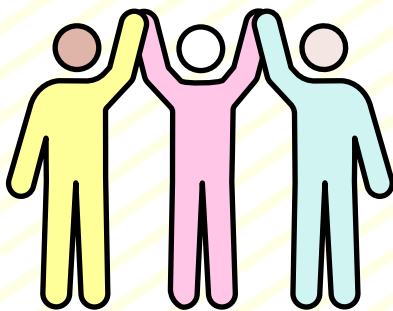


# What Should I Expect of Others at the QAS?





## What can I expect from QAS staff & contractors?

All QAS staff and contractors are expected to ensure you feel safe and welcome at the QAS. They are expected to follow the **ATHLETE SAFEGUARDING BEHAVIOURS** listed in the table below. It spells out how they should behave, communicate and act around QAS supported athletes. It is important you know this too, so you know what to expect.



## Athlete safeguarding behaviours

### DEFINITIONS

-  **Child:** a person under the age of 12
-  **Young Person:** a person aged between 13-18
-  **Athlete:** any QAS supported athlete (any age / any category)
-  **Safeguarding:** having active measures in place to *prevent* institutional harm and abuse of athletes and *respond* to any safety concerns, disclosures, allegations or suspicions of harm and abuse of any athlete.
-  **QAS Staff or Contractor:** any person engaged by the QAS

WHAT YOU CAN EXPECT OF QAS STAFF AND CONTRACTORS	WHAT THIS LOOKS LIKE
<p><b>1. Listening and responding to athletes, prioritising their voice in decision making and taking what they say seriously.</b></p>	<ul style="list-style-type: none"> <li>• Taking the time out to listen to you</li> <li>• Including you in any plans relating to your body, performance, and wellbeing</li> <li>• Following up on things they said they will do and keeping you informed</li> <li>• Checking in regularly and asking if you are ok.</li> </ul>
<p><b>2. Communicating safely and effectively with athletes.</b></p>	<ul style="list-style-type: none"> <li>• Using language that is positive, supportive and helpful</li> <li>• Keeping all communication relevant to your sport, performance and wellbeing and not discussing personal or private matters</li> <li>• Using communication platforms that are transparent, and including other QAS staff or contractors, athletes or your parents whenever possible.</li> </ul>

WHAT YOU CAN EXPECT OF QAS STAFF AND CONTRACTORS	WHAT THIS LOOKS LIKE
<p><b>3. Having firm professional boundaries when working with athletes.</b></p>	<ul style="list-style-type: none"> <li>• Making it clear to you what their role/service is, and the things that are and are not part of their role/service</li> <li>• Keeping things about sport, not getting personal</li> <li>• Treating everyone equally, not favouring one person or singling someone out</li> <li>• Being friendly with you, but not being your friend.</li> <li>• Separating personal and professional and not crossing or blurring the line.</li> </ul>
<p><b>4. Never intentionally harming an athlete physically, and only engaging in safe and appropriate physical contact with athletes, putting their safety and wellbeing first.</b></p>	<ul style="list-style-type: none"> <li>• Making sure you understand when physical contact is necessary for treatment purposes or to correct technique</li> <li>• Allowing you to question certain actions and providing more information if you need it</li> <li>• Seeking consent before and during treatment, especially if it requires physical contact</li> <li>• Stopping immediately if you ask them to</li> <li>• Respecting your privacy and making sure you feel safe and comfortable at all times.</li> </ul>
<p><b>5. Never engaging in any behaviour of a sexual nature (physically, verbally, non-verbally, or through online communication).</b></p>	<ul style="list-style-type: none"> <li>• Never physically touching you in any way that is considered sexual or that makes you feel uncomfortable</li> <li>• Never telling sexual jokes, speaking to you about personal or sexual things or showing you things that are private, in person, via text or online.</li> </ul>
<p><b>6. Considering the safety of athletes and addressing any risks that may exist across all QAS environments including onsite, online and on the road.</b></p>	<ul style="list-style-type: none"> <li>• Putting your safety first at all times</li> <li>• Changing the way things are done to reduce risks to you</li> <li>• Thinking about things differently if you are in a different environment</li> </ul> <p>e.g. How do we protect your privacy during your physio treatment when we are in a hotel, or on the pool deck at an international meet?</p>
<p><b>7. Contributing to an inclusive environment for athletes from ALL backgrounds and treating everyone fairly.</b></p>	<ul style="list-style-type: none"> <li>• Treating all athletes fairly no matter their background</li> <li>• Learning more about your background and asking what you need them to know about you</li> <li>• Doing things differently if it makes it easier and safer for you to participate.</li> </ul>
<p><b>8. Taking any concerns about the safety of an athlete seriously, and responding in line with policies, procedures, guidelines and the law.</b></p>	<ul style="list-style-type: none"> <li>• Taking your concerns seriously and acting on them to keep you safe</li> <li>• Reporting them to the QAS and if required, to the police or other authorities</li> <li>• Explaining the process to you and keeping you informed and supported.</li> </ul>

## What about people outside of the QAS?

Each sport has their own rules, expectations, and policies, but they shouldn't look that much different to those listed above. It shouldn't matter where someone works, what uniform they wear or what their role is, the expectations above should always apply. You can report it to the QAS and we will follow up with the external body (NSO, Club, School etc).






## What do I do if I see something that isn't right?

### REPORTING CONCERNS

As an athlete you have the right to speak up to RAISE and REPORT a concern of any nature to any person you trust. If you have concerns about the safety of an athlete, someone's behaviour, or have seen or heard something that is questionable and just doesn't feel right, you can REPORT it to the QAS. We will take it seriously.

**Remember: If anyone is in immediate danger contact the police on 000.**

#### You can:

-  Speak to a family member or friend first.
-  Raise your concern with the QAS Integrity Manager by:
  - Completing the [QAS Safeguarding Report Form](#) or via the QR Code; or
  - Send an email to [QAS.Safeguarding@dtis.qld.gov.au](mailto:QAS.Safeguarding@dtis.qld.gov.au); or
  - Call 0475 373 077
-  Raise your concern with ANY person within the QAS. It doesn't matter what their role is, they will be able to support you and they will take it seriously and help you with the next steps.



#### You can also report your concerns externally to:

- Sport Integrity Australia (SIA):  
Hotline 1300 027 232
- AIS Be Heard:  
Hotline 1800 565 965