



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 Supporting Children's Behaviour 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

Step 1
Notify



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 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



Step 3 Notify the Regulatory Authority



Step 4 Escalate



Branch centre	Affiliate centre
Within 24hrs of allegation The Early Childhood Education Manager will: <ul style="list-style-type: none"> If allegation was received as a complaint, implement <u>Complaints Management Procedure</u>. If allegation was <u>not</u> raised by the child's parent/guardian: <ul style="list-style-type: none"> 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. 	Within 24hrs of allegation The Committee will: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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.
Branch centre	Affiliate centre
Within 24hours to 7 days depending on notification type The Early Childhood Education Manager will: <ul style="list-style-type: none"> Complete appropriate <u>C&K Online Notification*</u> Form on the NQF intranet page. The Quality and Regulation team will: <ul style="list-style-type: none"> Complete appropriate notification* via <u>NQAITS</u>. Email notification receipt to Early Childhood Education Manager (and relevant / appropriate stakeholders) and details of immediate actions and if applicable, <u>Communication Guideline</u>. 	Within 24hours to 7 days depending on notification type The Director or Committee will: <ul style="list-style-type: none"> Complete appropriate notification* via <u>NQAITS</u>.
Branch centre	Affiliate centre
Within 48hrs of allegation The Early Childhood Education Manager will: <ul style="list-style-type: none"> 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 before submission. As a matter of priority The Risk and Safety Panel will: <ul style="list-style-type: none"> 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. 	Until the matter is finalised The Committee will: <ul style="list-style-type: none"> Continue to seek and follow advice from <u>CMS</u>, and when needed liaise with C&K. Communicate all actions to <u>local regulatory office</u>. 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:

<ul style="list-style-type: none"> A complaint alleging a serious incident has occurred or is occurring at an education and care centre 	Must be reported with 24 hours
<ul style="list-style-type: none"> 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 	Must be reported with 7 days
<ul style="list-style-type: none"> 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 	
<ul style="list-style-type: none"> Any circumstance posing a significant risk to a child's health, safety and wellbeing 	

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 – [Protecting children](#)