



CHILD PROTECTION POLICY

Policy Statement

New Lambton District OOSH believes that it is every child's right to be safe and protected from all forms of abuse, violence and exploitation. It is our legal and moral obligation of all adults who work within our service to ensure the safety and well-being of all children in our care.

All educators, including casual educators, volunteers and students have a duty of care to ensure the safety and protection to all children who access the service's facilities and/or programs.

The safety and welfare of all children is of paramount importance. Educators and management have a legal responsibility, as Mandatory Reporters, to act, protect and support children they suspect may be at significant risk of harm. Our service will carry out the responsibilities of Mandatory Reporters as indicated under legislation. This responsibility involves following the procedures as outlined by Community Services and the NSW Commission for Children and Young People.

Procedures

Mandatory Reporting

- a. A Mandatory Reporter is anyone who delivers services to children as part of their paid or professional work.
- b. In OOSH services mandatory reporters are:
 - * Educators that deliver services to children.
 - * Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.
- c. Educators are mandated to report to Community Services if they have current concerns about the safety or welfare of a child relating to section 23 of the NSW Children and Young Persons (Care and Protection) Act 1998.
- d. Section 23 (1) Child is at significant risk of harm- Neglect
 - * Basic physical or psychological needs not being met or are at risk of not being met.
 - * Parents/ Carers unwilling or unable to provide necessary medical care.
 - * Parents/ Carers unwilling or unable to arrange for the child or young person to receive an education.
 - * Child is at significant risk of harm- Physical/ Sexual abuse.
 - * Child is at significant risk of harm- Domestic violence.
 - * Child is at significant risk of harm- Serious Psychological harm.
 - * Child is at significant risk of harm- Prenatal report.
- e. Educators will undergo training in relation to child protection and reporting as part of the training budget.
- f. Any educator that forms a belief based on reasonable grounds that a child is at risk of harm should ensure they record the details of the report in a clear objective format.
- g. Reports should be treated with strict confidentiality in adherence to the service's Confidentiality policy and procedures.
- h. Any educators who form a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with their coordinator/ authorised supervisor, as he or she may have information the staff member is not aware of. The coordinator will then assist them in running the online Mandatory Reporters Guidelines (MRG) tool (see point below for more information) to determine whether the report meets the threshold for significant risk of harm.

- i. If directed by the MRG to report to Community Services, educators should report their concerns to the Child Protection Helpline: **132 111**
- j. When reporting to the Helpline it is important to have as much information as possible available to give to the Helpline. This might include child's information, family information, reporter details and outcomes of the MRG.
- k. If the coordinator/authorised supervisor has been advised to but has not reported to Community Services, you are legally responsible to do so.
- l. Once a report is made to the Community Services Helpline no further reports need to be made unless new information comes to hand.

Mandatory Reporting Guidance Tool

- a. A Mandatory Reporting Guidance Tool has been developed to help frontline mandatory reporters, including OOSH workers determining whether the risk to a child or young person meets the new statutory threshold of 'risk of significant harm'. The MRG will guide the reporter on what action should be taken. The MRG is an interactive tool and is available online at <https://reporter.childstory.nsw.gov.au/s/mrg>
- b. If still in doubt the Community Services Helpline will provide feedback about whether the report meets the new threshold for statutory intervention.
- c. If new information presents concerning the child or young person run the MRG tool again.
- d. Where concerns do not meet the significant harm threshold, MRG tool may guide you to 'Document and continue the relationship'. This requires the service to continue to support, provide service coordinate assistance and referral for the child and their family.
- e. The report page from the MRG should be printed and placed in the child/family file for future reference regardless of whether further action is recommended.
- f. For assistance with referral information
 - * Family services Australia www.familyservices.org.au

Information Exchange

- a. To provide effective support and referral it may be necessary to exchange information with other prescribed bodies including government agencies or non-government organisations and services.
- b. The NSW Children and Young Persons (Care and Protection) Act 1998 has been amended (2009) to include chapter 16A Information Exchange.
- c. Chapter 16A requires prescribed bodies to take reasonable steps to coordinate decision making and the delivery of services regarding children and young people.
- d. Under Chapter 16A NSW Children and Young Persons (Care and Protection) Act 1998, Staff will exchange information that relates to a child or young persons safety, welfare or wellbeing, whether the child or young person is known to Community Services and whether the child or young person consents to the information exchange.
- e. The information exchange requested or provided **must** relate to the safety, welfare or wellbeing of the child. Information includes:
 - * A child or young persons history or circumstances
 - * A parent or other family member, significant or relevant relationship.
 - * The agency's work now and in the past.
- f. Where information is provided in good faith and according to legal provisions, under section 29 and section 245G NSW Children and Young Persons (Care and Protection) Act 1998; reporters cannot be seen as breaching professional etiquette or ethics of as a breach of professional standards. There can be no liability for court action.

Where a complaint is made about a staff member, or someone in the service

- a. Should an incident occur that involves a child being put at risk of harm from a member of staff, volunteer, trainee, or person visiting the service, this is regarded as 'reportable conduct' and necessitates such conduct being reported to the NSW Ombudsman within 30 days.
- b. Where the allegation is made to an educator or member of management the facts stated will be recorded in writing, using an Incident Report template that includes dates, times, names of person/s involved, name of person making allegations and the person making the report. This report should be kept on record and treated as strictly confidential.
- c. If the Coordinator or person in charge is suspected, then a member of the Management Committee should be informed.
- d. The relevant forms together with information and assistance are available online at www.ombo.nsw.gov.au
- e. The person making the report should follow the advice of the Ombudsman's Departmental Officers.
- f. Management will also follow this advice.
- g. The matter will be treated with strict confidentiality.
- h. For the protection of both the children and the educator involved, the educator will be encouraged to take special leave or removed from duties involving direct care and contact with children, until the situation is resolved.
- i. Support should be provided to all involved. This support can be given in the form of counselling or referral to an appropriate agency.

Recruitment of educators

- a. All educators employed by the service including management, full time/ part time carers, volunteers and students will be subject to a Working with Children's Check carried out by the NSW Commission for Children and Young People. When the service engages a self-employed individual to provide services, the provider is required to provide a Certificate for Self Employed People. This certificate ensures verification that the person employed is not banned by law for working with children. These certificates are issued through the NSW Commission for Children and Young People. Application form and instructions are available on www.kids.nsw.gov.au

For further information

- Keep Them Safe www.keepthemsafe.nsw.gov.au
- MRG <https://reporter.childstory.nsw.gov.au/s/mrg>
- Ombudsman www.ombo.nsw.gov.au
- Community Services www.community.nsw.gov.au
- Office of the Children's Guardian <https://ocg.nsw.gov.au/>
- Child Protection Helpline 13 36 27

Considerations

Name	Reference
Education and Care Services National Regulations	R84. 5, 86, 87, 109, 110, 114, 115, 155, 170, 176, 168
National Quality Standard	Quality Areas 2,3,4,5,6 and 7
Other NLDOOSH policies/ documentation	Staff Handbook Providing a Child Safe Environment Policy Appropriate Physical Touch Procedure
Other	<i>My Time, Our Place – Framework for School Age Care in Australia</i> , V2.0, 2022 Staff Workshops – Office of Children’s Guardian Child Safe Standards

Policy status

Policy developed	August 2019
Last reviewed	August 2025
Due for review	February 2027
Policy owned by	New Lambton District OOSH Inc