



Paddle Queensland

What can I report? How do I raise a complaint, concern or report?

Family friendly guide for children, young people, parents and carers

Simple message

- ✓ If something feels unsafe, unfair, inappropriate or worrying, you can speak up.
- ✓ You do not need proof.
- ✓ You can ask a trusted adult to help you.
- ✓ If a child is in immediate danger, call 000 first.

Document	Family Friendly Complaints and Reporting Guide
Prepared for	Paddle Queensland
Prepared by	ChildSafe AUS
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This guide is a plain-language summary. It should be read together with Paddle Queensland's Child Safety and Wellbeing Policy, Child Safe Code of Conduct, Child Safe Complaints and Reporting Policy and Procedure, and any Paddle Australia or Sport Integrity Australia reporting process that applies.

1. Who this guide is for

This guide is for children and young people who paddle, parents, carers, families, club members, coaches, instructors, officials, volunteers and anyone connected with Paddle Queensland activities.

It explains what you can report, how to raise a concern or complaint, and what should happen after a report is made.

You can report something even if you are not sure

You do not need to decide whether something is abuse, misconduct, bullying or a policy breach. If it feels wrong, unsafe, secretive or confusing, raise it. Paddle Queensland or the relevant club should help work out the right next step.

2. What can be reported?

A complaint, concern or report can be about something that happened at a Paddle Queensland activity, an affiliated club, a junior program, training, event, race, camp, online space, travel arrangement, shed, change area or any other paddling-related setting.

Unsafe behaviour

Anything that makes a child feel unsafe, scared, pressured, threatened, ignored or not listened to.

Bullying or exclusion

Bullying, racism, discrimination, homophobia, ableism, harassment, intimidation or unfair treatment.

Coach or volunteer conduct

A coach, instructor, guide, official or volunteer crossing boundaries, favouring a child, using unsafe language, or acting in a way that feels wrong.

Physical safety

Unsafe supervision, unsafe paddling conditions, poor risk controls, unsafe equipment, missing lifejackets or unsafe access to water.

Photos and online contact

Photos or videos taken or shared without consent, private messaging, social media contact, group chat issues, cyberbullying or image-based abuse.

Harm, abuse or neglect

Any concern that a child has been harmed, abused, groomed, exploited, neglected or may be at risk of harm.

Transport, trips and camps

Concerns about transport, one-on-one travel, overnight stays, accommodation, camps, excursions or being away from parents or carers.

Historical concerns

Concerns about something that happened in the past, including historical child sexual abuse connected with a paddling organisation or club.

3. Who can raise a complaint or report?

- A child or young person.
- A parent, carer, family member or trusted adult.
- Another participant, club member, official, coach, instructor, volunteer or spectator.
- A person who saw something, heard something, received a disclosure or is worried about a pattern of behaviour.
- Someone who wants to report anonymously, noting that anonymous reports can be harder to assess but should still be taken seriously.

Children can ask for help

A child or young person can tell a parent, carer, coach, club official, teacher, Kids Helpline, Paddle Queensland, Paddle Australia, Sport Integrity Australia, police or another trusted adult. They do not have to make the report alone.

4. What should be reported immediately?

Call 000 first if there is immediate danger

Call Triple Zero 000 if a child is in immediate danger, needs urgent medical help, has been seriously injured, is being assaulted, the alleged offender is present, or urgent police or ambulance response is needed.

After urgent safety action has been taken, the concern should also be reported to the relevant Paddle Queensland or club contact so child safety actions can be recorded and followed up.

Examples of urgent or serious matters:

- A child says they have been sexually abused, assaulted, groomed, threatened or harmed.
- A child is missing, separated from their group, or not safe to go home.
- A child has been seriously injured or needs urgent medical care.
- A coach, volunteer, official, contractor or adult has behaved in a sexual, grooming, violent, threatening or highly inappropriate way towards a child.
- A child has been contacted privately online in a way that is sexual, secretive, coercive, threatening or unsafe.
- A child is at risk of abuse, neglect, exploitation or harm outside paddling and the concern becomes known through paddling.

5. How to raise a complaint, concern or report

You can report in the way that feels safest and easiest. If the concern is urgent or criminal, external reporting should not wait for Paddle Queensland or a club process.

Step	What to do	Why it matters	Reminder
1	Make safe	If there is immediate danger, call 000. Move away from danger if it is safe to do so.	Safety comes first.
2	Tell someone	Tell a trusted adult, club child safe contact, Paddle Queensland, Paddle Australia Integrity or Sport Integrity Australia.	You do not need proof.
3	Write down facts	Record what happened, who was involved, when and where it happened, and who has been told.	You do not need proof.
4	Follow up	Ask what will happen next, who will contact you, and how the child will be supported.	You do not need proof.

6. Internal Paddle Queensland and sport reporting options

Where safe and appropriate, concerns can be raised at the level closest to where the issue occurred.

However, serious child safety concerns, criminal matters and urgent risks should be escalated immediately.

Concern	Who to contact	Details
Club-level concern	Club child safe contact, president, secretary, coach coordinator or event organiser	Use this for local club conduct, supervision, safety, behaviour, access, photos or event concerns. Do not use this pathway if the person receiving the report is involved in the concern.
State-level concern	Paddle Queensland	Email: qld@paddle.org.au . Use this where the concern involves Paddle Queensland activity, a state program, a state event, club response concerns, or where you are unsure who should manage the matter.
Paddle Australia integrity matter	Paddle Australia Integrity	Email: integrity@paddle.org.au . This may apply to safeguarding, discrimination, integrity or National Integrity Framework matters. Phone: 0426 363 302
Sport Integrity Australia	Safe Sport Hotline and online reporting	Safe Sport Hotline: 1800 161 361. Email: contactus@sportintegrity.gov.au . Use for integrity issues, National Integrity Framework concerns or safeguarding concerns within sport.

If the concern is about the person you would normally report to

Report to someone else. This may be another club official, Paddle Queensland, Paddle Australia Integrity, Sport Integrity Australia, police or Child Safety. A child should never be expected to report to the person they are worried about.

7. What information should I include?

Share what you know. It is okay if you do not have every detail.

- The child's name, age and contact details, if safe and appropriate.
- What happened or what you are worried about.
- When and where it happened, or when you first became worried.
- Who was involved or who may have seen or heard something.

- Whether the child is safe now.
- Whether police, Child Safety, Sport Integrity Australia or anyone else has already been contacted.
- Any photos, screenshots, messages, event details or other records that may help. Do not share sexual images of a child. Report them to police or ACCCE.

8. What happens after a complaint or report is made?

Stage	What this means
Acknowledge	Paddle Queensland or the relevant club should acknowledge the concern and confirm immediate safety needs.
Assess risk	The child safety risk is considered first. This includes whether the child or other children need immediate protection or support.
Choose the pathway	The matter is directed to the correct pathway, such as club response, Paddle Queensland response, Paddle Australia, Sport Integrity Australia, police, Child Safety or QFCC if applicable.
Record facts	The concern is recorded in a secure and factual way.
Take action	Actions may include support for the child, changing supervision, standing a person aside, investigation, external reporting, disciplinary action or risk controls.
Provide updates	Families should be given appropriate updates where this is lawful, safe and does not compromise an investigation.
Close and improve	At the end, the organisation should record the outcome and consider what needs to change to prevent similar concerns.

9. Serious concerns and external reporting

Some concerns must be reported outside Paddle Queensland or a club. **External reporting should not be delayed while an internal process is being worked out.**

Concern	Who to contact	Details
Immediate danger	Triple Zero	Call 000 for police, ambulance or fire if a child is in immediate danger or needs urgent help.
Non-urgent police matter	Queensland Police Policelink	Phone: 131 444. Use where police help is needed but it is not an emergency. Online reporting is also available through Queensland Police.
Child abuse, neglect or risk of harm	Child Safety Regional Intake Service	Business hours: contact the relevant Regional Intake Service. After hours and weekends: 1800 177 135. Unsure who to call for Child Safety call the Child Safety Enquiries Unit Phone: 13 QGOV (13 74 68). Use this if you are unsure which Child Safety service to contact or need help

		locating the correct Child Safety Service Centre.
Reportable Conduct Scheme	Queensland Family and Child Commission	QFCC general enquiries: (07) 3900 6000. Applies where the organisation is legally a reporting entity. Paddle Queensland or a club should assess whether QFCC notification is required.
Online harm or image-based abuse	eSafety Commissioner	Report cyberbullying of a child, image-based abuse, adult cyber abuse, and illegal or restricted online content through eSafety.
Online child sexual exploitation	ACCCE	Report suspected online grooming, sexual extortion, inappropriate online contact or child sexual exploitation material to ACCCE. Call 000 if a child is in immediate danger.
Historical institutional child sexual abuse	National Redress Scheme	Phone: 1800 737 377. The scheme provides access to redress options for eligible survivors of institutional child sexual abuse.
Child or young person needs support	Kids Helpline	Phone: 1800 55 1800. Free, private and confidential counselling for young people aged 5 to 25, available 24/7.
Sexual violence or family violence support	1800RESPECT	Phone: 1800 737 732. Text: 0458 737 732. 24/7 support for domestic, family and sexual violence.

Queensland Child Safety Regional Intake numbers

Region	Phone
Brisbane and Moreton Bay	1300 682 254
Far North Queensland	1300 684 062
North Queensland	1300 706 147
South East, Logan, Gold Coast and Bayside	1300 679 849
South West, Darling Downs	1300 683 390
South West, West Moreton	1800 316 855
Sunshine Coast and Central Queensland	1300 703 762
After hours and weekends	1800 177 135

10. Reportable Conduct Scheme in plain language

Some organisations must follow Queensland's Reportable Conduct Scheme. Sport and recreation organisations are not automatically covered. Paddle Queensland and affiliated clubs must assess whether

the scheme applies to them, including whether they supervise or exercise authority over children and provide overnight camps or excursions as part of their primary functions.

Even where a formal QFCC notification is not required, Paddle Queensland expects unsafe conduct by staff, volunteers, coaches, instructors, officials or contractors towards children to be recorded, risk assessed and managed through a child safe process.

11. Privacy, safety and fairness

- Information will be shared only with people who need to know, unless the law requires or allows wider sharing to protect a child.
- A child or family should not be punished for speaking up or making a complaint.
- People involved in a complaint should be treated fairly, but child safety comes first.
- The person complained about should not manage the complaint.
- Families should be told what can be shared, what cannot be shared, and why.

A child should never be told to keep abuse or unsafe behaviour secret

Children can keep normal private information private, but adults should not ask children to keep secrets about unsafe behaviour, special relationships, private messages, touching, threats, gifts, photos or anything that makes them uncomfortable.

12. Quick guide for children and young people

If this happens	What you can do
I feel unsafe or worried	Tell a trusted adult straight away.
Someone asks me to keep a secret about something unsafe	Tell a trusted adult. Safe adults do not ask children to keep unsafe secrets.
Someone sends private or uncomfortable messages	Save the messages if safe. Show a trusted adult. Do not reply if it makes you feel unsafe.
Someone touches me or another child in a way that is not okay	Move away if you can. Tell a trusted adult. If you are in danger, call 000.
I am being bullied or excluded	Tell a coach, parent, carer, club official or Paddle Queensland. It matters.
I am worried no one will believe me	You still have the right to speak up. You can ask someone to help you report.

Family Reporting Form

Use this if you want to write down a concern before sending or speaking to someone

This form is optional. Do not delay emergency action or external reporting to complete this form.

Question	Details
Name of person making the report	
Contact details	
Child or young person's name	
Club, program, event or activity	
Date, time and location of concern	
What happened or what are you worried about?	
Who was involved or who may have seen/heard something?	
Is the child safe now?	
Has anyone else been contacted? Police, Child Safety, SIA, club, Paddle QLD	
What outcome or support would help?	

Before you send the form

Do not investigate yourself.

Do not ask a child to repeat the story to multiple people.

If there is immediate danger, call 000.

Do not send, forward or share anything that may be evidence with other people. This includes messages, screenshots, photos, videos, links or other material. Keep it where it is if safe to do so, write down what you saw or received, and use this reporting guide to contact the right authority or reporting pathway.

Sources and external reporting references

The contact details and external pathways in this guide should be reviewed regularly because government and sport reporting pathways can change.

- Queensland Police: emergency 000 and Policelink 131 444 - <https://www.police.qld.gov.au/policelink-reporting>
- Queensland Child Safety Regional Intake Services and After Hours Service Centre - <https://www.families.qld.gov.au/contact-us/departments-contacts/child-family-contacts/child-safety-service-centres/regional-intake-services>
- QFCC Reportable Conduct Scheme - <https://www.qfcc.qld.gov.au/childsafereportableconductscheme>
- Queensland sport and recreation child safe guidance - <https://www.qld.gov.au/recreation/sports/club-support/participation/keeping-sport-and-recreation-safe>
- Sport Integrity Australia reporting and Safe Sport Hotline - <https://www.sportintegrity.gov.au/about-us/contact-us>
- Sport Integrity Australia sport contacts, including Paddle Australia integrity contact - <https://www.sportintegrity.gov.au/make-report/lodging-report-sport>
- eSafety Commissioner reporting - <https://www.esafety.gov.au/report>
- Australian Centre to Counter Child Exploitation - <https://www.accce.gov.au/report>
- National Redress Scheme - <https://www.nationalredress.gov.au/about/contact-us>
- Kids Helpline - <https://www.kidshelpline.com.au/>
- 1800RESPECT - <https://www.1800respect.org.au/>

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