

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 bruising, cuts, nervousness; unwashed hair, scabs; distressed behaviour, withdrawn, aggressive, anxious or submissive; or inappropriate sexual behaviour or knowledge for the age of the child.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	REASURE the child or person disclosing that they are believed and heard and 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	ENSURE the CCYP <i>Commission for Children and Young People</i> (CCYP) in Victoria is notified through the reporting portal and that the Reportable Conduct Scheme is adhered to if the allegation is against a staff member or volunteer over the age of 18.			
2.4	All Staff	<p>SUBMIT a verbal report to Department for Human Services via the Child Protection Crisis Line.</p> <table border="1"> <tr> <td>North Division</td><td>Child Protection</td><td>1300 664 977 8.45am-5.00pm</td></tr> </table>	North Division	Child Protection	1300 664 977 8.45am-5.00pm
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Step 2: Making a report		
No.	Position	Action
		Intake
		South Division Intake
		Child Protection
		1300 655 795 8.45am-5.00pm
		East Division Intake
		Child Protection
		West Division Intake
		Child Protection
		Victoria (VIC)
		Child Protection Emergency Service
		1300 360 391 8.45am-5.00pm
		1800 075 599 8.45am-5.00pm
		After hours 13 12 78 5.00pm-9.00am
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.
2.09	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 Organisation		
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.

Step 3: If the allegation concerns service staff, contractors working directly with children or volunteers of the Organisation		
No.	Position	Action
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	HR	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.
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 Keryn Lewis

Date 23/03/2021

Approved by S-MT Services

Date 23/03/2021

Approved by QMT

Date

Approved by CEO Irina Cattalini

Date 17/05/2021