

NQS2 Children's Health and Safety Procedure

Reporting an allegation of child harm occurring at a C&K centre



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 <u>child harm</u> (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 <u>Supporting Children's Behaviour Procedure</u>. 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.

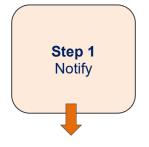
Who can report?

• 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 fover.
- 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 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.

Immediately, without delay The Early Childhood Education Manager will: Notify Regional Manager and Human Resource Business Partner.

Action Human Resource Business Partner direction.

Notify <u>local regulatory office</u> via telephone.

Affiliate centre

Immediately, without delay

The Committee will:

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



^{*}except for purposes of protecting the immediate safety of a child(ren).



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Step 2 Inform child's parent/ guardian

Branch centre

Within 24hrs of allegation

The Early Childhood Education Manager will:

- If allegation was received as a complaint, implement <u>Complaints Management</u> Procedure.
- If allegation was <u>not</u> raised by the child's parent/guardian:
 - Notify child's parent/guardian. Refer to the <u>Communication Guideline</u>. Face to face or telephone communication is preferred. Do not email or text message confidential allegation information.
 - Continue to communicate with child's parent/guardian until the matter is finalised.

Affiliate centre

Within 24hrs of allegation

The Committee will:

- If allegation was received as a complaint, implement centre Complaint Management Procedure.
- If allegation was <u>not</u> raised by the child's parent/guardian:
 - Notify child's parent/ guardian.
 Face to face or telephone communication is preferred. Do not email or text message confidential allegation information.
 - Continue to communicate with child's parent/guardian until the matter is finalised.

Step 3 Notify the Regulatory Authority

Branch centre

Within 24hours to 7 days depending on notification type

The Early Childhood Education Manager will:

Complete appropriate <u>C&K Online</u>
 Notification* Form on the NQF intranet page.

The Quality and Regulation team will:

- Complete appropriate notification* via NQAITS.
- Email notification receipt to Early Childhood Education Manager (and relevant / appropriate stakeholders) and details of immediate actions and if applicable, Communication Guideline.

Affiliate centre

Within 24hours to 7 days depending on notification type

The Director or Committee will:

 Complete appropriate notification* via NQAITS.



Branch centre

Within 48hrs of allegation

The Early Childhood Education Manager will:

With the assistance of Regional Manager and Human Resource Business Partner, write Risk and Safety Panel Brief. Regional Manager to review and approve before submission.

As a matter of priority

The Risk and Safety Panel will:

- Convene a meeting as soon as possible.
- The Chair will immediately advise the Regional Manager, Early Childhood Education Manager and HR of their decision and any required actions.
- 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.

Affiliate centre

Until the matter is finalised

The **Committee** will:

- Continue to seek and follow advice from <u>CMS</u>, and when needed liaise with C&K.
- Communicate all actions to <u>local</u> regulatory office.
- 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.

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

- A complaint alleging a serious incident has occurred or is occurring at an education and care centre
- 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
- 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
- Any circumstance posing a significant risk to a child's health, safety and wellbeing

Must be reported with 24 hours Must be reported with 7 days

Contact Officer ECEM/ECEC Effective Date 10/11///2021 Page 2 of 3 Scope Branch/Affiliate





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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.

Acknowledgements and References

Queensland Government Department of Child Safety, Seniors and Disability Services website – <u>Protecting children</u>



Contact Officer ECEM/ECEC

Policy Reference Child Protection

10/11///2021