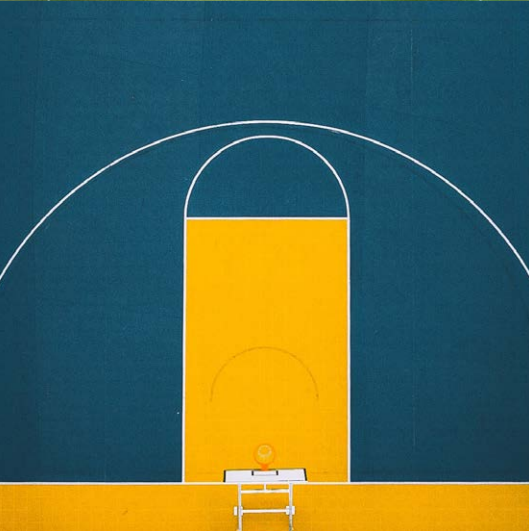
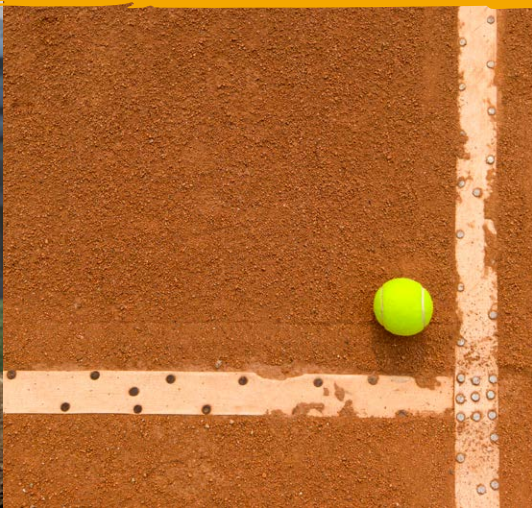
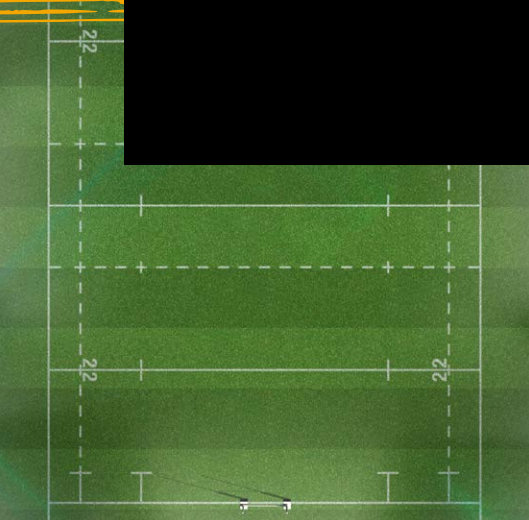


**RACISM.
IT STOPS
WITH ME**

**RACISM.
NOBODY WINS.**

**CHECKLIST FOR CREATING
ANTI-SOCIAL BEHAVIOUR
REPORTING MECHANISMS**



**Australian
Human Rights
Commission**



RACISM.
NOBODY WINS.

CHECKLIST FOR CREATING ANTI-SOCIAL BEHAVIOUR REPORTING MECHANISMS

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FOREWORD

The checklist below is designed for sporting organisations to minimise spectator racism and identify practical steps they can take to promote a safe and respectful environment for all.

RECOGNISING SPECTATOR RACISM

- Do you have guidelines in place for people to use when they have witnessed spectator racism?
 - a. Is there information about the guidelines when purchasing tickets?
 - b. At a community event, where can someone find these guidelines?
 - c. Is there information about the guidelines at the entry gate?
- Do you have any signage or posters about spectator racism and the club's anti-discrimination and anti-racism policy?
- Do you have ground announcement scripts or videos to play at events about spectator racism?
- Is your organisation's position on anti-racism clear on social media and/or other electronic communications to spectators and members?



RACISM.
NOBODY WINS.

CHECKLIST FOR CREATING ANTI-SOCIAL BEHAVIOUR REPORTING MECHANISMS

RACISM REPORTING MECHANISM¹

- Do you have a range of reporting mechanisms and methods in place?
- Do these mechanisms centre the experience of the target and use a trauma-informed approach?
- Do the mechanisms cater for a diverse range of people, such as:
 - a. People with disabilities
 - b. People from culturally and linguistically diverse backgrounds
 - c. People with limited access or use of technology?

SUGGESTION FOR REPORTING MECHANISMS

1. Sending text messages to a designated spectator racism reporting phone number.
2. Having QR codes around the venue that link to reporting forms.
3. Posting the links to the forms on social media pages.
4. Having a designated email for reporting racism.
5. Having a clearly identified official at the facility who can provide 'on the ground' assistance when incidents occur, such as a Ground Marshall or Member Protection Information Officer.
6. Make sure these methods user-friendly and accessible.



RACISM.
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CHECKLIST FOR CREATING ANTI-SOCIAL BEHAVIOUR REPORTING MECHANISMS

RACISM REPORTING INFORMATION²

- Does your reporting ensure that adequate information is recorded?**
Suggested information to include:
 - a. Name (or the option for anonymity)
 - b. Contact details
 - i. phone number
 - ii. email
 - c. Location of incident
 - i. Venue
 - ii. Seating section (row, seat number)
 - iii. Game
 - d. Details of the perpetrator if any (e.g. supporter, player, employee etc)
 - e. Date and time of incident
 - f. Details of incident
 - i. What happened?
 - ii. Who was involved (their names if known)?
 - g. Was the incident reported to any other officials? If yes, please provide details.
- Will the person reporting the incident have the ability to amend their report after submitting?**
- Is there clear and accessible information on what happens when a report is made?**
- Is there information about supports available to the person making the report?**
- Will the person making the report know the report has been received and will they be provided with some information about the process that will be followed and the outcome of the report?**
- Are mediation processes available to those involved?**



WHAT HAPPENS AFTER THE REPORT HAS BEEN MADE?³

Do you have a procedure in place for handling reports?
A possible procedure could include:

- STAGE 1.** Notify relevant personnel (e.g., security, club staff etc.) of the incident to ensure the immediate safety of the target, bystanders and staff.

- STAGE 2.** Ensure that the target/s are safe and have been offered initial support after the incident.

- STAGE 3.** Ensure that the perpetrator/s have been removed from the premises or taken to another location for the safety of all involved.

- STAGE 4.** Ensure the incident report has been received and documented.

- STAGE 5.** Ensure the person who has reported has been given information on what to expect, processes, and the timeline for the outcome.

- STAGE 6.** Send the report to relevant management to be analysed, investigated and fact checked.

- STAGE 7.** Handle the complaint report as per code or club regulatory policy on racial discrimination. This should include ongoing support for the target of the racist incident using a trauma-informed approach.

- STAGE 8.** Implement necessary actions.

- STAGE 9.** Provide an update to the target/s on the outcome of the matter.

- STAGE 10.** Give ongoing support to the target of the incident, if required.



RACISM.
NOBODY WINS.

CHECKLIST FOR CREATING ANTI-SOCIAL BEHAVIOUR REPORTING MECHANISMS

ENDNOTES

¹'Kick it Out', *Other Reporting Mechanisms* (Web Page, September 2021)
<https://www.kickitout.org/other-reporting-methods>

²'MCG', *Contact Us* (Web Page, August 2021)
<https://www.mcg.org.au/about-us/contact-us>

³Australian Human Rights Commission, *Guidelines: Equal opportunity for women and girls in golf* (Report, March 2019) <https://humanrights.gov.au/our-work/sex-discrimination/publications/guidelines-equal-opportunity-women-and-girls-golf-2019>

RACISM.
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ABN 47 996 232 602
GPO Box 5218,
Sydney NSW 2001

General enquiries
1300 369 711

National Info Service
1300 656 419
TTY 1800 620 241

Human Rights Commission
www.humanrights.gov.au

This resource has been created by the Australian Human Rights Commission, in collaboration with national, state and territory-based sporting organisations and venues. For additional resources and information about the project, please visit <https://humanrights.gov.au/our-work/race-discrimination/publications/guide-addressing-spectator-racism-sports-2021>.