

# Procedure CP:01.06

## Reporting an allegation of child harm occurring within a C&K service



Policy – Child Protection

Area – Child Protection

Document Control	
Responsible Officer: General Manager Children Services	Procedure Number: CP:01.06
Contact Officer: Children's Services Manager	Policy Area: Child Protection
Effective Date: 3 October 2017	Review Date: October 2019

### Scope

This procedure, when read with the policy, provides a framework to guide all actions of the C&K Board, C&K staff, C&K Central, C&K branch services, C&K affiliate services, children, parents, volunteers, contractors and visitors.

This procedure excludes C&K associate members.

### Introduction

C&K is committed to promoting and protecting children's best interests, health and safety. Safe, protective and healthy environments in which children live, learn and are cared for are fundamental to every child having the opportunity to achieve their educational and developmental potential.

C&K has a zero tolerance for child harm. All C&K employees, volunteers, students and external contractors will immediately report and escalate concerns if they have a reasonable suspicion a child is being harmed or is at risk of being harmed within a C&K service / program. All such reports are treated seriously.

All C&K employees, volunteers, students and external contractors are required to undertake position responsibilities in accordance with the [Early Childhood Australia \(ECA\) Code of Ethics](#) and C&K values, policies and procedures.

Please refer to Appendix one which provides a flow chart summary of this procedure.

### Procedure

#### 1.0 Who can report?

- Any person (e.g. child, employee, parent / guardian, visitor, student, volunteer or external contractor) can report if they have a concern or suspicion a child is being harmed or is at risk of being harmed within a C&K service / program.
- All concerns including those raised by children will be heard, treated seriously and consistently.

#### 2.0 What is reportable?

- Any allegation, disclosure and suspicion of child harm within a C&K service / program.
- A serious concern for a child's safety and wellbeing whilst they are attending a C&K service / program.
- Appendix two of this procedure provides child harm examples and definitions.

#### 3.0 Making a report

- Any allegation, disclosure and suspicion of child harm must be **immediately** reported to a line manager, service Director, Committee President or Children's Services Manager (CSM). Contact details are displayed in service foyers on the 'Service Profile' display or available on the C&K Intranet on the contacts page. Alternatively, reports can be made by telephoning C&K Central (07 3552 5300) or emailing [feedback@candk.asn.au](mailto:feedback@candk.asn.au)

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- **If a child is in immediate risk of harm, immediately report the matter to the police (000).**

#### 4.0 Notifying and escalating a report

Branch	Affiliate
<p>1. Educator / Director to immediately notify CSM. Upon notification the CSM will notify and seek advice from Regional Manager (RM) and Human Resource Business Partner (HR).</p>	<p>1. Educator to immediately notify Director / Committee. Upon notification, the service Director will notify their Committee President and CSM. CSM will notify and seek advice from RM and HR.</p>
<p>2. <b>Within 24hrs</b> of the incident occurring / receipt of the allegation, the CSM will notify the regional ECEC regulatory office via telephone. Complete notification as per <i>SO:01.05 Procedure Child Incident Reporting</i> and email to <a href="mailto:nqf@candk.asn.au">nqf@candk.asn.au</a>. Access notification form from the NQF Intranet page.</p> <p>Upon receipt of the notification, the Quality and Regulation (Q&amp;R) Team will email the CSM outlining the actions required and links to appropriate reference documents.</p>	<p>2. <b>Within 24hrs</b> the service Director / Committee President will notify the regional ECEC regulatory office via telephone and complete notification via the National Quality Agenda IT System as per <i>SO:01.05 Procedure Child Incident Reporting</i>.</p>
<p>3. When the allegation was <u>not</u> raised by the child's parent / guardian; <b>within 24hrs</b> of the incident occurring / receipt of the allegation, the CSM or RM to contact or notify the child's parent / guardian. Face to face or telephone communication is preferred. Do not email or text message confidential information about the allegation. Only email or text an invitation to make contact with you or attend a meeting.</p> <p>CSM / RM to seek the advice of the Legal, Governance and Risk Team (LGR) <b>before</b> this communication. A 'script' provided is adapted to reflect allegation. In the absence of LGR, CSM / RM to seek advice of an ELT member.</p>	<p>3. When the allegation was <u>not</u> raised by the child's parent / guardian; <b>within 24hrs</b> of the incident occurring / receipt of the allegation, the service Director and / or the Committee President to contact or notify the child's parent / guardian. Face to face or via telephone communication is preferred. Do not email or text message confidential information about the allegation. Only email or text an invitation to make contact with you or attend a meeting.</p> <p>Via their CSM, the Director / Committee President are encouraged to seek LGR Team support, <b>before</b> this communication. In the absence of LGR, CSM to seek advice of an ELT member.</p>
<p>4. CSM / RM will <b>within 48 hours</b> complete the Incident Review (Part B) (with Incident Risk Rating) to assess whether escalation to the C&amp;K Risk and Safety Panel (RSP) is required. In the event of escalation, draft a decision brief for RSP. Decision brief templates are available from HR and to be reviewed by HR Business Partner prior to RSP submission.</p> <p>The RSP will promptly review and respond as per the RSP Terms of Reference.</p>	
<p>5. If the allegation could relate to a criminal offence, the RSP will seek confirmation from or ensure that an <b>immediate</b> report is made to the Child Protection Investigation Unit (CPIU). An internal workplace investigation may be initiated after authorisation from CPIU.</p>	

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### 5.0 Training and communication

- This procedure is outlined internally (e.g. *C&K Intranet and compliance training*) and externally via the C&K website.
- Details of this procedure will be outlined during the induction of all new employees, volunteers, students, external contractors and visitors. All employees and continuing volunteers, students and external contractors are required to complete annual compliance refresher training.
- Reporting suspected harm can be distressing. Take care of yourself. If needed, access the [Employee Assistance Program](#) or ICARE (counselling services that may be of preference to Aboriginal and Torres Strait Islander employees).

### Acknowledgements and references

- Defining Reportable conduct – NSW Ombudsman  
[http://www.ombo.nsw.gov.au/\\_data/assets/pdf\\_file/0013/5620/PU\\_CP\\_02\\_11\\_Reportable\\_Conduct\\_v3.pdf](http://www.ombo.nsw.gov.au/_data/assets/pdf_file/0013/5620/PU_CP_02_11_Reportable_Conduct_v3.pdf)
- Queensland Government Department of Communities, Child Safety and Disability Services website – child abuse  
<https://www.communities.qld.gov.au/childsafety/protecting-children/what-is-child-abuse>
- An overview of the Victorian Child Safe Standards
- Child Protection Tool Kit – ourcommunit.com.au
- Early Childhood Australia (ECA) Code of Ethics
- *Australian Professional Standards for Teachers*

### Links to associated documents

HR:06.01	<i>Procedure - Workplace Investigations</i>
SO:01.05	<i>Procedure – Child Incident Reporting</i>
SO:04.06	<i>Procedure - Supporting Relationships and Partnerships</i>
CO: 04	<i>Policy - Code of Conduct</i>

### Revision Record

Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next review date
1.0	16 August 2016	Kathryn Woods	<b>5 Sep 2016</b>	2 years	September 2018
2.0	19 June, 2017	Kathryn Woods	<b>19 June 2017</b>	2 years	June 2019
3.0	3 October, 2017	Kathryn Woods	<b>3 October 2017</b>	2 years	October 2019

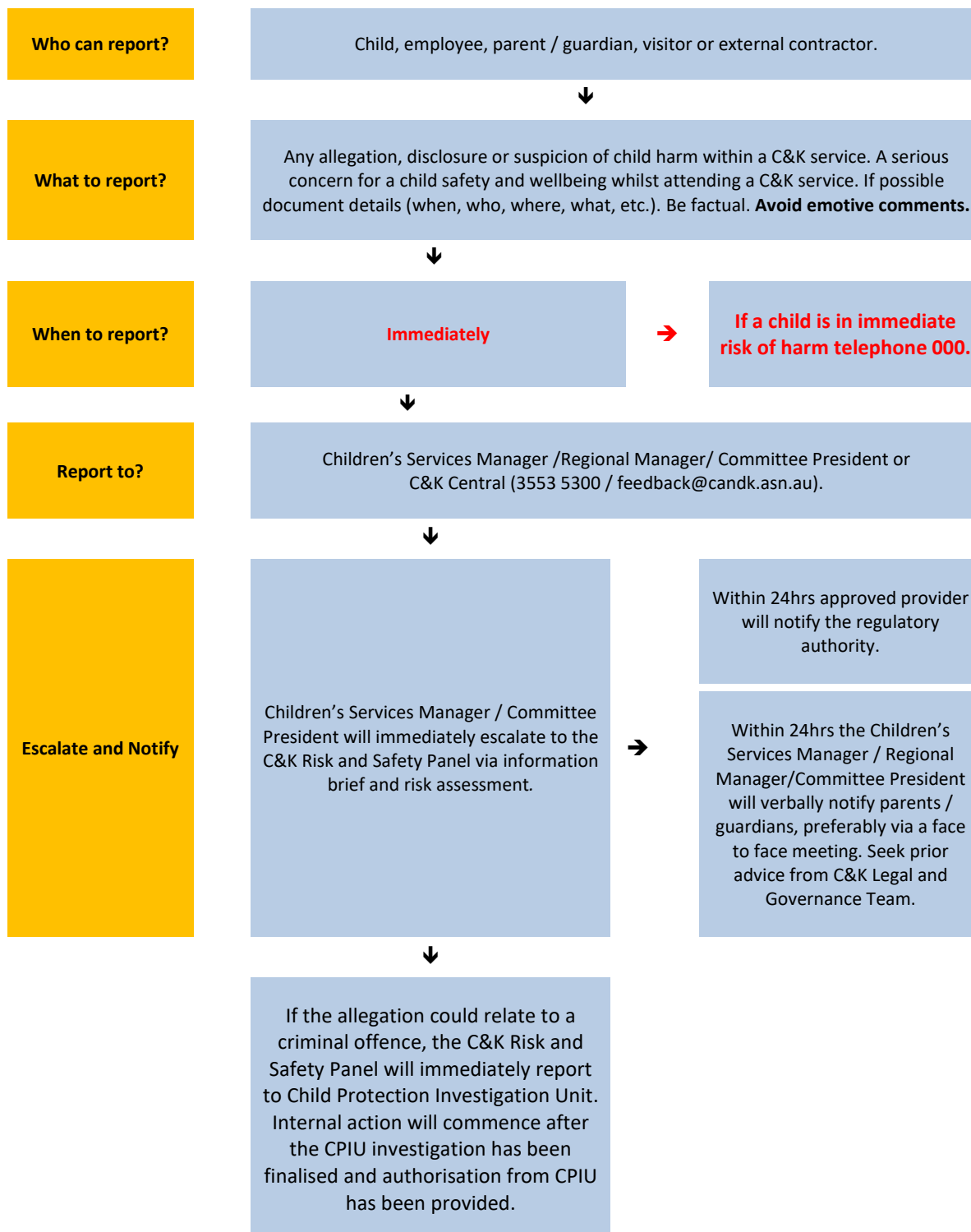
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## Appendix 1 – Flow Chart Reporting and escalating allegation of child harm (within the service)



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### Appendix 2 – Examples of child harm

<b>Physical abuse</b>	<ul style="list-style-type: none"> <li>• Physical abuse occurs when a child has suffered, or is at risk of suffering, non-accidental physical trauma or injury. It can include (but not limited to) hitting, pushing, shoving, dragging, throwing objects or making threats to physically harm a child.</li> <li>• Physical abuse does not always leave a visible mark or injury.</li> </ul>
<b>Sexual abuse</b>	<ul style="list-style-type: none"> <li>• Sexual abuse occurs when an adult, stronger child or adolescent uses their power or authority to involve a child in a sexual activity.</li> <li>• Sexual abuse can be physical, verbal or emotional and can include:             <ul style="list-style-type: none"> <li>○ kissing or holding a child in a sexual manner</li> <li>○ exposing genitals to a child</li> <li>○ having sexual relations with a child under 16 years of age</li> <li>○ talking in a sexually explicit way that is not age or developmentally appropriate</li> <li>○ making obscene phone calls or remarks to a child</li> <li>○ sending obscene mobile text messages or emails to a child</li> <li>○ fondling a child in a sexual manner</li> <li>○ persistently intruding on a child's privacy</li> <li>○ penetrating the child's vagina or anus by penis, finger or any other object</li> <li>○ oral sex</li> <li>○ rape</li> <li>○ incest</li> <li>○ showing pornographic films, magazines or photographs to a child</li> <li>○ having a child pose or perform in a sexual manner</li> <li>○ forcing a child to watch a sexual act</li> <li>○ child prostitution</li> </ul> </li> <li>• Refer to '<i>The Traffic Light Framework – a guide to identify, understand and respond to children's sexual behaviour</i>' (<i>True Relationships and Reproductive Health</i>) to identify and classify child sexual behaviour.</li> </ul>
<b>Grooming</b>	<ul style="list-style-type: none"> <li>• Grooming refers to the process by which a person who are responsible for the sexual abuse groom children to establish trust and gain access to a child.</li> <li>• Grooming behaviour can be difficult to identify as it can sometimes include appropriate behaviours. Examples of grooming behaviour may include (but is not limited to):             <ul style="list-style-type: none"> <li>○ Inappropriately extending a relationship outside of work / education and care service.</li> <li>○ Inappropriate personal communication that explores sexual feelings or intimate personal feelings with a child.</li> <li>○ Persuading a child or group of children that they have a 'special' relationship by:                 <ul style="list-style-type: none"> <li>– Spending inappropriate special time with a child</li> <li>– Inappropriately giving gifts</li> <li>– Inappropriately showing special favours to one child / ren</li> <li>– Inappropriately allowing the child to overstep rules</li> <li>– Asking the child to keep this relationship to themselves.</li> </ul> </li> <li>○ Testing boundaries:                 <ul style="list-style-type: none"> <li>– Undressing in front of a child</li> <li>– Encouraging inappropriate physical contact (even where it is not overtly sexual)</li> <li>– Talking about sex</li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>- 'Accidental' intimate touching</li> </ul>
<p><b>Emotional abuse</b></p>	<ul style="list-style-type: none"> <li>• Emotional abuse occurs when a child's social, emotional, cognitive or intellectual development is impaired or threatened.</li> <li>• It can include emotional deprivation due to persistent rejection, hostility, teasing / bullying, yelling and / or criticism and is inconsistent with the following C&amp;K procedures:             <ul style="list-style-type: none"> <li>○ <i>Supporting Relationships and Partnerships</i></li> <li>○ <i>Guiding Children's Behaviour</i></li> </ul> </li> </ul>
<p><b>Neglecting to protect a child's safety, health or well-being</b></p>	<ul style="list-style-type: none"> <li>• Neglect can include an action or inaction by a person who has care responsibilities towards a child.</li> <li>• <b>Supervisory neglect</b> - An intention or reckless failure to adequately supervise (as per <i>SO: 01.24 Procedure Supervision</i>) a child, or a significantly careless act or failure to act that results in harm to a child or death.</li> <li>• <b>Carer neglect</b> - Grossly inadequate care that involves depriving a child of basic necessities such as food and drink, clothing, critical medical care or treatment or shelter.</li> <li>• <b>Reckless act (or failure to act)</b> - A reckless act or failure to act that involves a gross breach of professional standards (i.e. <i>CO: 04 Policy Code of Conduct</i>, the <i>ECA Code of Ethics</i> and <i>Australian Professional Standards for Teachers</i> (Queensland registered teachers only)) and has the potential to result in significant harm to a child or death.</li> <li>• <b>Failure to protect from abuse</b> - An obvious or very clearly unreasonable failure to respond to information strongly indicating actual or potential serious harm of a child.</li> </ul>
<p><b>Ill-treatment - Failing to protect children's health or well-being</b></p>	<ul style="list-style-type: none"> <li>• Ill-treatment includes circumstances where a person treats or interacts with a child in an unreasonable, improper, inhumane or cruel manner. The focus is on the alleged conduct rather than the effect on the child.</li> <li>• Ill-treatment can include interaction with a child, disciplining or correcting a child in an unreasonable / inappropriate manner that is inconsistent with the <i>ECA Code of Ethics</i> and the following C&amp;K policies and procedures:             <ul style="list-style-type: none"> <li>○ <i>Supporting Relationships and Partnerships</i></li> <li>○ <i>Guiding Children's Behaviour</i></li> <li>○ <i>Code of Conduct</i></li> </ul> </li> </ul>