



EPIC SPORTS & REC

CHILD SAFETY INCIDENT & CONCERN REPORTING PROCEDURE

1. PURPOSE

This procedure explains what EPIC Sports employees, coaches, volunteers, contractors and managers must do if they become aware of a concern about the safety or wellbeing of a child or young person.

All child safety concerns must be taken seriously.

A staff member does not need proof that abuse or harm has occurred before reporting a concern.

2. WHAT MUST BE REPORTED?

Immediately report any:

- disclosure of abuse or harm by a child
- suspected physical or sexual abuse
- suspected neglect
- grooming or inappropriate relationship
- inappropriate physical contact
- sexualised behaviour or communication
- physical violence
- emotional or psychological harm
- bullying, harassment or discrimination
- inappropriate online or social media communication
- concerning photography or video
- breach of the EPIC Child Safe Code of Conduct
- inappropriate behaviour by an employee, coach, volunteer or contractor
- serious supervision failure
- missing or unaccounted-for child

- unauthorised collection or attempted collection
- concern involving another child
- near miss that could have placed a child at risk
- any situation where a child says or indicates that they feel unsafe.

If in doubt – report it.

3. IMMEDIATE DANGER

If a child is in immediate danger or requires urgent medical assistance:

CALL 000

Then:

1. Take reasonable steps to protect the child.
2. Provide first aid if required.
3. Contact the EPIC Manager / Child Safe Officer immediately.
4. Preserve any relevant evidence.
5. Complete a Child Safety Incident / Concern Report Form as soon as reasonably possible.

The immediate safety of the child takes priority over completing paperwork or contacting management.

4. IF A CHILD MAKES A DISCLOSURE

If a child tells you that they have been harmed or feel unsafe:

LISTEN

Remain calm and allow the child to speak in their own words.

REASSURE

Tell the child:

- they did the right thing by telling you
- you are taking them seriously
- you will get help if needed.

DO NOT PROMISE SECRECY

You can say:

“I may need to tell someone whose job it is to help keep you safe.”

DO NOT INVESTIGATE

Do not:

- repeatedly question the child
- ask leading questions
- attempt to determine whether they are telling the truth
- confront the person they are talking about
- discuss the allegation with other staff unnecessarily.

PROTECT

Take reasonable steps to ensure the child is safe from any immediate risk.

REPORT

Immediately notify the EPIC Child Safe Officer or senior manager.

RECORD

Write down what the child said as accurately as possible, using the child’s actual words where practicable.

5. STAFF REPORTING PROCESS

When a staff member becomes aware of a child safety concern:

STEP 1 — PROTECT

Deal with any immediate safety risk.

STEP 2 — REPORT

Notify:

EPIC Child Safe Officer: _____

Phone: _____

Email: _____

If the concern relates to the Child Safe Officer, report directly to an EPIC Sports Director or another senior manager.

STEP 3 — RECORD

Complete the:

EPIC Child Safety Incident / Concern Report Form

as soon as reasonably possible.

Record facts rather than assumptions.

STEP 4 — PRESERVE

Do not delete or alter potentially relevant:

- CCTV
- photographs
- videos
- emails
- messages
- attendance records
- staff rosters
- sign-in/out records
- incident records.

Immediately advise management where CCTV or other records may need to be preserved.

6. MANAGEMENT RESPONSE

Once a concern is received, the Child Safe Officer or responsible manager must:

1. assess the child's immediate safety
2. ensure appropriate protective measures are in place
3. document the concern
4. identify whether external reporting is required
5. consider whether the person subject to the allegation should be removed from child-related duties or subject to other interim controls
6. preserve relevant evidence and records
7. determine appropriate communication with parents/carers
8. coordinate with Police, Child Safety or other authorities where necessary
9. provide appropriate support to the child and family

10. document all decisions and actions.

7. EXTERNAL REPORTING

Depending on the circumstances, a child safety matter may need to be reported to:

- Queensland Police
- Queensland Child Safety
- Queensland Family and Child Commission, where applicable
- Blue Card Services
- another relevant regulator or authority.

EPIC management must assess external reporting obligations promptly.

Reporting something internally to EPIC does not replace an individual's legal obligation to make an external report where that obligation applies to them.

Where EPIC is legally subject to Queensland's Reportable Conduct Scheme, applicable notification and reporting timeframes must be followed.

8. ALLEGATIONS AGAINST AN EPIC WORKER

Where an allegation concerns an employee, coach, volunteer or contractor, management must immediately assess whether the person should continue working with children.

Interim measures may include:

- increased supervision
- changing duties
- removing the person from direct contact with children
- suspension from duties
- temporarily ceasing a contractor's engagement.

These are child-safety risk controls and do not constitute a finding that the allegation is true.

The person subject to the allegation must not contact the child or family about the allegation unless specifically authorised.

9. DO NOT CONDUCT YOUR OWN INVESTIGATION

Employees must not attempt to investigate allegations themselves.

This includes:

- interviewing other children
- repeatedly questioning the child
- confronting the alleged person
- searching personal devices without authority
- contacting witnesses independently
- attempting to obtain admissions.

These actions may compromise the child's wellbeing or an investigation by Police, Child Safety or another authority.

Management will determine what internal investigation, if any, is appropriate.

10. NOTIFYING PARENTS OR CARERS

Parents/carers should generally be informed of significant concerns affecting their child.

However, staff must **not automatically contact a parent or carer** where:

- the parent/carer may be involved in the alleged harm
- contacting them could increase risk to the child
- Police or Child Safety have advised against contact
- notification could compromise an investigation.

The Child Safe Officer or senior management will determine how and when parents/carers are contacted in serious child protection matters.

11. CONFIDENTIALITY

Child safety information must only be shared with people who legitimately need the information to protect the child, manage the matter or comply with legal requirements.

Staff must not:

- discuss incidents with unrelated employees
- discuss allegations with parents or members of the public

- post information online
- share reports through unauthorised channels
- photograph completed incident forms.

Child safety records must be stored securely.

12. SUPPORT FOR THE CHILD

EPIC will consider what support is appropriate for the child following an incident or disclosure.

This may include:

- ensuring a trusted adult remains available
- contacting a parent/carer where appropriate
- adjusting activities or supervision
- ensuring separation from the person of concern
- referral to appropriate external support
- providing information about Kids Helpline or other support services.

The child must not be treated differently, blamed or disadvantaged because they raised a concern.

13. FOLLOW-UP AND REVIEW

Following a significant child safety incident, EPIC management will review:

- what occurred
- how the incident was handled
- whether procedures were followed
- supervision arrangements
- staffing
- environmental risks
- whether policies require updating
- whether further staff training is required
- whether similar risks exist elsewhere in the organisation.

Actions identified through the review must be documented and assigned to an appropriate person for completion.

14. RECORD KEEPING

EPIC Sports will maintain appropriate records of:

- concerns and allegations
- disclosures
- incident reports
- external notifications
- correspondence with authorities
- management decisions
- investigations
- outcomes
- corrective actions.

Records relating to child safety must be securely retained and access restricted to authorised persons.

15. NO RETALIATION

No child, parent, employee, volunteer or other person will be victimised or disadvantaged for raising a genuine child safety concern in good faith.

Any retaliation against a person for making a child safety report may itself constitute misconduct.

EPIC CHILD SAFETY RESPONSE

SEE IT → HEAR IT → REPORT IT

1. PROTECT

Is the child in immediate danger?

YES → Call 000

2. LISTEN

Listen calmly. Take the child seriously.

3. REPORT

Immediately tell the EPIC Child Safe Officer / Manager.

4. RECORD

Complete the Child Safety Incident / Concern Report Form.

5. ESCALATE

Management assesses Police, Child Safety, QFCC, Blue Card and other reporting obligations.

6. SUPPORT

Protect and support the child and family.

7. REVIEW

Document the outcome and improve controls where required.

REMEMBER

You don't need to prove it.

You don't need to investigate it.

You do need to report it.

If you are unsure whether something is serious enough to report internally:

REPORT IT.