

Content warning

This procedure may raise difficult feelings or personal experiences for some team members. Please prioritise your wellbeing. While sensitivity to individual circumstances is important, there is an expectation that, in your role, you are required to follow this procedure. When needed, reach out to your personal support network. C&K employees can access the [Employee Assistance Program](#) at no cost.

If you believe a child is in immediate danger or in a life-threatening situation, telephone 000.

Background

As a signatory of the [Statement of Shared Commitment – Every Interaction Counts](#) (Department of Education), C&K upholds a zero-tolerance approach to all forms of child abuse, inappropriate interactions with children, and the use of inappropriate conduct or discipline.

C&K representatives must report and escalate any incident, allegation, disclosure or complaint of inappropriate conduct, discipline or child harm occurring at a C&K centre, and to take immediate steps to protect the child from any further harm. All reports, including those raised by children, will be listened to, taken seriously and responded to in accordance with this procedure.

This procedure outlines the steps and responsibilities for reporting an allegation of inappropriate conduct, discipline or child harm occurring at a C&K Branch Centre. For C&K Affiliated Centres, refer to *Reporting an allegation of child harm occurring at a C&K Affiliated Centre Procedure* (or follow the relevant procedure specific to your Affiliate if one is in place).

C&K's commitment to child protection and safeguarding aligns with the 10 [Queensland Child Safe Standards](#), and the [Universal Principle for Cultural Safety](#). This procedure aligns with Standard 2: Voice of Children, Standard 3: Families and Communities, Standard 6: Complaints Management and Standard 7: Knowledge and Skills.

This procedure is implemented alongside the [Workplace Investigation Procedure](#), [Complaint Management Procedure](#) and the [Child Safety and Protection Definitions and Indicators Guide](#).

What is reportable?

Any incident, allegation, disclosure or complaint of:

Education and Care Services National Law and Regulations (Section 174, Regulations 175 and 176)	• Child harm including physical abuse, sexual abuse (including grooming), emotional abuse, or neglect involving a child at a C&K centre. • Inappropriate discipline including corporal punishment or any disciplinary practice used at a C&K centre that is unreasonable, inappropriate or harmful. • Inappropriate conduct: Any behaviour or action directed toward, or occurring in the presence of, a child at C&K 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. Reportable 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 a C&K centre.
From 1 July 2026, Reportable Conduct Scheme - Child Safe Organisation Act 2024 (Clause 26)	• A child sexual offence • Sexual misconduct committed in relation to, or in the presence of a child • Ill-treatment of a child • Significant neglect of a child • Physical violence committed in relation to, or in the presence of a child • Behaviour that causes significant emotional or psychological harm to a child For further information and examples refer to <i>Information Sheet – What is reportable conduct?</i>

Who can report?

Any person e.g. child, employee, parent, guardian, visitor, student, volunteer, external contractor or community member. Any person who is a C&K employee or representative must report inappropriate conduct, discipline and child harm occurring at a C&K Centre. For the purposes of this procedure, this person is referred to as the complainant.

Procedure

1. Report incident, allegation, disclosure or complaint

1. Speak with the centre Director.
2. Speak with centre's C&K Early Childhood Education Manager. Contact details displayed in centre foyer/centre profile.
3. Contact C&K's Central Office on 3552 5300 OR feedback@candk.asn.au.
4. Complete a [C&K online form](#).
5. Contact the regulatory authority for the Qld early childhood education and care sector (Department of Education) on 13 74 68 or eccec@qed.qld.gov.au.

Complainants can remain anonymous, but it does help if we can contact them for more details.

Children are supported to speak up and speak out about anything that makes them feel unsafe or worried and 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:

- Immediately notify their ECEM of the allegation. If unavailable, notify Regional Manager (RM).

Early Childhood Education Manager will:

- Notify RM and Human Resource Business Partner (HRBP).
- In consultation with, and under the direction of HRBP, commence gathering relevant documentation. For example:
 - Witness Statements (use [Witness Statement Template](#)) i.e. respondent(s) (person(s) subject to the allegation) and possible witnesses to the alleged child harm.
 - When applicable, [Child, Centre Incident Record](#) or [Complaint Record](#).
 - Centre/Group Routine Overview
 - Any other relevant record

If allegation was not reported by child's parents or guardians:

Early Childhood Education Manager 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 receipt of the allegation. Refer to [Communication Guideline](#).

3. Complete required regulatory notification(s)

Early Childhood Education Manager will:

- Complete appropriate [C&K Online Notification Form](#) on the NQF intranet page:
 - [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](#)
 - [Any circumstance posing a significant risk to a child's health, safety and wellbeing](#)

Quality, Regulation and Safeguarding team will:

- Assess notification to determine if the matter is reportable to:

A. Department of Education under the Education and Care Services National Law and Regulations	AND/OR	B. Queensland Family and Child Commission (QFCC) under the Reportable Conduct Scheme
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 - If Yes, complete notification via [NQAITS](#).
 - If Yes, notify legal@candk.asn.au who will report the matter to QFCC
- Email notification receipt to ECEM, RM and HRBP and with instructions of immediate actions.

4. Complete risk assessment

Early Childhood Education Manager will:

- In consultation with RM and HRBP, complete *Allegation of Child Harm Involving a C&K Employee 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 be stood down.
- Email the completed risk assessment to the RM, Chief Operations Officer and General Counsel for approval.

5. Risk and Safety Panel Assessment

Risk and Safety Panel (RSP) will:

- Review allegation (and initial information gathered) to determine the most appropriate response:
 - A. Enact Critical Incident Response which includes RSP 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.
- RSP Chair will immediately advise RM, ECEM and HRBP of decision and required actions.

Post Steps - Reporting and escalating an allegation of child harm

Quality, Regulation and Safeguarding team will:

- (If allegation was not reported by a C&K employee), register allegation as a complaint via C&K's Complaint Management System and allocate appropriate case manager (usually ECEM or RM) as per the *Complaint Management Procedure*.

Early Childhood Education Manager will:

- Ensure that alleged victims are protected.
- Maintain regular communication with child's parents or guardians until the allegation has been investigated and finalised. Refer to the *Communication Guideline*.
- (If allegation was not reported by a C&K employee) Manage allegation as a complaint as per the *Complaint Management Procedure*. Maintain regular communication with the complainant until the allegation has been investigated and finalised.

Risk and Safety Panel will:

- Liaise with QPS to provide relevant information and updates as required.
- Set review dates to reassess risk as investigations progress.
- Adjust risk management actions as new information emerges.



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.

References and Resources

- ACECQA – *Information Sheet Inappropriate Conduct*
- Queensland Family and Child Commission – *Types of reportable conduct*
- Queensland Government - *Child Protection Guide*
- Queensland Government - *Information Sheet – Mandatory reporting by early childhood education and care professionals*
- Queensland Government - *Report child abuse*