

Step 1: If you suspect a child is at risk of being abused or neglected		
No.	Position	Action
1.1	All staff	<p><b>TELL</b> 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"> <li>neglected;</li> <li>physically abused;</li> <li>sexually abused;</li> <li>emotionally abused;</li> <li>exposed to family or domestic violence;</li> <li>psychologically harmed;</li> <li>taken from the service by someone other than the <i>authorised person</i>;</li> </ul> <p>Signs may include but are not limited to:</p> <ul style="list-style-type: none"> <li>bruising, cuts, nervousness;</li> <li>unwashed hair, scabs;</li> <li>distressed behaviour, withdrawn, aggressive, anxious or submissive; or</li> <li>inappropriate sexual behaviour or knowledge for the age of the child.</li> </ul>
1.2	All staff	<b>REASSURE</b> the child or person disclosing that they are believed and heard. Listen without asking leading questions.
1.3	All staff	<b>TELL</b> 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	<b>TELL</b> your line manager, GM or above.			
2.2	Line manager or above	<b>SUPPORT</b> the <i>staff</i> member to make a report.			
2.3	Line manager or above	<b>ENSURE</b> the Communities and Justice NSW Government are notified through the Child Protection Helpline			
2.4	All Staff	<p><b>COMPLETE</b> an e.report on the NSW Mandatory Reporting Guide – Decision Report on the website link  <a href="https://reporter.childstory.nsw.gov.au/s/">https://reporter.childstory.nsw.gov.au/s/</a>                      If guided to report the incident</p> <p><b>SUBMIT</b> a verbal report to the Child Protection Helpline.</p> <table border="1"> <tr> <td>New South</td><td>Child Protection Helpline</td><td>13 21 11</td></tr> </table>	New South	Child Protection Helpline	13 21 11
New South	Child Protection Helpline	13 21 11			

Step 2:		Making a report		
No.	Position	Action		
		Wales (NSW)		
2.5	All staff	<b>COMPLETE</b> the <b>SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form</b> and give to your line manager.		
2.6	Line manager or above	<b>EMAIL</b> the <b>SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form</b> to GM or above.		
2.7	Regional manager or above	<b>COMPLETE</b> an <b>ACECQA I01 Form</b> 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	<b>UPLOAD</b> to the National Quality Agenda IT System (NQA ITS) including the <b>SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form</b> and supporting documents or email to the relevant funding body.		
2.9	Regional manager or above	<b>PROVIDE</b> a copy of the report to your line manager, the service manager and human resources (HR).		
2.10	Service manager	<b>FILE</b> the report in a locked cabinet as per <b>QM-POL-001 Records Management NQS</b> and upload to SharePoint filing system.		
2.11	HR	<b>DOCUMENT</b> the incident on the <b>QM-FOR-007 Summary of Accidents, Incidents and Reportable Actions Form</b> .		

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	<b>FOLLOW</b> reporting procedure as above 1.1 to 2.14		
3.2	Line Manager (or above)	<b>SEND</b> the completed <b>SER-FOR-002 Incident, Injury, Trauma, Illness and Notifiable Matter form</b> to the GM within 12 hours of the report being made.		
3.3	General manager (or above) and the person making the allegation	<b>TELL</b> 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.		

Step 3: If the allegation concerns service staff, contractors working directly with children or volunteers of the <i>Organisation</i>		
No.	Position	Action
3.4	General manager (or above)	<b>LODGE</b> the notification with Child Story Mandatory Reporting NSW representing children and young people within 3 business days of the allegation;
3.5	General manager (or above)	<b>UPDATE</b> their calendar to send through details of the report within 30 days.
3.6	General manager (or above)	<b>ADVISE</b> Child Story Mandatory Reporting NSW of the investigation as soon as practicable.
3.7	General manager (or above)	<b>FORWARD</b> the outcome of investigations Child Story Mandatory Reporting NSW as soon as practicable.
3.8	General manager (or above)	<b>SUBMIT</b> findings on or before the 30-day timeframe.
3.9	General manager (or above)	<b>PREPARE</b> any additional documents that Child Story Mandatory Reporting NSW may request.
3.10	HR	<b>DOCUMENT</b> the incident on the <b>QM-FOR-007 Summary of Accidents, Incidents and Reportable Actions Form</b> and provide a copy to the Quality Management Team (QMT).
3.11	CEO and executive director	<b>GATHER</b> further documents are required from Child Story Mandatory Reporting NSW.
3.12	CEO and executive director	<b>ADVISE</b> 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 Keryn Lewis Date 24/10/2019  
 Approved by S-MT ServicesClick or tap here to enter text. Date 23/03/2021  
 Approved by QMT Date  
 Approved by CEO Irina Cattalini (QMT delegate) Date 17/05/2021