

Introduction

C&K is committed to promoting safe, protective and healthy environments for children and 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 or is at risk of being harmed within a C&K centre / program. All reports are treated seriously.

All C&K employees, volunteers, students and external contractors are required to undertake position responsibilities in accordance with the C&K's *Code Of Conduct*, values, policies and procedures, and the *Early Childhood Australia (ECA) Code of Ethics*.

C&K's *Child Protection Definitions and Child Abuse Indicators Guide* provide child harm examples, signs and definitions.

Who can report?

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

What is reportable?

- Any allegation, disclosure and suspicion of child harm within a C&K centre / program.
- A serious concern for a child's safety and wellbeing whilst they are attending a C&K centre / program.

Making a report

- Any allegation, disclosure and suspicion of child harm must be immediately reported to a centre Director or Early Childhood Education Manager.
- Contact details are located on the Centre Profile display (at a centre) or available on the C&K Intranet contact page.
- Alternatively, reports can be made by telephoning C&K Central (07 3552 5300) emailing feedback@candk.asn.au or via [Online Feedback](#) on the C&K website.

If a child is in immediate risk of harm, call 000.

Notifying and escalating a report Immediately

The **Director** will:

- Notify their Early Childhood Education Manager. If not available, notify Regional Manager.

Within 24hrs of notification

The **Early Childhood Education Manager** will:

- Immediately notify their Regional Manager and Human Resource Business Partner (HR). As a matter of priority, action HR direction.
- Notify the regional regulatory office via telephone.
- Complete notification as per *Child Incident Reporting Procedure* and email to nqf@candk.asn.au. Access notification form from the NQF Intranet page.

The **Quality and Regulation Team** will:

- Submit notification via the NQAITS system.
- Email a notification receipt to Early Childhood Education Manager (and relevant / appropriate stakeholders). Email will detail immediate actions and if applicable, communication guidance. If allegation is complex, Legal and Governance review and approval of communication guidance must be obtained.
- Implement *Complaint management Procedure* if allegation was received as a complaint.
- If the allegation was **not** raised by the child's parent / guardian, the **Early Childhood Education Manager** will:
 - Notify child's parent / guardian. Refer to communication guidance provided by the Quality and Regulation Team. Face to face or telephone communication is preferred. Do not email or text message confidential allegation information.
 - Continue to communicate with child's parent / guardian until the matter is finalised.

Within 48hrs of notification

The **Early Childhood Education Manager** will:

- With the assistance of their Regional Manager and HR, draft a decision brief for the Risk and Safety Panel. Decision brief templates available from HR.

The **HR Business Partner** will:

- Forward the finalised decision brief to the Risk and Safety Panel.

As a matter of priority

The **Risk and Safety Panel** will:

- Convene a meeting as per Risk and Safety Panel Charter. The Chair will immediately advise the Regional Manager, Early Childhood Education Manager and HR of their decision and any required actions.
- Contact / notify the Child Protection Investigation Unit if allegation could relate to a criminal offence. An internal workplace investigation may be initiated after authorisation from Child Protection Investigation Unit.

Training and communication

- This procedure is outlined:
 - Internally (e.g. *C&K Intranet and compliance training*) and externally via the C&K website.
 - 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](#).

Acknowledgements and references

- Queensland Government Department of Child Safety Youth & Women website – [Protecting Children](#)