



## Child Protection Policy

### Relevant Legislation

Children and Young Persons (Care and Protection) Act 1998

Commission for Children and Young People Act 1998

Ombudsman Act 1974

Education and Care Services National Law Act 2010

National Quality Standard for Early Childhood Education and Care and School Age Care: Standard 2.

### Introduction

One of the most important concerns of any community and our preschool is the health, safety and well-being of children and young people. Our preschool is committed to providing an environment that fosters health, development, spirituality, self-respect and dignity, that is free from violence and exploitation.

Under the ***Children and Young Persons (Care and Protection) Act 1998***, children and young people must receive the care and protection necessary to ensure their safety, welfare and wellbeing. In this way children's services play an important role in recognising and reporting child abuse and neglect.

All educators and volunteers working in our preschool are Mandatory Reporters. It is a regulatory requirement to report to the Child Protection Helpline (**Phone: 133 627**) if they have reasonable grounds to suspect a child or young person is at risk of significant harm. This includes concerns about the safety, welfare or wellbeing of a child or young person where the concerns arise during or from their work.

We are committed to ensuring all educators and staff have a full understanding of their obligations as Mandatory Reporters and are supported in fulfilling these responsibilities. The principles of child safety, attachment and well-being, guide child protection practice within our preschool

### Policy Goals

Our goal is to ensure that every reasonable precaution is taken to protect children from harm whilst at Tathra Preschool.

Our preschool (educators, staff, management and volunteers) have a responsibility to defend children's right to care and protection to ensure their safety, welfare and wellbeing. This includes a responsibility to report any children at significant risk of harm.

## Definitions

### ‘At risk of significant harm’

A child or young person *at risk of significant harm* means that there are current concerns for a child’s safety, welfare or wellbeing because of the presence to a **significant extent** of any one or more of the following circumstances.

- The child’s or young person’s basic physical or psychological needs are not being met or at risk of not being met;
- The parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive medical care;
- In the case of a child or young person who is required to attend school in accordance with the *Education Act 1990* — the parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive and education in accordance with that Act;
- The child or young person has been, or is at risk of being, physically or sexually abused or ill-treated;
- The child or young person is living in a household where there have been incidents of domestic violence and, as a consequence, the child or young person is at risk of serious physical or psychological harm;
- A parent or other caregiver has behaved in such a way towards the child or young person that the child or young person has suffered or is at risk of suffering serious psychological harm; or
- The child was the subject of a pre-natal report under section 25 of the *Children and Young Persons Care and Protection Act 1998* and the birth mother of the child did not engage successfully with the support services to eliminate, or minimise to the lowest level reasonably practical, the risk factors that gave rise to the report.

### ‘Reasonable grounds’

**Reasonable grounds** means that you suspect a child may be at risk of significant harm based on:

- Your observations of the child, young person or family; or
- What the child, young person, parent or another person has told you. It does not mean that you are required to confirm your suspicions or have clear proof before making a report

**Child Protection Helpline 132 111**

## Strategies: What will we do?

### The Approved Provider/Nominated Supervisor will:

- Ensure that any adult working directly with children signs a *Prohibited Employment Declaration Form* and a *Consent to a Working with Children Check*, and ensure their clearance, prior to employment;
- Ensure every adult working with children is made aware of *The Children and Young Persons (Care and Protection) Act 1998* and *Keep Them Safe: A shared approach to child wellbeing* and of their obligations under this law and action plan (*Education and Care Services National Regulation, Regulation 84, National Quality Standards QA 2*);
- Provide an induction to ensure every working adult is familiar with this child protection policy, *Keep Them Safe* protocols and Mandatory Reporter responsibilities;
- Ensure a regular review process is in place to maintain up to date procedures for this child protection policy, *Keep Them Safe* protocols and Mandatory Reporter responsibilities;

### Educators and staff will:

- Develop trusting and secure relationships with all children at our preschool;
- Make reports of current concerns for any child at risk of significant harm to the *Child Protection Helpline* for Mandatory Reporters; and
- Make appropriate responses to all disclosures of abuse and any allegation of abuse against staff members of the service.

## Documentation of current concerns

### The Approved Provider/Nominated Supervisor will:

- Support staff through the process of documenting and reporting current concerns of children at risk of significant harm; and
- Provide all staff and educators with clear guidelines around documentation and a template to support this.

### Educators and staff will:

- Make a record of the indicators observed that have led to the belief that there is a current risk of harm to a child or young person. Information on indicators of risk of harm are outlined in the *NSW Mandatory Reporters Guide* which is accessible at [www.keepthemsafe.nsw.gov.au/reporting\\_concerns/mandatory\\_reporter\\_guide](http://www.keepthemsafe.nsw.gov.au/reporting_concerns/mandatory_reporter_guide);
- Discuss any concerns with the Nominated Supervisor of the service.

- Advise the Nominated Supervisor of their intention to make a report to the **Child Protection Helpline (132 111)**;
- Advise the Nominated Supervisor when a report has been made to the Child Protection Helpline.

## Mandatory reporting

### The Approved Provider/Nominated Supervisor will:

- Provide all staff and educators working directly with children with a copy of this **Child Protection Policy** and a copy of the **Mandatory Reporters Guide** to assist them in their reporting;
- Provide all staff and educators working directly with children with access to the **Child Wellbeing and Child Protection NSW Interagency Guidelines**; and
- Display the **Child Protection Helpline number (132 111)** on all phone and lists of emergency contact number.

### Educators and Staff will:

1. In an emergency, where there are urgent concerns for a child's health or life, it is important to contact the police, using the emergency line **'000'**;
2. Using the *Mandatory Reporters Guide*, answer the questions relating to concerns about a child or young person. At the end of the process, a decision report will guide as to what action to take. The Nominated Supervisor is available if staff require assistance to use this online tool;
3. If the *Mandatory Reporters Guide* determines that there are grounds to suspect a risk of significant harm to a child or young person, the staff member or educator will phone the **Family and Community Services Helpline on 132 111**. Reports can also be made using the Reporting Fax form, available from Family and Community Services website;
4. Mandatory reporters should note that the legislation requires that they continue to respond to the needs of the child or young person (within the terms of their work role) even after a report to the **Child Protection Helpline** has been made;
5. If the *Mandatory Reporter Guides* determines that an educator or staff member's concerns do not meet the risk of significant harm threshold they do not need to make a report to the **Family and Community Services Helpline**, however, they should discuss the matter with the Nominated Supervisor to determine whether the child or family would benefit from the assistance of another agency;
6. The staff member or educator should monitor the situation and if they believe there is additional information that could be taken into account, please repeat steps **1 to 5** as required.

## Disclosures of abuse

### Educators and staff will:

- React calmly to child making the disclosure;
- Listen attentively and later write down the child's **exact words**;
  - »»Provide comfort and care to the child.
  - »»Follow the steps for reporting as per the Mandatory Reporters Guide.
- Reassure the child or young person that:
  - »»It is not their fault;
  - »»It was right to tell;
  - »»It is not OK for adults to harm children - no matter what;
  - »»Explain what will happen now - that it is part of your job to tell people who can help the child or young person.

### Educators and staff will not:

- Prompt the child for further details or ask leading questions which would make the child feel uncomfortable or has the potential to jeopardise any future legal proceedings that may arise as a result of any investigation.

**It is important to understand that our role is solely to support the well-being of the child at all times, not to investigate further any disclosure made by the child**

## Allegations of abuse against staff, educators, volunteers or students

### The Approved Provider/Nominated Supervisor will:

- Develop and maintain a system of appropriate record keeping for all allegations to ensure detailed documentation is made and stored as required;
- Take all allegations of abuse seriously and clarify what is being alleged with the person who is making the allegation;
- Assess whether or not a child or young person is 'at risk of significant harm' and, if so, make a report to the **Child Protection Helpline**;
- Determine whether or not the allegation is a reportable allegation, a reportable conviction, or reportable conduct. For determination, reference will be made to: [www.ombo.nsw.gov.au/publication/PDF/guidelines/Child%20Protection%20in%20the%20workplace.pdf](http://www.ombo.nsw.gov.au/publication/PDF/guidelines/Child%20Protection%20in%20the%20workplace.pdf);

- Report reportable allegations and reportable convictions to the Ombudsman within **30 days of receipt**;
- Consider whether or not the police need to be informed of the allegation and if so, make a report;
- If a report is made to the police, complete a ***SI01 Notification Of Serious Incident Form*** and submit to Department of Education and Communities within 24 hours of the incident;
- If a report has not been made to the police, complete a ***NL01 Notification of Complaints and Incidents (other than serious incidents) Form*** and submit to the Department of Education and Communities within **7 days of the incident**;
- Ensure confidentiality is maintained at all times and that systems are in place to deal with any breaches of confidentiality;
- Undertake a risk management approach following an allegation to ensure the protection and safety of children, staff and visitors to the service. Based on this risk assessment, decisions will be made in order to manage the risks that have been identified;
- Develop an investigation plan of the matter. Obtain relevant information from a range of sources. This may include a statement from the person who made the allegation; statements from witnesses and a statement from the person against whom the allegation has been made and any other relevant documentation;
  - If the allegation is being investigated by Family and Community Services or the Police, the service will be guided by their advice as to whether they should independently investigate the allegation;
  - If the investigation is carried out by the service, the information that has been gathered will be assessed and a finding made as to whether the allegation is false, vexatious, misconceived, not reportable conduct, not sustained or sustained. The reasons for the finding will be clearly recorded to ensure that the decision-making has been transparent;
- The educator, volunteer or student will be advised of the outcome of the investigation in writing. Advice will be provided about the investigation finding and any follow up action that may be required. Advice will also be provided about any rights of appeal and the person will be advised that the NSW Ombudsman has been notified and the Commission of Children and Young Persons also notified of the relevant employment proceeding (if relevant);
- **Part B** of the ***Ombudsman Notification form*** will be completed and sent to the Child Protection Division, NSW Ombudsman with all supporting documentation gathered during the investigation;
- Family and Community Services will also be informed of the outcome of the investigation.

## Informing the Educator, Volunteer/Student

### The Approved Provider/Nominated Supervisor will:

- Treat the staff member/educator/volunteer/student with fairness at all times and uphold their employee rights at all times;
- Depending on the nature of the allegation, arrange to inform the person immediately (though be guided by the advice of FaCS or the police);
- Arrange for the person against whom an allegation has been made, to have a support person attend the meeting. This support person must not participate in the discussions throughout the meeting;
- Make accurate documentation of all conversations, and ensure all records are kept confidentially;
- Offer counselling or support to the person subject to the allegation;
- Depending on the nature of the allegation made, the person subject to the allegation may be suspended pending further investigation;
- After all investigations are completed, provide the educator/carer/volunteer with verbal and written notification of the outcome of the investigation.

### Rights of all parties

- The decision making process throughout the investigation will be based on the safety and well-being of the child/ren and the staff/carers/carer's household members;
- Consideration will be taken in relation to actual or potential 'conflicts of interest' that may be held by the investigator;
- All reportable allegations will be notified to the Ombudsman. The person, against whom the allegation has been made, will be notified of this and will also be notified of the investigation find and follow up action, including the notification to the Commission of Children and Young Persons, if relevant;
- The person, against whom the allegation has been made, will be notified of any appeal mechanisms if they are not satisfied with the investigation process or the outcome of the investigation;
- The Licensee, Authorised Supervisor, or other nominated person who conducts the investigation, will ensure that they act without bias, without delay and without conflict of interest; and
- All parties can complain to the Ombudsman if they are not satisfied with the conduct of the investigation;

**Further information on the Ombudsman can be obtained by:**  
**Phoning: 02 9286 1000**  
**Toll free (outside Sydney metro) 1800 451 524**  
**Email: [nswombo.nsw.gov.au](mailto:nswombo.nsw.gov.au)**  
**Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)**

## Confidentiality

Confidentiality when dealing with any allegation of child abuse is a core responsibility for all stakeholders within our preschool.

## Mandatory Reporting Procedures

This procedure is displayed to support staff and educators.

### CHILD PROTECTION MANDATORY REPORTING PROCEDURES FLOW CHART

1. Identify Risk of Harm
2. Notify Director
3. Apply Mandatory Report Guide (MRG) to make decision if a child is at risk of significant harm *[keepthemsafe.nsw.gov.au/home](http://keepthemsafe.nsw.gov.au/home)*
4. Make report immediately or
  - Make report in 24 hours and/or
  - Access support for family: Interagency Collaboration

Apply keep them safe information exchange policy use templates on website. All exchange of information needs to occur in consultation with the Director

Child Protection helpline	Ph. 132111
Bega Police	Ph. 6492 9999
Bega Community Health	Ph. 6492 9620
Brighter Futures (Bega Council)	Ph. 64992200

- Exchange of Information between service authorised staff in prescribed bodies must occur in consultation with the Director
- Use Information Request Checklist as a guide to share information relating to the safety, welfare or well-being of children

## Procedures and Forms

- **Prohibited Employment declaration Form** and Consent **to a Working with Children Check**.
- Keep Them Safe Protocols (see Induction/orientation checklist).
- Mandatory reporting Procedures (Displayed and inserted into this policy).
- NSW Mandatory Reporters Guide.
- Child Protection Helpline (131 111) displayed.
- If a report is made to the police, complete a **SI01 Notification Of Serious Incident Form** and submit to Department of Education and Communities within 24 hours of the incident.
- If a report has not been made to the police, complete a **NL01 Notification of Complaints and Incidents (other than serious incidents) Form** and submit to the Department of Education and Communities within 7 days of the incident.
- Child Wellbeing and Child Protection NSW Interagency Guidelines.
- **Part B of the Ombudsman Notification form**.
- Family and Community Services Child Protection Helpline on 133 627. Reports can also be made using the Reporting Fax form, available from Family and Community Services website.
- Enrolment Form.
- Enrolment Handbook.
- Induction/orientation Checklist for staff/educators/students and volunteers.
- Staff record.
- Work, health and Safety Risk Assessment.

## Links to other Policies

- Staff ,Student, Volunteer Induction Policy
- Confidentiality and Privacy policy
- Enrolment and Orientation
- Interaction with Children Policy
- Arrivals and Departures Policy
- Guiding Children's Behaviour Policy
- Excursions
- Grievances and Complaints Policy
- Staff Appraisal Policy
- Health Hygiene and Infection Control
- Medication and Medical Conditions
- Accidents, Emergencies and First Aid
- Emergency Procedures Policy
- Incident, Injury, Trauma, Illness Policy.
- Work Health and Safety Policy

## Sources and References

Council of Social Service of New South Wales 2010, Keep Them Safe: [www.ncoss.org.au](http://www.ncoss.org.au)

NSW Government, Department of Human Services, Community Services, Resources for Mandatory Reporters, accessed from: [www.community.nsw.gov.au/preventing\\_child\\_abuse\\_and\\_neglect/resources\\_for\\_mandatory\\_reporters.html](http://www.community.nsw.gov.au/preventing_child_abuse_and_neglect/resources_for_mandatory_reporters.html)

NSW Government, Department of Premier and Cabinet, Child Wellbeing & Child Protection: NSW Interagency Guidelines, accessed from: [www.keepthemsafe.nsw.gov.au](http://www.keepthemsafe.nsw.gov.au)

NSW Government, 2009, Department of Premier and Cabinet, Child Wellbeing & Child Protection: NSW Interagency Guidelines: Mandatory Reporter Guide, accessed from: [www.sdm.community.nsw.gov.au/mrg/app/summary.page](http://www.sdm.community.nsw.gov.au/mrg/app/summary.page)

DEEWR child Care Services Handbook 2011-2012. (Department of Education, Employment and Workplace Relations). Website : [www.deewr.gov.au](http://www.deewr.gov.au)

DEEWR (2009). Belonging Being and Becoming: The Early Years Learning Framework for Australia. [www.deewr.gov.au](http://www.deewr.gov.au).

Tathra Preschool Enrolment Handbook.

Privacy Law. Access website [www.privacy.gov.au/law](http://www.privacy.gov.au/law)

UNICEF (n.d) fact sheet: A summary of the rights of the child under the Convention on the Rights of the child (March 2011). [www.unicef.org](http://www.unicef.org)

Early Childhood Australia (ECA). Code of Ethics. Access website: [www.earlychildhoodaustralia.or.au/codeofethics](http://www.earlychildhoodaustralia.or.au/codeofethics)

Community child Care Co-operative : NQF in a Box: [www.cccnsw.org.au](http://www.cccnsw.org.au)

National PSC Alliance : [www.pscalliance.org.au](http://www.pscalliance.org.au)

## Child Protection Helpline 132 111

### Date Adopted

December 2012

### Review Date

2018 Updated  
Review date: 2021 or when procedure, practice or legislation changes.