

Scope

Any incident, allegation, disclosure, or complaint alleging child harm occurring at the centre will be immediately reported and escalated to the Volunteer Management Committee. Every reportable allegation, including those disclosed by children, will be listened to, taken seriously, and reported in accordance with this procedure and our requirements at law.

This Policy is not intended to replace or alter any obligations arising under law. It should be read and applied consistently with those legal obligation which prevail to the extent of any inconsistency.

This procedure is implemented alongside our centre's *Workplace Investigation and Complaint Management Procedures*.

Out of scope child harm, or suspicion of harm, occurring outside our centre. For harm occurring outside of the centre please refer to [Responding to a Disclosure of Child Harm Procedure](#) and [Responding to and Reporting Child Protection Concerns Procedure](#).

For the purposes of this procedure the Approved Provider refers to the Volunteer Management Committee.

Purpose

To clearly define procedures for any person to report an allegation of harm occurring at the centre by any person and procedures for the Approved Provider (Volunteer Management Committee) and Nominated Supervisor to manage the risk, address the allegation and notify the Regulatory Authority of the allegation.

Reporting an allegation of child harm occurring at the centre

Any person may make a report of child harm including a child, employee, parent, guardian, visitor, student, volunteer, external contractor or community member. For the purposes of this procedure, this person is referred to as the complainant.

Employees are required to immediately report all allegations of harm occurring to a child in the centre.

What is Notifiable?

Under the National Law and Regulations, the approved provider of the education and care service must notify the regulatory authority of any incident, allegation, disclosure or complaint of:

- **Child harm** including physical abuse, sexual abuse (including grooming), emotional abuse, or neglect involving a child at our centre.
- **Inappropriate discipline** including corporal punishment or any disciplinary practice used at our centre that is unreasonable, inappropriate or harmful.
- **Inappropriate conduct** including any behaviour or action directed toward, or occurring in the presence of, a child at our centre that a reasonable person would consider inappropriate. This includes conduct that causes, or has the potential to cause, harm or undermines a child's safety, dignity, rights, or wellbeing. Inappropriate conduct may be a single incident, repeated behaviour or an ongoing pattern.
- Any **circumstance that poses an immediate or significant risk** to the safety or wellbeing of a child attending our centre. All circumstances that pose an immediate or significant risk to children are reportable however for this purpose of this procedure this relates to allegations of child harm occurring at the centre.

Procedure

1. Report incident, allegation, disclosure or complaint

1. Immediately report the matter to the Centre Director/Nominated Supervisor or directly to Volunteer Management Committee. Contact details are available on the Centre Profile displayed near the sign in/out tablet OR on our centre's webpage on the [C&K Website](#).
2. Alternatively, reports can made directly to the regulatory authority for the Qld early childhood education and care sector ([Early Childhood Education Care](#)) on 13 74 68 or ecec@ged.qld.gov.au.

Complainants can remain anonymous.

Children are supported and encouraged to speak up about anything that makes them feel unsafe or worried. Educators regularly remind children that they can speak with a trusted adult.

Complete the following steps within 24hrs from receipt of report

2. Escalate allegation

Centre Director/Nominated Supervisor or RPIC will:

- Take any required action to ensure the immediate safety of the child/ren.
- Immediately notify their Volunteer Management Committee.

If allegation was not reported by child's parents/guardians, the **Volunteer Management Committee will:**

- Notify child's parents or guardians (via face-to-face meeting or telephone) as soon as possible, but no later than 24hrs from the receiving the allegation.

3. Notify regulatory authority

Volunteer Management Committee will:

- Complete appropriate regulatory notification via the NQAITS:
 - Allegation of physical or sexual abuse of a child/ren has or is occurring.
 - Complaint alleging a serious incident has occurred or is occurring.
 - Incident of physical and/or sexual abuse of a child/ren has or is occurring OR
 - Any circumstance posing a significant risk to a child's health, safety and wellbeing

4. Manage risk

Volunteer Management Committee will:

- Take required action to ensure the ongoing safety of the child/ren.
- Seek external Human Resource advice where appropriate.
- Complete a risk assessment to determine whether the employee who is the subject of the allegation should remain in their current position, be moved to another area, undertake alternate duties or placed on leave with pay.
- If the subject of the allegation is not an employee, take action to ensure the child/ren at the centre are safe and report the allegation through the appropriate channels for that person (e.g. student report to the training provider).

5. Response

Volunteer Management Committee will:

- Review allegation (and initial information gathered) to determine the most appropriate response, which may include:
 - A. Reporting the allegation to Queensland Police (Child Protection Investigation Unit - CPIU) if allegation may constitute a criminal offence. An internal workplace investigation may only be initiated after authorisation has been provided by CPIU or relevant investigative authority; or
 - B. Commence an internal or external Workplace Investigation; or
 - C. Commence Performance Management.

Post Steps - Reporting and escalating an allegation of child harm

Volunteer Management Committee will:

- Maintain regular communication where appropriate with child's parents or guardians until the allegation has been investigated and finalised.
- (If allegation was not reported by an Affiliated employee) Manage allegation as a complaint as per centre's *Complaint Management Procedure*. Maintain regular communication with the complainant until the allegation has been investigated and finalised.



Privacy and Confidentiality

Maintaining privacy and confidentiality when reporting allegations of harm is essential. These reports often involve personal and sensitive information, and it is vital to protect the dignity, safety, and rights of everyone involved. Information should only be shared with authorised individuals and relevant authorities responsible for managing and/or investigating the concern. Don't discuss the matter with anyone who does not have a legitimate role in the process.

Upholding confidentiality ensures trust, fairness, and the integrity of any investigation or response.

Resources

- [ACECQA – Child Safe Culture Guide/Chapter 8 Complaints and Disclosures](#)
- [ACECQA – Incident Response and Risk Assessment Template](#)