



KFC Safeguarding Children and Young People Complaints & Reporting Procedure

1. PURPOSE

This Safeguarding Children and Young People Complaints and Reporting Procedure sets out the steps that all KFC People must follow to meet their responsibilities in relation to identifying, reporting, and responding to any concerns about, or incidents of, child abuse or other inappropriate behaviour towards children or young people in our sport. The Complaints and Reporting Procedure was issued in connection with the Child Safeguarding and Wellbeing Policy. The definitions set out in the Policy apply to this Complaints and Reporting Procedure.

2. IMMEDIATE RESPONSE

Overriding any practical requirements outlined through this procedure, if a child or young person is at imminent risk of harm or in immediate danger, all KFC People are required to report the situation directly to the Police - CALL '000' (within Australia).

3. WHAT IS TO BE REPORTED

The following types of behaviours, including observed or suspected abuse, in relation to any child or young person involved in KFC activities, programs or services must be reported in the manner described in this Complaints and Reporting Procedure:

- child abuse, harm, neglect or any other form of inappropriate behaviour such as grooming or bullying to a child or young person (emotional or psychological, physical or sexual, racial or religious); and
- any breaches of the Policy or Code of Conduct.

4. MINIMUM REQUIREMENTS WHEN RESPONDING TO DISCLOSURES OF CHILD ABUSE

LISTEN	REASSURE	RESPECT
DO	DO NOT	
✓ Actively listen to the child or young person	Ask leading questions	
✓ Reassure the child or young person that they have done the correct thing by reporting	Make your own judgement or assessment	
✓ Respect the child or young person may only reveal some details	Press for detail, a minimal account will suffice	
✓ Let the child or young person use their own words in their own time - be patient	Make promises you cannot keep	
✓ Ask open ended questions	Make your own enquiries/investigations in relation to the allegations made	
✓ Explain to the child or young person that other people may need to be told	Share information with others <i>*Excl. Police, Child Protection, AFL ISD, Manager</i>	



5. HOW TO MAKE A REPORT & OBLIGATIONS

5.1 Overview KFC People must report child abuse and other inappropriate behaviour in relation to a child or young person that they are informed of, observe, or suspect. A summary of the Incident Reporting Process that all KFC People must follow is set out at **Appendix 1** to this Complaints and Reporting Procedure.

Immediate action will be taken in relation to any matter reported to the KFC. The KFC will act with integrity, provide strong leadership, and make decisions that are child centred, trauma focused, legal, ethical, accountable and transparent whilst meeting national legislative requirements.

5.2 Reporting Person's Obligations

Step 1: If the child or young person is in imminent risk of harm or immediate danger, the reporting person is required to report the situation directly to the police - CALL '000'.

Step 2: Regardless of whether the matter is reported to the police, it is imperative that the reporting person immediately contacts the KFC Child Safety Officer

Step 3: When practical, the reporting person must make complete a **Child Safety Incident Report** located on the [KFC's website](https://keilorfc.com.au/)

<https://keilorfc.com.au/>

All KFC People retain the right to report directly to relevant authorities, such as police or child protection, any concerns they may have in relation to the safety and welfare of a child or young person, regardless of whether they have also reported the matter internally.

5.3 Child Safety Officer's Reporting Obligations:

When the KFC Child Safety Officer is notified by a reporting person of an incident, they must;

1. ensure the reporting person makes an online report as per Step 3.
2. provide advice and guidance as per the step-by-step process detailed in section 5.2, being mindful of requirements set out in section 4 of how to respond to a disclosure;
3. provide general advice and guidance on 'what' to report and the Policy's purpose;
4. notify the KFC Executive by email of the notification as soon as possible and the AFL integrity and Security Department.
5. not provide investigative advice to the reporting person.

In taking a report or disclosure of an incident from others, the reporting person or Child Safety Officer is not to assess the validity of such allegations or concerns, but to report all allegations as described in the step-by step process outlined in section

6. REPORTING TIMEFRAMES

Reports and notifications must be made as soon as practicable or immediately if a child or young person is in any danger.

Reports must be made on the AFL Make a report portal.

<https://eaf.austfoot.com.au/afl-makeareport/en/#/home>



7. MANDATORY REPORTING PROVISIONS IN AUSTRALIA

Each state and territory have child safety laws that set out mandatory reporting responsibilities and timelines for both organisations and individuals who work or have contact with children and young people. The following link will direct you to the responsibilities associated with each state and territory.

8. CONFIDENTIALITY & PRIVACY

Confidentiality and privacy of all concerned (including the alleged perpetrator), except if doing so would compromise the welfare of the child or young person and/or investigation of the allegation must be maintained at all times.

9. DEBRIEF SUPPORT FOR KFC PEOPLE

It is acknowledged that disclosures of harm and/or abuse can be traumatic for every person involved. If an KFC person requires assistance or support to debrief about an incident, allegation and/or disclosure they are encouraged to discuss this confidentially with the Child Safety Officer.

Date last reviewed	March 2023
Due for Review	March 2024
Reviewed and developed by	KFC Executive 2023



APPENDIX 1

KFC Safeguarding Children and Young People – Incident Reporting Process

What to report

- Observed abuse, harm, or neglect (Emotional, Physical, Sexual)
- Potential abuse, harm, or neglect (Emotional, Physical, Sexual)
- Any suspicion of abuse, harm, or neglect (Emotional, Physical, Sexual)
- Breaches of the KFC Child Safeguarding and Wellbeing Policy and/or Code of conduct



How to make a report

Step 1: If the child or young person is in imminent risk of harm or immediate danger- CALL '000'.

Step 2: immediately contacts the KFC Child Safety Officer

Step 3: When practical, the reporting person must make complete a *Child Safety Incident Report* located on the [KFC's website](#)



What Happens to a report

KFC Child Safety Officer

- Provides support and guidance to the reporter.
- Provides welfare and support services referrals.
- Considers Mandatory Reporting Requirements
- Notifies AFL Integrity and security department.