



Working together to increase participation in ice sports

Ice Sports Victoria's Inclusivity & Diversity Policy V7

Ice Sports Victoria's Record of Review of its Inclusivity & Diversity Policy

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ISV AAA Inclusivity and Diversity Policy V7	LB	PC President	27/9/30	Louise Bricknell

Acknowledgement of Country

Ice Sports Victoria acknowledges the Boon Wurrung People and the Wurundjeri People as the Traditional Owners of the land on which Ice Sports Victoria is located. We acknowledge and respect their contributions, experience and knowledge as First Nations people. We pay our respects to their Elders, past, present and future.

Forward by Pam Cavanagh, President Ice Sports Victoria

“Ice Sports Victoria is committed to helping Victorian ice sports’ organisations and facilities create safe, fun, and inclusive environments for all people. We have a long and proud history of inclusivity and diversity - supporting:

- ★ *AAA communities*
- ★ *diverse and cultural minorities*
- ★ *participants across all stages of the life cycle*
- ★ *interventions aimed at denouncing homophobia/transphobia and bi-phobia*
- ★ *encouraging and empowering women and girls in sport,*
- ★ *and embracing LGBTQ inclusivity in all aspects of ice sports.*

Ice Sports Victoria is a rainbow organisation. A snapshot of athletes highlights this statement. In the last 4 years, despite the best efforts of COVID, we have had indigenous figure skaters represent Australia at the highest level of the sport - Olympic; been represented by members of the LGTBQ communities at the World Gay Games and their straight skating partners; promoted the evolution of LGBTQ ice hockey teams (Southern Lights), enabled AAA community participation through numerous Come N’Try events - and assisted in the genesis of Para Ice Hockey Australia - now a recognised Para Winter Olympic sport.

*Ice Sports Victoria is committed to Inclusivity and Diversity in all areas of ice sports, from volunteers, recreational participants to elite ice sport athletes. This policy reflects and consolidates this commitment and recognises the pivotal role we play in creating, and **leading, good governance** in Victorian ice sports - a profound aspect of which is - Inclusivity and Diversity. Ice Sports Victoria unequivocally supports, Lisa Hasker’s (CEO Vicsport) assertion, that:*

There is a place in sport for everyone, exactly as you are.¹

¹ https://vicsport.com.au/blog/3626/vicsport-s-lgbtq-inclusion-stance?utm_source=Sportsview&utm_campaign=f3644214b3-EMAIL_CAMPAIGN_2018_01_19_COPY_01&utm_medium=email&utm_term=0_e56ae9acd7-f3644214b3-191958761
(15/12/21)

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Inclusivity and Diversity

Definition of **ALL** as it relates to this policy

For the purpose of this policy **ALL** includes, but does not exclude communities not specifically mentioned in this policy, **AAA communities, LGBTQ communities, diverse, minority, culturally and linguistically diverse (CALD) groups, First Nations' people, communities represented by diverse religious and/or ethnic backgrounds, all genders, including non binary, trans and transitional; communities at any life cycle stage.**

Purpose

Ice Sports Victoria acknowledges that its legal and moral responsibilities cover the areas of:

- access to **ALL (ALL) communities in the provision of services offered by its member organisations (including, but not excluding any mentioned here, LGBTQ communities, AAA communities, diverse, minority, CALD groups, First Nations' people, communities represented by diverse religious and/or ethnic backgrounds, all genders, including non binary, trans and transitional.**
- access to ALL in all areas of its member organisations' sport/recreation activities e.g., coaching, administration, board roles, volunteer, participation.
- access to ALL in the provision of information offered by its Member organisations subject to Ice Sports Victoria's Privacy Policy, and the Privacy Policies of its Affiliates.
- access to ALL to any training and development offered by its Affiliates
- access to ALL to any events hosted by, it, and/or its Affiliates.

Ice Sports Victoria's Inclusivity and Diversity Policy²

The following information frames Ice Sports Victoria's Inclusivity and Diversity policy. Each heading is seen as a key pillar in developing organisational structures that will support, from the top down and the bottom up, diverse and inclusive practices, cultures, policies and memberships in Ice Sports Victoria and its Affiliates.

² The Inclusivity and Diversity Policy set out in this document is drawn up on the model of the Australian Government's [Charter of Public Service in a Culturally Diverse Society](#). The Charter is the key document guiding the Australian Government's Access and Equity strategy. It helps to ensure that government programs (and those programs funded by the government but delivered by contractors, including not-for-profits, such as, Ice Sports Victoria, are inclusive and meet the needs of our diverse society.

The Charter integrates a set of service delivery principles concerning inclusivity into the strategic planning, policy development, budget, and reporting processes of service delivery, irrespective of whether these services are provided by government agencies, community organisations, or commercial enterprises.

Access

As the peak governing body of ice sports in Victoria, Ice Sports Victoria, will endeavour to make services available to ALL, free of any form of discrimination on the basis of a person's country of birth, language, culture, race or religion, ability (physical/cognitive, emotional), sexuality, age, gender.

Equity

As the peak governing body of ice sports in Victoria, Ice Sports Victoria will develop and deliver services on the basis of fair treatment of ALL clients; and instruct and support its Affiliates to do likewise.

Communication

As the peak governing body of ice sports in Victoria, Ice Sports Victoria, will use all necessary strategies to inform their Affiliates and partners of their responsibilities in the area of inclusivity and diversity - including equity and access to **ALL** communities.

Ice Sports Victoria shall demonstrate a commitment to seeking feedback with/from their Affiliates and partners about the adequacy, design and standard of its strategies and information relating to good governance in the areas of inclusivity and diversity.

Responsiveness

As the peak governing body of ice sports in Victoria, Ice Sports Victoria will highlight to its Affiliates' and partners, the need to be inclusive in all aspects of the day-to-day activities and governance of their sport/recreation activities; and the importance of creating diverse membership bases that reflect **ALL** aspects of the Victorian community.

Inclusivity and diversity requires being sensitive to the needs and requirements of all members of the Victorian community, regardless of sexuality, cultural/religious backgrounds, language, ability/disability.³

Responsible inclusivity and diversity means being responsive, as far as practicable, to the particular circumstances of individuals, being sensitive and aware of their needs; and embracing opportunities to respond to these needs at every, and any, level of participation. Ice Sports Victoria is committed to responsible responsiveness to **ALL** members of the Victorian community wishing to engage with ice sports at any level.

³ Refer to definition of ALL as used in this policy on Page 4

Effectiveness

As the peak governing body of ice sports in Victoria, Ice Sports Victoria is committed to supporting its member organisations and partners meet the needs of clients from **ALL** backgrounds.

Efficiency

As the peak governing body of ice sports in Victoria, Ice Sports Victoria will optimise the use of available public resources through a user-responsive approach to service delivery that assists and supports its member organisations to optimise good governance strategies in the area of inclusivity and diversity, as demonstrated by its:

- **Framework for People with a Disability** documentation (<https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/5f576cec36732345b420f8a9/1599565039357/Vicsport+Innovation+Lab.pdf>)
- **Privacy Policy** (<https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/604c41a2efbd857e37a7470c/1615610276024/Ice+Sports+Victoria+Prvacy+Policy+V6+copy.pdf>)
- **Child safe documentation** (<https://www.icesportsvictoria.org.au/child-safety-standards-1>)
- **Gender Equity Action Planning documentation** (<https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/61b5c3946a95707f3896556e/1639302036940/Gender+Equity+Action+Planning+for+Member+Orgs+of+Ice+Sports+Victoria+%28template%29.pdf>) an,
- this Inclusivity and Diversity policy.⁴

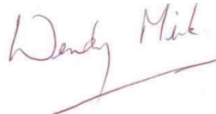
Accountability

As the peak governing body of ice sports in Victoria, Ice Sports Victoria will have a reporting mechanism in place which ensures it is accountable for informing, supporting and assisting its **Affiliates** implement inclusive strategies for **ALL** their clients and prospective clients.⁵

⁴ The Framework for People with a Disability Project was completed in August 2020 in conjunction with Vicsport's Innovation Lab; findings are attached to this Policy and will be available on the ISV website.

⁵ See Appendices 2, Ice Sports Victoria's Inclusivity and Diversity Complaints Reporting System V1

AUTHORISATION OF ICE SPORTS VICTORIA'S INCLUSIVITY & DIVERSITY POLICY

Name of Organisation	Ice Sports Victoria
Signature of authorised person	
Date of approval by the Board	9 May 2022



Responsibilities of Ice Sports Victoria's Inclusivity and Diversity Policy

It shall be the responsibility of the Ice Sports Victoria board, and its Affiliates, to implement this policy and to report to the President/CEO annually on its progress (e.g, at each Ice Sports Victoria AGM).

Inclusivity & Diversity Procedures

Being truly inclusive, offering diversity a chance to flourish, means different things in different contexts.

Ice Sports Victoria is the peak governing for four Victorian ice sports, as such - any procedure, practice, policy, framework, model, needs to take this organisational diversity into account, and create inclusive solutions to it. The following procedures offer opportunities to create frameworks for ALL - embedding organisational development, workforce capability, and good governance in inclusivity and diversity from the get go. Whatever the final decisions made by Ice Sports Victoria and its Affiliates - the bottom line is diversity and inclusion for **ALL** (<https://sports-and-recreation-for-all>):

Procedures

1. Members of the Ice Sports Victoria Board, and its Affiliate Boards, shall, wherever feasible, have adequate support and training to provide services and information available to **ALL** in relation to developing awareness of inclusivity and diversity in their organisations.
2. Ice Sports Victoria, and its Affiliates, will ensure that their programs are designed and constructed to provide equal access for all users (whenever possible, and / or provide alternative/new programs).
3. Ice Sports Victoria, and its Affiliates, will ensure **ALL** people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.

4. Ice Sports Victoria, and its Affiliates, shall, wherever feasible, assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals. Evidence of these reviews needs to be documented and brought to the attention of the CEO/President of Ice Sports Victoria at the annual review of these procedures.
5. Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, diverse sexualities, and disabilities (physical, cognitive, emotional, neurological) shall, wherever feasible, be developed by individual Affiliates and in consultation with people from those backgrounds.
6. Ice Sports Victoria, and its Affiliates, shall, wherever feasible, for any new (or substantially revised) policies, programs, or initiatives have a communication strategy developed and sufficiently resourced to inform people from diverse backgrounds of these changes, eg., providing an Easy English version of this documentation.
7. Ice Sports Victoria, and its Affiliates, shall provide resources so that publicly available and accessible information on its policies and programs is communicated appropriately to people from diverse backgrounds, religions, cultures, sexualities, life cycle stages, and abilities to ensure that communication is directed towards outcomes that enable access by **ALL**.
8. Ice Sports Victoria, and its Affiliates, shall institute complaints mechanisms that enable **ALL** people to address issues and raise concerns about the inclusive nature of the organisation and its accessibility.
9. Ice Sports Victoria, and its Affiliates, shall require that any agents, contractors, or partners of their organisation deliver outcomes consistent with this policy, and shall, in bidding for tenders or contracts, budget, where appropriate, for special provision for **Accessing All Abilities (AAA)** and highlight a commitment to inclusive practices aimed at creating participation opportunities for diverse and inclusive communities across Victoria.
10. Ice Sports Victoria, and its Affiliates, shall, where necessary and feasible, provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing language assistance through the use of interpreters or facilitators; and infrastructure and physical assistance for members of disabled communities (where required) to enable their access to the sport/activity/venue (this includes raising awareness of inclusivity and diversity issues with ice surface facilities).

11. Ice Sports Victoria, and its Affiliates, shall, where necessary and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.
12. Ice Sports Victoria, and its Affiliates, shall place inclusive and diverse practices at the forefront of any training programs they provide. These would include a particular emphasis on inclusivity and diversity practices pertaining to cultural, religious, ethnic, sexual, life cycle diversity, gender and Access ALL Abilities.
13. Ice Sports Victoria, and its Affiliates, shall, where necessary, receive ongoing inclusivity, including cultural diversity training, so that they develop knowledge and skills to work effectively from an inclusivity framework.
14. Ice Sports Victoria, and its Affiliates, shall, where necessary and feasible, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
15. Ice Sports Victoria, and its Affiliates, shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
16. Ice Sports Victoria, and its Affiliates, shall promote diversity in the membership of its boards, committees and working groups.⁶
17. Ice Sports Victoria, and its Affiliates, may keep in its client data collection record, **where appropriate and consensual**, such data as birthplace; whether a person's first language spoken was English; Aboriginal or Torres Strait Islander background; Australian South Sea Islander background; date of birth; year of arrival in Australia; birthplace of parents; gender and/or identity; and religion (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context) <https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/604c41a2efbd857e37a7470c/1615610276024/Ice+Sports+Victoria+Prvacy+Policy+V6+copy.pdf>
18. Ice Sports Victoria, and its Affiliates, shall protect the privacy of individual clients when collecting this data (<https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/604c41a2efbd857e37a7470c/1615610276024/Ice+Sports+Victoria+Prvacy+Policy+V6+copy.pdf>). Consideration will be given to:

⁶ Strategic Plan (https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/604c4168854d001c8e0cba31/1615610219301/ISV+Strategic+Plan+2020-2026+WHY+Feb_2021%2C+LB+12+March_2021+copy.pdf)
See Appendix 1, Ice Sports Victoria's Board Code of Conduct

- collecting only data essential to the particular service delivery or evaluation purpose;
- guaranteeing anonymity; and
- ensuring that all data collection proposals are non-intrusive.

Related Documents

- ☑ Ice Sports Victoria Privacy Policy (<https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/604c41a2efbd857e37a7470c/1615610276024/Ice+Sports+Victoria+Prvacy+Policy+V6+copy.pdf>)
- ☑ Ice Sports Victoria Child Safety policy and resources (<https://www.icesportsvictoria.org.au/child-safety-standards-1>)
- ☑ Ice Sports Victoria's Board Code of Conduct (Appendix 1)
- ☑ Ice Sports Victoria Gender Equity Policy (<https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/61b5c3e8e462bf367db44a6d/1639302121145/ISV+Gender+Equity+Action+Plan+V4+.pdf>)
- ☑ Ice Sports Victoria Strategic Plan 2020 - 2026 https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/604c4168854d001c8e0cba31/1615610219301/ISV+Strategic+Plan+2020-2026+WHY+Feb_2021%2C+LB+12+March_2021+copy.pdf
- ☑ Ice Sports Victoria Disability Framework <https://static1.squarespace.com/static/5cd8d112797f742aa9171694/t/5f576cec36732345b420f8a9/1599565039357/Vicsport+Innovation+Lab.pdf>
- ☑ Ice Sports Victoria's Board Code of Conduct (Appendix 1)
- ☑ Ice Sports Victoria's Inclusivity and Diversity Incident Reporting System (Appendix 2)

Templates for Action: How to develop Inclusion and Diversity Policy frameworks, for example,

The 7 Pillars of Inclusion, an example of an Inclusion Implementation Strategy

The 7 Pillars of Inclusion is a broad framework to give sport clubs and associations, and recreation providers, a starting point to address inclusion and diversity.⁴

The 7 Pillars model supports a ‘helicopter’ view of inclusion. That is, it looks at the common elements that contribute to creating inclusive environments that reflect the communities we live in.

The seven pillars are:

- Access
- Attitude
- Choice
- Partnerships
- Communication
- Policy
- Opportunities

1. Access

Access is both physical and attitudinal. Considerations include physical built access and creating a more accessible welcoming environment.⁷

2. Attitude

Attitude is cited as one of the biggest barriers and underpins all the pillars of inclusion: a positive attitude goes a long way to making inclusion a reality. Furthermore, a positive attitude helps to foster passion - together they make things happen, surmount obstacles and create fun learning environments that foster inclusivity and diversity naturally.

⁷ <https://www.playbytherules.net.au/got-an-issue/inclusion-and-diversity/inclusion-and-diversity-in- action>

The following quote highlights the importance of attitude in the development of inclusive and diverse ice sport communities.

“Unfortunately many people still think that having a disability is a weakness/illness. We need to celebrate diversity and recognise that everyone has unique skills and abilities.

The key to creating a truly inclusive and welcoming community is making reasonable adjustments to our mindset, behaviour and environment to ensure that each person - whether or not they have a disability - can achieve what they want to achieve and be the best person that they can be.” [SCOPE E Learning Module No.1 “See the Person - NOT the disability (<https://sports-and-recreation-for-all>)

3. Choice

Sport is not ‘one size fits all’. The focus for clubs should be on finding practical ways for all people to participate in sport at a level of their choice. Inclusion is about providing this range of options; diversity is about managing them.

4. Partnerships

Inclusion rarely happens in isolation. Effective inclusion requires mutually beneficial partnerships, e.g., working with organisations that focus on inclusive practices, and/or aspects of it, such as,

- **Scope** <https://www.scopeaust.org.au>
- **Disability Winter Sports** <https://www.disabledwintersport.com.au/home/>
- **Blind Sports and Recreation Victoria** <https://www.blindsports.org.au>
- **Deaf Sports Recreation Victoria** <https://deafsports.org.au/vic/>
- **PlaybytheRules** (<https://www.playbytherules.net.au>)
- **Access All Abilities AAAPlay** <https://www.aaaplay.org.au>
- **Vicsport** <https://www.vicsport.com.au>
- **and ice surface facilities** (O’Brien Ice House, Olympic Ice Rink Oakleigh, Ice HQ)

5. Communication

Effective communication is critical to the success of inclusion. Inclusive communication means you may need to change your habits and develop methods of communicating with people: orally, digitally, physically, through writing and using, where appropriate, communication aides.

6. Policy

For inclusion to become part of core business for any sport or club there needs to be a firm commitment and responsibility to member protection and complaints resolution. This is best done in the form of policy eg., **Privacy Polices, Gender Equity Polices, Member Protection** polices - are all aspects of Inclusive Policy and support Inclusive Practices (page 11).

7. Opportunities

New opportunities in sport don't happen by chance. Practical changes need to happen so that all people get a fair go. This may require buy-in from ice surface facilities e.g., widening access gates to ice surfaces; openly discussing issues of homophobia, racism and questioning what might appear to be 'norms' of behaviour. It is normal to feel included - it is NOT normal to feel excluded.

A key aspect of developing opportunities for ALL in ice sports is to develop a Resource Hub. Ice Sports Victoria is committed to promoting this idea to all of its Affiliate organisations.

An Inclusivity and Diversity Resource Hub would include information on where to find relevant information on ALL aspects of inclusivity and diversity. For example,

Vicsport's **LGBTIQ+ inclusion webpage** (<https://vicsport.com.au/lgbtiq>) includes information on why being inclusive is important for the sport and recreation industry.

The webpage also outlines organisations that can assist you in promoting and celebrating diversity such as **Proud 2 Play and Pride in Sport** as well as additional resources including a language guide, days of significance and inclusion tips.

Rainbow Roadmap, a guide for sport organisations to become rainbow ready – meaning LGBTIQ+ practices, processes and policies are embedded into core business. This roadmap includes a five-step plan for organisations to achieve this goal, advancing through stages of Assess, Educate, Consult, Engage and Enact.

<https://vicsport.com.au/rainbow-roadmap>

Resources that support the development ice sport opportunities for the **Access All Abilities** community include:

<https://vicsport.com.au/disability>

<https://www.aaaplay.org.au> (AAA Play is supported by the State Government of Victoria and operated by Reclink Australia).

Supporting the inclusion of Indigenous participants can be developed through An Innovative Reconciliation Action Plan, examples of a plan, anti racism kits for all participants can be found at <https://vicsport.com.au/aboriginal-initiatives>

Appendices

1. Ice Sports Victoria Board's Code of Conduct

- The Ice Sports Victoria Board should ensure and actively promote ethical behaviour and decision making.
- Board members will act ethically and with integrity to ensure that the reputation of Ice Sports Victoria is managed, protected and enhanced.
- Board Members will act honestly and in the best interests of the Ice Sports Victoria, its members and not to represent individual constituents.
- Represent the members and clubs by promoting the interests of the membership within Victoria and elsewhere as the member and clubs require.
- Board Members will foster and develop a positive culture by showing respect for other Board members' opinions and allowing each member a fair and equal opportunity to contribute to discussion and decision making.
- Board Members are required to comply with the following legal duties including:
 - act in good faith and for a proper purpose
 - exercise due care and diligence
 - ensure the organisation does not continue to carry on its business whilst insolvent
 - Comply with various federal and state laws that directly impact on the organisation
- Board Members will disclose actual and potential conflicts of interest and remove themselves from discussion and voting on the matter.
- Board Members will disclose any interest or relationship with any particular matter, but may be involved in discussion and decision if there is no conflict of interest.
- Board Members will behave responsibly particularly regarding confidential information.
- Board Members will review reports before board meetings and acquaint themselves with the matters on the agenda.
- The Board recognises the importance and value of Board diversity. The Board and its members will promote and encourage equity and inclusiveness throughout the organisation and consider age, gender, cultural background and people with a disability in decision making.

Board Member Name:

Signature:

Date:

2. Ice Sports Victoria's Inclusivity and Diversity Incident Reporting System



Ice Sports Victoria Inclusivity and Diversity Incident Reporting System V1

Working together to increase participation in ice sports

Record of Document Review

Document Name	Prepared by	Date	Amended By	Date
Inclusivity and Diversity Incident Reporting System V1	Louise Bricknell (Project Manager)	1 May 2023	William Younger / Acting CEO	9/5/23

Inclusivity and Diversity in ice sports Complaints Procedure

The steps below should be taken to resolve a Complaint when a Member, Participant or Person in a Position of Responsibility and Authority has concerns about a breach of the Ice Sports Victoria Inclusivity and Diversity Policy.⁸

Reporting Complaint

- Step 1 - Complainant tells a person in a Position of Responsibility and Authority from Ice Sports Victoria and/or its relevant Affiliate about their complaint.
- Step 2 - Person in a Position of Responsibility and Authority talks to Complainant and identifies facts, records, explains next steps and reports to Senior Person
- Step 3 - Senior Person documents Complaint. If the complaint is not already reported to Police, and or external agency, Senior person reports complaint
- Step 4 - Senior Person reports complaint to Ice Sports Victoria's Board and/or Affiliates' Board
- Step 5 - Ice Sports Victoria reports to relevant external authority as appropriate

NOTE Call 000 If a person is In Immediate Danger (mentally, physically, emotionally) eg., racist comments, homophobic actions, hostility towards and prejudice against AAA participants. Do not put yourself at risk and note time/date/location/witness details of alleged offence.

Investigation of Complaint

- Step 1 - Affiliate involved conducts internal investigation of complaint unless otherwise requested by external agency
- Step 2 - Provisional Action Taken if required and deemed appropriate

Determining Complaint

- Step 1 - Involved organisation evaluates next moves to determine whether to:
 - (a) make a decision and impose disciplinary measures;
 - (b) Refer Complaint to Mediation;
 - (c) Refer Complaint to Independent Investigation: or
 - (d) Refer complaint to Hearing Tribunal

⁸ Please note, Ice Sports Victoria can offer, recommend and suggest, appropriate action, such as outlined in this policy, to its Affiliate organisations. It cannot, however, force compliance from these organisations; their acceptance of policies and procedures developed by Ice Sports Victoria is on a voluntary basis. Ice Sports Victoria has no legal jurisdiction over its Affiliate organisations: their compliance is voluntary.

- ☑ Step 2 - Decision made and disciplinary measures(if required) imposed as a result of the process chosen in Step 6
- ☑ Step 3 - Record of complaint finalised. Ice Sports Victoria and other involved Organisation (s) notified of outcome of complaint. Complaint Closed.

Please note, this system has been developed from the **Netball Victoria Incident Reporting System**

<https://vic.netball.com.au/sites/vic/files/2022-06/Child%20Safety%20Reporting%20Flowchart%20-%20NOT%20Involving%20Child%20Abuse.pdf>