Child Safe Mandatory Reporting Procedure
Quality and Impact

Introduction	This procedure applies to all Learning Links staff identified as legislated Mandatory Reporters in regard to the safety and wellbeing of children of ages 0-15 years. The procedure provides staff with guidance around: • Determining whether a report to the ChildStory Reporter website/ Child Protection Helpline is needed for concerns about possible abuse or neglect of a child; and/or • Identifying alternative supports for vulnerable children, young people and their families.
Registering as a Mandatory Reporter	Take the following steps to register as a Mandatory Reporter on the ChildStory Reporter Community website: • Go to the ChildStory Reporter Community website https://reporter.childstory.nsw.gov.au/s/ • Click the 'Login' button at the top right of the page • Click on the words 'Not a member?' • Fill in the required fields (First name, Last name, email) • Click on the 'Sign Up' button • Complete the sign-up process by following the instructions detailed in an email • Retain your login details securely for any future reports lodged
Deciding to make a Report	It is mandatory to make a report if the child is 0-15 years of age and at Risk of Significant Harm. It is not mandatory to make a report if it relates to an unborn child, or a young person aged 16-17 years. Use the Decision Tree in the Mandatory Reporting Guide to determine if the child is at Risk of Significant Harm and if you need to make a report.
Using the Mandatory Reporting Guide (MRG)	*Take the following steps to use the Mandatory Reporting Guide when you suspect that a child is at Risk of Significant Harm:* • *From the START MRG tab on the home page https://reporter.childstory.nsw.gov.au/s/mrg select the risk type that best represents your concern for the child/young person. If you have more than one concern start with the most serious concern* • *Start with the first question in the selected decision tree. Apply the definition to the information known to you and determine whether a YES or NO answer best fits* • *Follow the arrow for either YES or NO to the next question or to a decision point* • *Apply the definition provided to EVERY question you are asked* • *Continue to work through all questions until completed.* • *If you are uncertain whether the best response is YES or NO, you should consider the following steps in the order outlined:* *a. Are any other decision trees relevant? If so, complete those* *b. Consult with your manager to decide if there is any other information available* **NB. If the above does not lead to a clear answer, you must answer the question in the direction that is less likely to lead to a report because the threshold for reporting is a reasonable suspicion.* *The decision point you arrive at will be the one that reflects the flow of your YES/NO responses.*

	At the end of each Decision Tree process, a decision report guides you as to what action to take.
Discuss the concern with your manager / supervisor	Take the following steps following a child making a disclosure to you or in instances where you identify a concern regarding a child's welfare or wellbeing: • Inform your manager/ supervisor providing clear and objective communication including documented evidence where available • Share the MRG Decision Tree outcome with your manager OR Use the MRG Decision Tree with the support of your manager / supervisor
Making a report to the Department of Communities and Justice	Take the following steps to report the suspected abuse to the Department of Family and Community Services (FaCS): • Submit an eReport on the ChildStory Reporter Community website or • Call the Child Protection Helpline: 　1. Cases of significant risk of harm: 132 111 OR 　2. Cases where imminent risk is identified: 133 627
Documenting the concern / report made about the child	Take the following steps to record cases of Mandatory Reports lodged for children identified as being at Risk of Significant Harm: • Document notes in Salesforce against the child's file detailing disclosures made by the child and/or your professional observation/s Work with your manager / supervisor to enter the report made to FaCS as a CASE in Salesforce: • Save the PDF of the Decision Tree outcome against the child's file in Cases • Save the PDF of the report to the child's file in Cases • Save the feedback received from FaCS against the child's file in Cases *NB. Contact FaCS (Department of Communities and Justice) to confirm the status of the case if you have not received a reply within 14 days of lodging the report • Record any additional information as required over time
What happens after you make a report?	Take the following steps to support further concerns regarding the case and/or respond to feedback from the department: • Liaise with Learning Links Child Safety Officer as required • Confirm with your manager that the Mandatory Report has been lodged • Liaise with your manager to confirm the outcome or status of the case • Document the outcome or status of the case against the child's file in Salesforce Cases • Contact FaCS (DCJ) to confirm the outcome of the case • Close the case within Salesforce • Continue to interact with the child, provide support and monitor the identified risk • Liaise and follow up with key stakeholders including the Department of Family and Community Services, other service providers, and the child and parents as required • Refer the child and family to external agencies/ professionals if indicated by the Decision Tree outcome
Related documents	This policy relates to: • Child Safe Policy - https://www.learninglinks.org.au/wp-content/uploads/2021/10/QI-Child-Safe-Policy.pdf • Child Safe Mandatory Reporting Policy - https://www.learninglinks.org.au/wp-content/uploads/2021/10/QI-Child-Safe-Mandatory-Reporting-Policy-1.pdf

Review	This policy and guidelines will be reviewed every 2 years and will incorporate current information, legislation and feedback as required.
	Policy Date: 15 October 2021
	Policy Review: 15 October 2023
	Review by: GM, Service Quality, Risk and Compliance
	Approval: CEO