

RESPONDING WITH CARE TO DOMESTIC, FAMILY & SEXUAL VIOLENCE IN OUR FOOTBALL COMMUNITY



IF SOMEONE IS IN IMMEDIATE DANGER, CALL 000.

This guide has been created to help people in our football community respond with care to domestic, family and sexual violence. If someone tells you they are experiencing violence, or if you are worried about someone, your response matters. It can help them feel believed, supported and less alone.

If you think a child or young person may be at risk of harm, call the **NSW Child Protection Helpline on 13 21 11** and follow any mandatory child safety or safeguarding processes that apply to your role.

How can you tell if someone is experiencing abuse?

Domestic, family and sexual violence can be hard to see from the outside. It does not always look like injury or conflict. You may notice changes in someone's behaviour, the way another person treats them, or patterns that build over time. Signs might include:

- Seem unusually anxious, withdrawn or scared around someone
- Stop coming to training, games, events or social activities without explanation
- Appear isolated from teammates, friends, family or support networks
- Seem worried that asking for help will make things worse for them, their family or community.

What can abusive or controlling behaviour look like?

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A person using violence or control may not always appear aggressive in public. They may seem charming or well-liked, but behave differently in private. This can look like someone who:

- Frequently checks where another person is, who they are with, or why they have not replied
- Monitors phone calls, messages, social media, location settings or online activity
- Decides whether someone can attend training, games, events or social activities
- Controls transport, money, uniforms, equipment, fees or access to a phone
- Puts someone down, speaks over them, humiliates them or makes threats



You do not need to prove that violence is happening before you respond with care. If something does not feel right, it is okay to notice it, take it seriously and seek advice.

How can you help if someone is experiencing abuse?



What you can do

- Listen calmly, seriously and respectfully
- Believe what they tell you and thank them for trusting you
- Check whether they are safe right now
- Ask what they need in this moment



What to say

- "Thank you for telling me."
- "I believe you."
- "I'm sorry this happened to you."
- "Are you safe right now?"



What not to do

- Do not try to find out more information
- Do not make decisions for another adult
- Do not confront the person causing harm
- Do not tell other people



What not to say

- "Are you sure?"
- "Why didn't you say something earlier?"
- "I'm sure they didn't mean it like that."
- "That doesn't sound like them."



Your role is not to investigate or fix the situation. Your role is to listen, support, consider immediate safety and help connect the person with the right support.

If you're worried about someone but they have not said anything

Sometimes people do not tell us if they are experiencing violence. You might notice changes in how someone talks or acts. If this happens, choose a safe time and place to talk with them.



What you can do

- Find a private, quiet place to talk
- Speak calmly
- Allow them to talk as much or as little as they want
- Let them know support is available
- Follow emergency or child safety procedures if there is immediate risk
- Tell them clearly if you need to ask someone else for support to help keep them safe.



What to say

- "You don't seem like yourself lately."
- "I am here for you"
- "You don't have to tell me anything you don't want to."
- "There is help available. I can tell you about services and help you get in touch with them."

Who do I go to next?

If someone is in immediate danger, call 000. If you think a child or young person may be at risk of harm, call the NSW Child Protection Helpline on 13 21 11 and follow club child safety or safeguarding processes.

At your club, you can speak to:

- Member Protection Officer
- Safeguarding or Welfare Officer
- Club President or nominated club leader
- Coach or team manager, if it is safe and appropriate
- Western Sydney Wanderers contact, if the concern relates to a Wanderers program, event, activity, partnership or staff member.

If someone tells you something, remember these four steps:

- 1. Listen: thank them, stay calm and believe what they tell you.**
- 2. Check safety: ask if they are safe right now & whether they need help.**
- 3. Offer choices: ask what they need and offer options**
- 4. Connect: help them connect with club supports or specialist services**

Local Contacts:

Club contact:

Backup contact:

WSW contact:

HELP IS AVAILABLE

Support services can provide confidential information, safety planning, counselling, crisis support and referrals. They can also give options, even if someone is not ready to make a report or tell anyone at the club. You can offer to help them make contact with a service, but for adults it is their choice. Help is available whenever they are ready.

If you are worried about a child or young person, follow your club's processes for reporting, safeguarding and responding to child protection concerns, and call the **NSW Child Protection Helpline on 13 21 11** if you think they may be at risk of harm.

Please find further information here
<https://community.wswanderersfc.com.au/dfs/>

National Support (Free)

1800 Full Stop - 1800 385 578 - free 24/7 confidential trauma specialist counselling for anyone impacted by domestic, family and sexual violence.

13 YARN - 13 92 76 - free 24/7 crisis support for Aboriginal and Torres Strait Islander people.

Support Services (Free)

NSW Domestic Violence Line - 1800 656 463

NSW Sexual Violence Helpline - 1800 424 017

NSW Child Protection Helpline - 13 21 11

Lifeline - 13 11 14

1800RESPECT - 1800 737 732

Kids Helpline - 1800 551 800

Men's Referral Service - 1300 766 491

Translating and Interpreting Service - 131 450

Offer an interpreter if English is not the person's preferred language. The Translating and Interpreting Service can be contacted on 131 450.

Need more information?
Visit our Community Hub

