FV-09c | Child Safe Public Commitment & Reporting

Approved November 2026 | Version 1

Public commitment and reporting contacts

Fishcare Victoria wants every child to enjoy fishing, learn and feel safe, welcome and heard. We apply the full Reportable Conduct Scheme framework and act promptly on allegations. We have zero tolerance for child abuse, grooming, racism, discrimination and retaliation. We respect Aboriginal and Torres Strait Islander identity, culture and connection to Country and welcome children of all abilities and backgrounds.

Children under 18 must remain accompanied by a parent, guardian or responsible adult, including at FishAbility. For school and group activities, teachers and responsible group adults stay with their participants. Fishcare remains responsible for safe activities and the conduct of its team. Adults can attend FishAbility independently, with support agreed where needed.

For children and young people

You can say no to a photo or touch, take a break, or tell us if something feels wrong. You can talk to a facilitator or another trusted adult. You do not need permission or a form to tell us. We will listen, take you seriously and explain what happens next. We cannot promise to keep something secret if someone needs help to stay safe.

How to raise a concern

Tell us in person, in writing, anonymously or with someone helping you. Ask for an interpreter or communication support. You can go directly to an external authority. Concerns must never be sent through the person they are about.

These Fishcare contacts are not a 24-hour emergency service. Do not wait for a workday, an online form response or a particular person before seeking urgent help. We protect people from retaliation and share information only where necessary and lawful.

Reporting contacts

Contact	Use
Sarah van Stokrom | Executive Officer 0437 672 242	Safeguarding lead. Use an alternative if Sarah is involved or unavailable.

Contact	Use
Kerry Hellsten | President Direct contact: [CONFIRM BEFORE ISSUE] Justin Harzmeyer | Vice President Direct contact: [CONFIRM BEFORE ISSUE]	Independent alternatives if the EO is involved or unavailable. Bypass anyone involved in the concern. You can also contact SSR or Police directly.
Dan Webster 0434 396 442 Eli Craig 0416 306 171 Matt Stephenson 0439 430 799	Regional contacts can receive a concern and connect you directly with an unconflicted office bearer.
Emergency 000	Immediate danger or urgent medical assistance.
DFFH Child Protection	Business hours: services.dffh.vic.gov.au/child-protection-contacts Urgent after hours: 13 12 78.
Social Services Regulator	1300 310 778 contact@ssr.vic.gov.au Scheme advice and concerns.

For immediate danger call 000. You may contact SSR directly without first contacting Fishcare. The full complaints procedure is FV-09a, available from Fishcare in an accessible format on request. You may also ask for FV-09 and the Child Safe Code of Conduct FV-09b.