## Kids Helpline

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

1800 55 1800

Free, private and confidential telephone and online counselling service specifically for young people aged between 5 and 25, and for parents and carers.

## Lifeline

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

13 11 14

Confidential 24-hour crisis support service for people to access support or talk through issues they are facing.

## Child Wise

[www.childwise.org.au](http://www.childwise.org.au)

1800 99 10 99

The Child Wise National Child Abuse Prevention Helpline is a toll-free number that provides Australians with access to expert advice from trained counsellors and an opportunity to speak up about child abuse.

## Beyond Blue

[www.beyondblue.org.au](http://www.beyondblue.org.au)

1300 22 4636

The Beyond Blue info line provides information on depression, anxiety and related disorders, available treatments and referrals to relevant services.

## Relationships Australia

[www.relationships.org.au](http://www.relationships.org.au)

1300 364 277

Support groups and counselling on relationships, and for abusive and abused partners.

## Bravehearts

[www.bravehearts.org.au](http://www.bravehearts.org.au)

1800 272 831

The Bravehearts national information and support line can be accessed by anyone wanting information or support regarding child sexual assault, including but not limited to parents, carers, adult survivors and professionals such as teachers, guidance officers, doctors and psychologists.

## Blue Knot

[www.blueknot.org.au](http://www.blueknot.org.au)

1300 657 380

For adults who have experienced childhood trauma.

## Mensline

[www.mensline.org.au](http://www.mensline.org.au)

1300 78 99 78

A professional telephone and online support and information service for Australian men.

## QLife

<https://qlife.org.au/>

1300 555 727

Anonymous and free LGBTIQ+ peer support and referral for people in Australia.

## 13 Yarn

<https://www.13yarn.org.au/>

13 92 76

A confidential and culturally sensitive crisis support service for Aboriginal or Torres Strait Islander peoples.



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