

Step 1:	If you suspect a child is at risk of being abused or neglected	
No.	Position	Action
1.1	All staff	READ the <i>Keeping Children and Young People safe</i> guide for the ACT
1.2	All staff	<p>TELL your line manager or a general manager (GM) or above (if you feel comfortable to do so) before reporting to the relevant authority 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 bruising, cuts, nervousness; unwashed hair, scabs; distressed behaviour, withdrawn, aggressive, anxious or submissive; or inappropriate sexual behaviour or knowledge for the age of the child.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 only if you feel comfortable to do so. (If you are unable to consult with your line manager go to step 2.4 to make the report yourself.)
2.2	Line manager or above	SUPPORT the <i>staff</i> member to make a report.
2.3	All Staff	

Step 2:	Making a report				
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		<p>SUBMIT a Child Concern Report in accordance with the ACT's requirements by contacting Child and Youth Protection Services through Access ACT or Community Services Directorate websites. If you are not able to make an online report, you can call Child and Youth Protection services.</p> <table border="1"> <tr> <td>Australian Capital Territory (ACT)</td><td>Child and Youth Protection Services</td><td> General public line (available 24 hours): 1300 556 729 Mandated reporter's line (available 24 hours): 1300 556 728 </td></tr> </table>	Australian Capital Territory (ACT)	Child and Youth Protection Services	General public line (available 24 hours): 1300 556 729 Mandated reporter's line (available 24 hours): 1300 556 728
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2.4	Line manager or above	<p>ENSURE a report is made to for Child and Youth Protection Services through Access ACT or Community Services Directorate websites. Link to website: https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/213/~reporting-child-abuse-and-neglect and; Link to form: https://form.act.gov.au/smartforms/csd/child-concern-report/</p>			
2.5	All staff	COMPLETE the SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form and give to your line manager.			
2.6	Line manager or above	EMAIL the SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form to GM or above.			
2.7	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.			
2.8	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.			
2.9	Regional manager or above	PROVIDE a copy of the report to your line manager, the service manager and human resources (HR).			
2.10	Service manager	FILE the report in a locked cabinet as per QM-POL-001 Records Management NQS and upload to SharePoint filing system.			
2.11	HR	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
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 that are required from the national body representing children and young people.
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 .

Change submission and approval details

☐ Urgent approval required

☐ No changes made at this review

Submitted by Noelene Jorgensen

Date 24/10/2019

Approved by S-MT Services

Date 23/03/2021

Approved by CEO Irina Cattalini (QMT delegate)

Date 17/05/2021

Procedure

Document name: Australian Capital Territory Mandatory Reporting
Document number: SER-PRO-034
Version: 1.0
Related policy: SER-POL-032 Mandatory Reporting Policy
Responsible SMT: SERVICES



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