

Step 1: If you suspect a child is at risk of being abused or neglected		
No.	Position	Action
1.1	All staff	<p>TELL your line manager or a general manager (GM) or above if you think, or someone (including a child) discloses that a child is being, has been or is about to be:</p> <ul style="list-style-type: none"> neglected; physically abused; sexually abused; emotionally abused; exposed to family or domestic violence; psychologically harmed; taken from the service by someone other than the <i>authorised person</i>; <p>Signs may include but are not limited to:</p> <ul style="list-style-type: none"> bruising, cuts, nervousness; unwashed hair, scabs; distressed behaviour, withdrawn, aggressive, anxious or submissive; or inappropriate sexual behaviour or knowledge for the age of the child.
1.2	All staff	REASSURE the child or person disclosing that they are believed and heard. Listen without asking leading questions.
1.3	All staff	TELL the child or person disclosing that you will need to get help and that you cannot keep it a secret.

Step 2: Making a report		
No.	Position	Action
2.1	All staff	TELL your line manager, GM or above.
2.2	Line manager or above	SUPPORT the <i>staff</i> member to make a report.
2.3	Line manager or above	SUBMIT a verbal report to the Child Protection and Family Support Central Intake Team by calling the relevant number as detailed in Annex 1 (must use relevant office for reporting incidents outside of Perth Metro area)
2.4	All staff	COMPLETE the SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form and give to your line manager.

Step 2: Making a report		
No.	Position	Action
2.5	Line manager or above	EMAIL the SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form to GM or above.
2.6	Regional manager or above	WRITE a formal written report with the support of GM or above on the WA Department of Child Protection portal and submit.
2.7	GM or above	SUPPORT the nominated supervisor or service/program manager to make a written report inclusive of the following information: <ul style="list-style-type: none"> • name and contact details of the nominated supervisor, service/program manager making the report; • name (if known) and description of the child; • the reasons for submitting the report; • any other relevant information regarding the circumstances of the incident and the details of the child should be included; and
2.8	GM or above	SUBMIT the report to the CEO of Department for Child Protection and Family Support, via the department's mandatory reporting service (www.mandatoryreporting.dcp.wa.gov.au)
2.9	Regional manager or above	COMPLETE an ACECQA I01 Form found on the National Quality Agenda IT System (NQA ITS) (or the relevant funding body form) in consultation with the manager and generate a copy of the report.
2.10	Regional manager or above	UPLOAD to the National Quality Agenda IT System (NQA ITS) including the SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form and supporting documents or email to the relevant funding body.
2.11	Regional manager or above	PROVIDE a copy of the report to the service manager, your line manager and human resources (HR).
2.12	Service manager	FILE the report in a locked cabinet as per QM-POL-001 Records Management NQS and upload to Sharepoint filing system.
2.13	Human Resources	DOCUMENT the incident on the QM-FOR-007 Summary of Accidents, Incidents and Reportable Actions Form .

Step 3: If the allegation concerns service staff, contractors working directly with children or volunteers of the <i>Organisation</i>		
No.	Position	Action
3.1	All staff	FOLLOW reporting procedure as above 1.1 to 2.14

Step 3: If the allegation concerns service staff, contractors working directly with children or volunteers of the <i>Organisation</i>		
No.	Position	Action
3.2	Line Manager (or above)	SEND the completed SER-FOR-002 Incident, Injury, Trauma, Illness and Notifiable Matter form to the GM within 12 hours of the report being made.
3.3	General manager (or above) and the person making the allegation	TELL the executive director, the CEO and HR immediately and undertake an investigation if the incident happened at a One Tree service and/or involved a One Tree employee.
3.4	General manager (or above)	LODGE the notification with their national body representing children and young people within 3 business days of the allegation;
3.5	General manager (or above)	UPDATE their calendar to send through details of the report within 30 days;
3.6	General manager (or above)	ADVISE their national body representing children and young people of the investigation as soon as practicable;
3.7	General manager (or above)	FORWARD the outcome of investigations to their national body representing children and young people as soon as practicable;
3.8	General manager (or above)	SUBMIT findings on or before the 30-day timeframe.
3.9	General manager (or above)	PREPARE any additional documents that the national body representing children and young people may request.
3.10	Human Resources	DOCUMENT the incident on the QM-FOR-007 Summary of Accidents, Incidents and Reportable Actions Form and provide a copy to the Quality Management Team (QMT).
3.11	CEO and executive director	GATHER further documents are required from the national body representing children and young people; and
3.12	CEO and executive director	ADVISE the Board of Directors (Board) by documenting the report QM-FOR-008 Board Summary Accidents, Incidents and Reportable Actions Form .

Annex 1

District Office	Address	Telephone	Facsimile
Central Intake Team	Perth and metropolitan	1800 273 889	
Crisis Care Unit (out of hours)		(08) 9223 1111	
Albany	25 Duke Street Albany WA 6330	(08) 9841 0777	(08) 9842 1356
Broome	19 Coghlan Street Broome WA 6725	(08) 9193 8400	(08) 91921541
Bunbury	80 Spencer Street Bunbury WA 6230	(08) 9722 5000	(08) 9721 9457
Busselton	88 Kent Street Busselton WA 6280	(08) 6277 3666	(08) 6477 3658
Carnarvon	6 Robinson Street (first floor Correia's Arcade) Carnarvon WA 6701	(08) 9941 7222	(08) 9941 1905
Collie	68 Wittenoom Street Collie WA 6225	(08) 9734 0300	(08) 9734 4266
Derby	17 Neville Street Derby WA 6728	(08) 9193 3700	(08) 9191 1655
Esperance	86B Windich Street Esperance WA 6450	(08) 9083 2566	(08) 9071 3925
Fitzroy Crossing	Cnr Flynn Drive and Fallon Road Fitzroy Crossing WA 6765	(08) 9163 9800	(08) 9191 5113
Geraldton	45 Cathedral Avenue Cnr Chapman Road Geraldton WA 6530	(08) 9965 9500	(08) 9921 7421

Change submission and approval details

☐ Urgent approval required

☐ No changes made at this review

Submitted by Keryn Lewis

Date 19/10/2020

Approved by S-MT

Services (Communities)

Date 19/10/2020

Approved by CEO

Irina Cattalini (QMT delegate)

Date 17/05/2021

Procedure

Document Name: Western Australian Mandatory Reporting Procedure

Document Number: SER-PRO-023

Version: 1.0

Related Policy: SER-POL-032 Mandatory Reporting Policy

Responsible S-MT: SERVICES



Halls Creek	71 Thomas Street Halls Creek WA 6770	(08) 9168 9999	(08) 9168 6180
Kalgoorlie	Cnr Boulder Road and Cheetham Street Kalgoorlie WA 6430	(08) 9022 0700	(08) 9021 6917
Karratha	WA Government Administration Building Cnr Welcome and Searipple Roads Karratha WA 6714	(08) 9185 0200	(08) 9185 0222
Katanning	Reidy House, 25 Amherst Street Katanning WA 6317	(08) 9821 6500	(08) 9821 2614
Kununurra	State Government Building Cnr Konkerberry Drive & Messmate Way Kununurra WA 6743	(08) 9168 0333	(08) 9168 3607
Laverton	Laver Place Laverton WA 6440	(08) 9088 2900	(08) 9031 1306
Leonora	Lot 40 Cnr Tower and Rajah Streets Leonora WA 6438	(08) 9037 2300	(08) 9037 6369
Manjimup	Lot 432 South West Highway Manjimup WA 6258	(08) 9771 6000	(08) 9771 2944
Meekatharra	Lot 83 Main Street Meekatharra WA 6642	(08) 9981 0300	(08) 9981 1298
Merredin	113 Great Eastern Highway Merredin WA 6415	(08) 9041 6900	(08) 9041 2572
Moora	49 Dandaragan Street Moora WA 6510	(08) 9653 0100	(08) 9651 1666
Mullewa	12 Main Street, Cnr Burgess Street Mullewa WA 6630	(08) 9961 1004	(08) 9961 1208
Narrogin	Government Buildings, Park Street Narrogin WA 6312	(08) 9881 0123	(08) 9881 2040

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CEO

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Responsible S-MT: SERVICES



Newman	Cnr Newman Drive and Abydos Way Newman WA 6753	(08) 9175 4600	(08) 9175 1935
Norseman	80 Princep Street Norseman WA 6443	(08) 9039 1129	(08) 9039 1539
Northam	Cnr Fitzgerald and Gairdner Streets Northam WA 6401	(08) 9621 0400	(08) 9622 3779
Onslow	Third Avenue Onslow WA 6710	(08) 9184 3900	(08) 9184 6137
Roebourne	Lot 37 Sholl Street Roebourne WA 6718	(08) 9182 0500	(08) 9182 1375
South Hedland	1st Floor State Government Building Cnr Brand and Tonkin Streets South Hedland WA 6722	(08) 9160 2400	(08) 9172 3351
Tom Price	Lot 247 Poinciana Street Tom Price WA 6751	(08) 9188 0100	(08) 9189 2311
Wyndham	Lot 994 Great Northern Highway Wyndham WA 6740	(08) 9161 3500	(08) 9161 1049

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