Although everyone in WBSC Events has a duty of care to safeguard participants, an important strategy in safeguarding our sport is the designation of an individual who is responsible for handling all safeguarding concerns and promoting the importance of this topic and values at the appointed event.

**Your Roles & Responsibilities**

As a dedicated Safeguarding Officer, you will be responsible for the following:

- Communicating to all participants (incl. LOC) for the nomination of your role;
- Responding to harassment and abuse reports received on-site (i.e., interview);
- Documenting all reports received on-site (in **WBSC Official Reporting Form**);
- To decide if the case should be internally resolved or further investigated;
- Coordinating and liaising with other bodies, including the WBSC Integrity Unit and local authorities for the entire investigation process; and
- Providing support and advice to any concerned persons.

Furthermore, you can also refer to the **WBSC Safeguarding from Harassment and Abuse Rules** for better guidance around what are the procedure to handle reported case.

**What is Harassment & Abuse?**

**HARASSMENT**

*is an unwanted action. The victim should decide what is acceptable or not. This can include bad comments, insults, jokes, and unwelcome attention.*

**ABUSE**

*can happen in many forms and behaviours below:*

- **Physical Abuse**  
  hitting, beating, kicking, shaking, biting, strangling, scalding, burning, poisoning, suffocating etc.

- **Emotional Abuse**  
  isolation, verbal assault, humiliation, intimidation or any other unwelcome act which may lower the sense of your identity, dignity and self-worth

- **Sexual Abuse**  
  physical touch, talking about sexual and private things in person or online or any other behaviour that is sexual or makes the victim feel uncomfortable, threatened, scared or illegal.

- **Neglect**  
  when the victim is not provided with basic needs such as food, water, shelter, appropriate clothing, supervision, access to education / health services.
Safeguarding Officer

WBSC #SAFECALL GUIDELINES

WHERE, WHEN & BY WHOM CAN HAPPEN?

- during sport: training, tournament, changing room, medical treatment
- while travelling: camps, in car/bus, at accommodation between athletes:
  bullying, neglect, peer pressure, abuse, harassment
- with other people: coaches, managers, officials, parents, volunteers, staff

SYMPTOMS OF VICTIM

Crying, agitation, low self-esteem
Withdrawn, unusually quiet, absent, isolation
Bruises, scars and other physical injuries
Post traumatic stress disorder (PTSD)
Anxiety, depressed, sleeping disorder
Drastic weight loss or gain, nausea
Lack of interest, lack of confidence

BEHAVIOUR OF PERPETRATOR

Violent and aggressive
Being secretive or asking to keep secrets
Singling out or favouring certain people
Offering to help often – lifts home, 1:1 coaching
Being left alone with a specific person often
Sexual jokes, asking about relationships
Creating scenario where physical touch is required

Above symptoms and behaviours might be telling you that they are either causing trouble or in trouble and in need of help and support. There are many ways that you can get reports:

- by telling you directly (Disclosure)
- by someone else telling you instead (Allegation)
- by you noticing someone is not okay (Suspicion)

IT MAY SOUND LIKE:

DISCLOSURE

“I need to tell you something what happened to me....”
“That happened to me too”
“I have done something I shouldn’t have....”

ALLEGATION

“I am worried about my friend, he/she told me something happened to him/her....”
“I saw that person doing something wrong to my friend....”

SUSPICION

“I just don’t feel right about this situation....”
“I don’t like the way that person treats him/her”
“That person makes me really uncomfortable....”

REMEMBER

Even though you may get reports that are without solid proof, but a “reasonable belief” that it is likely something has happened is enough for you to stay alert and initiate reporting procedure.
**SAFEGUARDING OFFICER**

**WBSC #SAFECALL GUIDELINES**

**WHAT YOU SHOULD DO WHEN REPORTED**

You don’t have to be a psychologist, a lawyer, a counsellor or an investigator. Just be calm and supportive. Follow the steps to escalate the matter to the right people.

**5R’s**

- **Recognise**
  - Thank them for taking the courage to speak up and report;
  - Provide a safe and confidential space for them to speak freely; and
  - Ask if they are in immediate danger or in need of medical help.

- **Respond**
  - Provide a safe and confidential space for them to speak freely; and
  - Ask open questions and listen to their stories at their own pace;
  - (questions based on the [WBSC Official Reporting Form](#))
  - Believe them, even if you don’t think it is true;
  - Remind them that it is not their fault, and you will take it seriously;
  - Reassure that they have done the right thing in sharing the info; and
  - Explain what will be the next step and with whom the info will be shared.

- **Record**
  - Explain and get a consent that the info provided will be recorded and will be shared with those who need to know to help, support and protect them;
  - Ask open questions and listen to their stories at their own pace;
  - (questions based on the [WBSC Official Reporting Form](#))
  - Believe them, even if you don’t think it is true;
  - Remind them that it is not their fault, and you will take it seriously;
  - Reassure that they have done the right thing in sharing the info; and
  - Explain what will be the next step and with whom the info will be shared.

- **Report**
  - Any question that is leading or based on assumption (i.e. Was it your coach?);
  - Panicking, shocking or showing distaste, rather stay patient and calm;
  - Blaming the victim (i.e. Why didn’t you react immediately?);
  - Forcing for more information than what is offered; and
  - Conducting private investigation / approaching the alleged perpetrator.

- **Review**
  - Fill out the [WBSC Official Reporting Form](#) using their words.
  - If the victim is in immediate danger, in need of medical attention, or the report seems to be considered as a serious criminal conduct, coordinate with the Tournament Director, Event Leader and key personnel from Local Organising Committee (LOC) to inform local authorities for further assistance (i.e. police, child protection, medical or social services); and
  - Send the report and relevant information (i.e. evidence, interview recordings) to WBSC Integrity Unit (IU) – safeguarding@wbsc.org.
  - In case of false report or whistleblowing report which does not require any interview process, send report to WBSC IU;
  - Coordinate with WBSC IU for further communication and investigation procedures required and/or needed; and
  - Provide further on-site support and assistance required for the victim, report person and/or local authorities.
Apart from what you will do on-site as a Safeguarding Officer, there are more steps behind. Upon receiving the official report, the WBSC Integrity Unit (IU) will intervene to make sure the case is managed as per the WBSC Safeguarding from Harassment and Abuse Rules.

**How to deal with media enquiries**

Matters concerning an alleged incident of harassment or abuse are likely to generate media interest. It is important that the Safeguarding Officer on site handles any initial enquiries in a way that will not aggravate the situation or generate negative publicity. It is also important to be aware of legislation that prevents the naming of alleged victims or alleged perpetrators in the media.