

Mandatory Reporting Procedure

This procedure should be read in conjunction with the 'Child Safety Policy'

Recording Details of an Allegation or Concern

- Regardless of whether an allegation or concern is reportable or not, the details will be recorded and kept on file for future reference.
- All facts surrounding the allegation or concern will be recorded including dates, times, names of person/s involved, name of person making allegation and the person making the report.
- Any conversations or incidents that led the Educator to believe a child is at risk of harm, should be recorded concisely with as much factual detail as possible.
- Where possible, the exact words used during a conversation involving a disclosure should be accurately recorded.
- All aspects of the incident, allegation or concern, and information recorded, will be kept confidential and only be disclosed as necessary for reasonable performance of duties or reporting requirements.
- The family and child should be provided with support and referral to appropriate agencies where possible.

Determining whether a Concern is Reportable

- Any Educator who has any concerns relating to child safety should discuss their concerns with the Centre Manager.
- If the concerns relate to the Centre Manager, they should discuss their concerns with the General Manager.
- The ChildStory Mandatory Reporters Guide Decision Tree should be used to assist in determining if the concerns are reportable. The result provided by the MRG should be saved along with the record of the allegation or concern. Access the MRG:
<https://reporter.childstory.nsw.gov.au/s/mrg>
- If new information presents itself, concerning the child, the MRG tool should be run again to determine whether a report is now necessary.
- If you are still unsure or have further concerns, call the Child Protection Helpline on 132 111 for advice.
- If a complaint is received that involves a child being put at risk of harm from an Educator, Volunteer, Student or other person visiting the service, this is regarded as 'reportable conduct' and must be reported.
- If the allegation or concern involves a 'criminal allegation', the matter is reportable and must be reported to the police immediately.

Reporting to the Child Protection Helpline

- Prior to commencing a report, all concerns or allegations should be reported to the General Manager
- Prepare to make a report by getting together as much information as possible regarding the child or children involved, and any specific incident details or reports.
- Whilst any person is permitted to make a report to the Child Protection Helpline, under usual circumstances within our organisation, the Centre Manager should make this report as they have access to all of the relevant information and records.
- If an Educator believes that a report should have been made, but the Centre Manager has failed to do so, they should notify the General Manager.

Allegations Against the Service or Personnel

- If the allegation is against a staff member or volunteer, they may be stood down temporarily, or removed from duties involving direct contact with children, until the situation is resolved.
- Allegations of reportable conduct that has occurred while a child is being cared for by the service must be reported to ACECQA within 7 days.
- The allegation may need to be reported to the Office of the Children's Guardian under the Reportable Conduct Scheme.
 - a. Initial notification within 7 days of becoming aware of the allegation
 - b. An update provided after 30 days of the investigation progress
 - c. A final report upon completion of the investigation
- An investigation must be conducted into the allegation (unless the police are involved and have not allowed this)
 - a. During the investigation consideration will be given to whether the conduct is a breach of established standards such as company policies, procedure, and standard practices, the code of conduct, and accepted community standards.
 - b. The investigation will be clearly documented, filed for future reference, and treated confidentially at all times.
- Support will be provided, where possible, to all parties involved in the form of counselling or referral to an appropriate agency.

PROCEDURE VERSION AND REVISION INFORMATION



Authorised by GENERAL MANAGER

Current version

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Last review

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