



# THE KNOX REPORT SERVICE FOR RAISING SERIOUS MATTERS OF CONCERN (‘KNOX REPORT SERVICE’) POLICY

Updated November 2016

## INTRODUCTION

Knox Grammar School (“the School”) and its current associated entities being combined primary and secondary education, such as Wahroonga Preparatory School (P-6), Knox Preparatory School (K-6) and Knox Senior School (7-12), is committed to ensuring the School and all its officers and employees, act and maintain a culture of corporate compliance and ethical behavioural standards. These standards must at all times be compliant with the law, and the School’s ethical standards, as set out in the School’s Staff Handbook.

The Council recognises that any genuine commitment to detecting and preventing illegal, unethical and unsatisfactory conduct or misconduct must include an appropriate mechanism whereby students (former and current), parents, staff and the broader school community, can report their concerns freely and without fear of repercussion. This policy provides such a mechanism, by encouraging the reporting of such conduct and also acting as a preventative measure to actively discourage any future wrongdoings.

This policy should be read in conjunction with the following policies:

- Knox Grammar School Child Protection Policy
- Knox Grammar School Harassment Policy
- Knox Grammar School Workplace Bullying Policy
- Knox Grammar School Workplace Health & Safety Policy

Knox Grammar School would encourage all students, parents, staff members or other persons involved with the School who wish to make a report in connection with misconduct to utilise the processes outlined in the above policies in the first instance.

Where there is a reasonable concern that these policies and reporting procedures have not been appropriately adhered to, a report should be made through the Knox Report Service For Raising Matters of Serious Concern ("Knox Report Service").

## **THE KNOX REPORT SERVICE**

Knox has commissioned Deloitte to provide an independent and confidential service for parents, students, staff and other members of the Knox community to report any serious misconduct.

The Knox Report Service will sit beyond the School's policies on Child Protection; Harassment; Workplace Bullying and Workplace Health and Safety – all of which have procedures for reporting and investigating complaints.

This is about making sure there is an avenue outside the regular day-to-day policies and which is accessible, confidential and independent. It is designed as a safety net to transcend any future failures of policy, procedures or with individuals.

The 24x7 service commences immediately and is contactable on 1800 172 734, via email on [knoxreportingservice@deloitte.com.au](mailto:knoxreportingservice@deloitte.com.au) or there is a link on the Knox website.

## **WHAT TYPES OF MATTERS SHOULD BE REPORTED UNDER THIS POLICY?**

A student, parent, staff member or other person involved with the School should, acting in good faith, report the following conduct of staff or school representatives that comes to their attention:

1. Child abuse;
2. Unsafe work practices;
3. Coercion, harassment or discrimination;
4. Dishonest, fraudulent or corrupt conduct or practices;
5. Misleading or deceptive conduct, including conduct or representations which amount to improper or misleading accounting or financial reporting practices;
6. Illegal acts including theft, drug sale or use, violence or threatened violence and criminal damage against property;
7. Breaches of relevant laws, regulations, by-laws;
8. Any other conduct which may cause injury to individuals or loss to the School or be otherwise detrimental to individuals or the School.

Because Knox understands that it often takes many years for the survivors of child abuse to come forward, allegations of past child protection breaches may also be reported via the Knox Report Service.

Please note that items 1 – 3 above are covered by policies within the School Handbook, with clear reporting guidelines in place. The Knox Report Service is for the reporting of alleged serious misconduct only; internal reporting avenues should be exhausted prior to engaging the Knox Reporting Service.

## **WHAT IF I AM WRONG?**

There is an expectation that any concerns raised will be made in good faith and founded on truthful events. All concerns will be thoroughly investigated to ensure that any matters raised can be substantiated. Abuse of the confidential reporting process will not be tolerated and will be treated as a serious breach of the School's Code of Conduct.

## **DO I HAVE TO LEAVE MY NAME?**

The service is confidential so you do not have to leave your name. However, it would greatly assist with the investigation and resolution of any matter if the name and details of the reporter are known.

## **WHAT HAPPENS TO THE REPORTS?**

Deloitte will gain as much information as possible from the caller, and all matters will be investigated by an appointed investigating officer in a manner subject to ethical and fairness principles. The investigation may include informing the person against whom the allegations have been made, involvement of third parties such as the ombudsman, Children's Guardian etc., investigation, notification to the Headmaster and Chair of Council and a full report.

## **HOW TO MAKE A REPORT**

A student, parent, staff member or member of the public who wishes to make a report in connection with reportable conduct can contact the Knox Report Service by telephone, email or in writing. The service is available 24 hours a day, every day of the week.

It is not necessary for there to be conclusive evidence of the conduct sought to be reported, as long as there is reasonable grounds to believe the truth of the matter and the report is made in good faith. Wherever possible, supporting information should be provided at the time of making the report.

Deloitte, the service provider will commence the initial collection of data, referring or escalating the matter to the relevant external regulatory body or to the Headmaster and Head of Human Resources, as the designated Knox Protection Officer for internal investigation and resolution, and to the School Council. Where a report is about Council Member or Executive Staff member, that person will be excluded from the review process to ensure transparency.

## **CONFIDENTIALITY**

Reports may be made anonymously. Where a person wishes to remain anonymous, their identity will not be disclosed, unless required by law.

The information provided will be held securely and kept confidential, subject to the need to disclose the information to conduct an investigation and fulfil any reporting obligations.

However, it may assist the investigation if the name and contact details of the reporter are made available at the time of making the report, to enable any clarification or further information to be sought.

Where the identity of the reporter is disclosed or would be obvious, steps will be taken in consultation with the reporter should it be necessary to protect the reporter. The steps may include leave of absence or relocation.

The identity or any information that could lead to the identity of a person who has made a report will not be released to any person who is not involved in the investigation/resolution of the matter.

Where there is evidence that a person has made a false report of reportable conduct, then that conduct itself would be considered a serious matter and render the person concerned subject to a disciplinary proceeding. Similarly where any person takes retribution against a person who has made a report in good faith, then that conduct itself would be considered a serious matter and would render the person concerned subject to disciplinary measures. All persons making a report are assured that in making a report they will not be personally disadvantaged by dismissal, demotion, any form of harassment, discrimination, victimisation or current or future bias. Any person who, having made a report, believes that they have been personally disadvantaged has an automatic right of appeal to the Headmaster or Chairperson, whose decision will be complied with.

## **WHAT HAPPENS WHEN A REPORT IS MADE?**

When report is made:

- the service will be explained to you;
- you will be asked about whether you wish to remain anonymous;
- you will be asked to provide details of the reportable conduct and you may be asked questions about the reportable conduct;
- Deloitte will provide a report to the School Investigation Officer;
- The School Investigation Officer will conduct an investigation into the conduct.

The School is committed to ensuring the Investigation Officer and any supporting delegates are appropriately qualified for this role and readily accessible. Further, that they do not have an actual or perceived conflict and are impartial. Where the Headmaster or the Chairman determines that the allegations are of a very serious nature, an external investigator may be engaged.

The conduct of the investigation will be in a manner that is transparent (to the extent permitted by the sensitivity of the reportable conduct and any request for anonymity), objective and without bias.

The investigation will typically include the following steps:

1. the collection of relevant information;
2. person/s against whom allegations have been made will be informed of the substance of the allegations against them and provided with an opportunity to respond;
3. consideration will be given to all submissions that are made, taking into account relevant matters and not taking into account irrelevant matters;
4. Headmaster and School Council informed of the progress and status of the investigation; and
5. the person making the report informed of the progress and outcome of the investigation (if they request to be so informed).

In certain circumstances it may be necessary to inform statutory authorities of reportable conduct, such as the Ombudsman, the Children's Guardian and the Police, and report in relation to the conduct and outcome of the investigation.

The School is committed to rectifying any wrongdoing verified by the investigation.

## **ABUSE OF REPORTING PROCESS**

Reports should be made in good faith and based on facts believed to be true. Abuse of the confidential reporting process will amount to a serious breach of the School's Code of Conduct.

Intentionally making false reports will give rise to disciplinary action, where appropriate. Similarly any action taken in retribution against a person who has made a report in good faith will give rise to disciplinary action.

## **MONITORING AND TRAINING**

The School will monitor and review this policy regularly to assess its effectiveness in encouraging the reporting of reportable conduct, protection of persons making reports, and investigation of reports.

Education and training about the procedures involved under this Knox Report Service Policy will be provided to those involved in managing or investigating disclosures. The School's community will also be educated and kept informed in relation to the Policy and the protections and procedures contained therein.

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SERIOUS MATTERS OF CONCERN  
(‘KNOX REPORT SERVICE’)  
POLICY HOTLINE  
1800 172 734 Open 24 hours per day, 7 days per week**