



If you believe a child is at immediate risk of harm call 000

### Introduction

C&K is committed to promoting safe, protective and healthy environments for children. All employees, volunteers, students and external contractors are required to **immediately** report and escalate concerns if they have a reasonable suspicion a child is being or is at risk of being harmed at a C&K branch or affiliated centre. All reports including those raised by children will be heard, treated seriously and actioned in accordance with this procedure.

### What is reportable?

- Any allegation, disclosure or suspicion of child harm (physical, sexual, emotional or neglect) occurring at a C&K centre.
- An allegation involving a teacher/educator implementing an action towards a child that is inconsistent with C&K's Behaviour Guidance Procedure. For example but not limited to hitting, shaking, restraining\*, grabbing\*, throwing objects towards/at child or any action causing deliberate psychological distress.
- Any concern for a child(ren)'s immediate safety and wellbeing at a C&K centre.

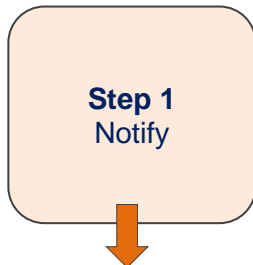
### Who can report?

- Any person e.g. child, employee, parent/guardian, visitor, student, volunteer or external contractor. For the purposes of this procedure, this person is referred to the complainant.

### How can a report be made?

- A report can be made in person verbally, in writing (via email or letter) or via telephone.
- A report can be made anonymously.

### Notifying and escalating a report



#### Immediately, without delay

The **complainant** will:

- Notify the centre Director.
- If the centre Director is unavailable, notify Early Childhood Education Manager/Committee. Contact details are displayed in the centre foyer.
- Alternatively (or if there are concerns the report has not been escalated), reports can be made by telephoning C&K Central (07 3552 5300), emailing [feedback@candk.asn.au](mailto:feedback@candk.asn.au) or completing the [Online Feedback](#) form on the C&K website (<https://www.candk.asn.au/online-feedback>).

#### Immediately, without delay

The **centre Director** will:

- Notify Early Childhood Education Manager/Committee.
- If Early Childhood Education Manager/Committee is unavailable, notify Regional Manager.

#### Branch centre

##### Immediately, without delay

The **Early Childhood Education Manager** will:

- Notify Regional Manager and Human Resource Business Partner.
- Action Human Resource Business Partner direction.
- Notify local regulatory office via telephone.

#### Affiliate centre

##### Immediately, without delay

The **Committee** will:

- Seek the assistance of Community Management Solutions (CMS).
- Follow CMS advice.
- Notify local regulatory office via telephone.
- Notify C&K Early Childhood Education Consultant or Regional Manager.

\*except for purposes of protecting the immediate safety of a child(ren).

**Step 2**  
Inform child's parent/guardian



Branch centre	Affiliate centre
<p><b>Within 24hrs of allegation</b></p> <p>The <b>Early Childhood Education Manager</b> will:</p> <ul style="list-style-type: none"> <li>If allegation was received as a complaint, implement <i>Complaint Management Procedure</i></li> <li>If allegation was <u>not</u> raised by the child's parent/guardian: <ul style="list-style-type: none"> <li>Notify child's parent/guardian. Refer to <i>Communication Guideline</i> provided by the Quality and Regulation Team. Face to face or telephone communication is preferred. Do not email or text message confidential allegation information.</li> <li>Continue to communicate with child's parent/guardian until the matter is finalised.</li> </ul> </li> </ul>	<p><b>Within 24hrs of allegation</b></p> <p>The <b>Committee</b> will:</p> <ul style="list-style-type: none"> <li>If allegation was received as a complaint, implement centre Complaint Management Procedure.</li> <li>If allegation was <u>not</u> raised by the child's parent/guardian: <ul style="list-style-type: none"> <li>Notify child's parent/ guardian. Face to face or telephone communication is preferred. Do not email or text message confidential allegation information.</li> <li>Continue to communicate with child's parent/guardian until the matter is finalised.</li> </ul> </li> </ul>

**Step 3**  
Notify the Regulatory Authority



Branch centre	Affiliate centre
<p><b>Within 24hours to 7 days depending on notification type</b></p> <p>The <b>Early Childhood Education Manager</b> will:</p> <ul style="list-style-type: none"> <li>Complete appropriate <u>C&amp;K Online Notification* Form</u> on the NQF intranet page.</li> </ul> <p>The <b>Quality and Regulation team</b> will:</p> <ul style="list-style-type: none"> <li>Complete appropriate notification* via <u>NQAITS</u>.</li> <li>Email notification receipt to Early Childhood Education Manager (and relevant / appropriate stakeholders) and details of immediate actions and if applicable, <i>Communication Guideline</i>.</li> </ul>	<p><b>Within 24hours to 7 days depending on notification type</b></p> <p>The <b>Director or Committee</b> will:</p> <ul style="list-style-type: none"> <li>Complete appropriate notification* via <u>NQAITS</u>.</li> </ul>

**Step 4**  
Escalate



Branch centre	Affiliate centre
<p><b>Within 48hrs of allegation</b></p> <p>The <b>Early Childhood Education Manager</b> will:</p> <ul style="list-style-type: none"> <li>With the assistance of Regional Manager and Human Resource Business Partner, write <u>Risk and Safety Panel Brief</u>. Regional Manager to review and approve the Brief before submitting to Risk and Safety Panel - <a href="mailto:legal@candk.asn.au">legal@candk.asn.au</a>.</li> </ul> <p><b>As a matter of priority</b></p> <p>The <b>Risk and Safety Panel</b> will:</p> <ul style="list-style-type: none"> <li>Convene a meeting as soon as possible.</li> <li>The Chair will immediately advise the Regional Manager, Early Childhood Education Manager and HR of their decision and any required actions.</li> <li>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.</li> </ul>	<p><b>Until the matter is finalised</b></p> <p>The <b>Committee</b> will:</p> <ul style="list-style-type: none"> <li>Continue to seek and follow advice from <u>CMS</u>, and when needed liaise with C&amp;K.</li> <li>Communicate all actions to <u>local regulatory office</u>.</li> <li>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.</li> </ul>

\*The type of regulatory notification will depend on the information known at the time the allegation is made:

<ul style="list-style-type: none"> <li>A complaint alleging a serious incident has occurred or is occurring at an education and care centre</li> </ul>	Must be reported with 24 hours
<ul style="list-style-type: none"> <li>Any incident of physical and/or sexual abuse of a child/ren has or is occurring while the child is being educated and cared for by the centre</li> </ul>	Must be reported with 7 days
<ul style="list-style-type: none"> <li>An allegation that physical or sexual abuse of a child/ren has or is occurring while the child is being educated and cared for by the centre</li> </ul>	
<ul style="list-style-type: none"> <li>Any circumstance posing a significant risk to a child's health, safety and wellbeing</li> </ul>	

### 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 via online mandatory child protection training.
- All employees and continuing volunteers, students and external contractors are required to complete annual compliance refresher online training.



**Take care of yourself.** If needed, access the Employee Assistance Program ph. 1800 808 374

### Acknowledgements and References

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