

# Child Safe Mandatory Reporting Procedure

## Quality and Impact



<b>Introduction</b>	<p>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.</p> <p>The procedure provides staff with guidance around:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Identifying alternative supports for vulnerable children, young people and their families</li> <li>• Documenting the nature of the concern in Salesforce.</li> </ul>
<b>Lodging an Incident Report</b>	<p>An Incident Report must be completed before progressing to access the ChildStory Reporter Community website.</p> <p>Take the following steps to lodge an Incident Report regarding a child identified as being at Risk of Significant Harm:</p> <ul style="list-style-type: none"> <li>• Download the WHS Incident Report Form in SharePoint.</li> <li>• Complete all required fields, ensuring that you select the following options: <ul style="list-style-type: none"> <li>○ Nature of Injury - Child Protection</li> <li>○ Location on body of injury – Child Protection (e.g., neglect)</li> <li>○ Category/ Mechanism of injury – Child Protection observation</li> </ul> </li> <li>• Send the completed form to <a href="mailto:whs_and_wellbeing@learninglinks.org.au">whs_and_wellbeing@learninglinks.org.au</a></li> <li>• Upload the completed WHS Incident Report Form against the child's file in Salesforce.</li> </ul> <p>Confirm with your manager/supervisor that you have completed the initial step of reporting the incident/concern.</p>
<b>Registering as a Mandatory Reporter</b>	<p>Take the following steps to register as a Mandatory Reporter on the ChildStory Reporter Community website:</p> <ul style="list-style-type: none"> <li>• Go to the ChildStory Reporter Community website: <a href="https://reporter.childstory.nsw.gov.au/s/">https://reporter.childstory.nsw.gov.au/s/</a></li> <li>• Click the 'Login' button at the top right of the page.</li> <li>• Click on the words 'Not a member?'.</li> <li>• Fill in the required fields (First name, Last name, email).</li> <li>• Click on the 'Sign Up' button.</li> <li>• Complete the sign-up process by following the instructions detailed in an email.</li> <li>• Retain your login details securely for any future reports lodged.</li> </ul>
<b>Deciding to make a Report</b>	<p>It is mandatory to make a report if the child is 0-15 years of age and at Risk of Significant Harm.</p> <p>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.</p> <p>Reports of Imminent Risk must be managed immediately by contacting the Child Protection Helpline if there is immediate risk to the safety or wellbeing of the child. In this case, you are not required to work through the Mandatory Reporting Guide.</p> <p>Staff must lodge a Mandatory Report for a child 0-15 years who is at Risk of Significant Harm regardless of any reports made by other staff in a school or community setting.</p> <p>It is not mandatory to make a report if it relates to an unborn child, or a young person aged 16-17 years.</p>
<b>Using the Mandatory Reporting Guide (MRG)</b>	<p>*There is no need to use the Mandatory Reporting Guide if the child is identified as being at Imminent Risk of Harm. You must contact DCJ immediately if this is the case.</p> <p>Take the following steps to use the Mandatory Reporting Guide when you suspect that a child is at Risk of Significant Harm:</p>

	<ul style="list-style-type: none"> <li>• From the START MRG tab on the home page. <a href="https://reporter.childstory.nsw.gov.au/s/mrg">https://reporter.childstory.nsw.gov.au/s/mrg</a></li> <li>• 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</li> <li>• 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.</li> <li>• Follow the arrow for either YES or NO to the next question or to a decision point.</li> <li>• Apply the definition provided to EVERY question you are asked.</li> <li>• 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: <ul style="list-style-type: none"> <li>• 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.</li> <li>• Are any other decision trees relevant? If so, complete as required.</li> <li>• 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.</li> </ul> </li> <li>• At the end of each Decision Tree process, a decision report guides you as to what action to take.</li> <li>• The site will confirm if you need to submit the Mandatory Report as the outcome of undertaking the Decision Tree process.</li> <li>• In instances where the outcome of the MRG is to lodge a report, the Mandatory Report must be lodged with DCJ within 24 hours or as soon as possible after discussing the incident/ concern with your manager.</li> <li>• Include the name and contact details of your manager on the Mandatory Report lodged to enable DCJ to make contact if required.</li> </ul>
<p><b>Discuss the concern with your manager / supervisor</b></p>	<p>Take the following steps after a child makes a disclosure to you or in instances where you identify a concern regarding a child’s welfare or wellbeing:</p> <ul style="list-style-type: none"> <li>• Inform your manager/ supervisor providing clear and objective communication including documented evidence where available.</li> <li>• Share the MRG Decision Tree outcome with your manager or</li> <li>• Use the MRG Decision Tree with the support of your manager/supervisor.</li> </ul>
<p><b>Making a phone report to the Department of Communities and Justice</b></p>	<p>Take the following steps to report the suspected abuse to the Department of Communities and Justice (DCJ) and discuss the concern with an officer of the department.</p> <ul style="list-style-type: none"> <li>• Call the Child Protection Helpline on 133 627 for cases of a child being at Imminent Risk -</li> </ul> <p>*NB. Completion of the Decision Tree via the Mandatory Reporting Guide is not required in cases of Imminent Risk.</p> <p>Take the following steps in cases of an emergency where imminent risk is identified: In an emergency, where there are urgent/ imminent concerns for the child’s health or life, call the police using the emergency line triple zero (000)</p> <ul style="list-style-type: none"> <li>• Call the Child Protection Hotline: 133 627</li> <li>• Contact Learning Links Child Safety officers to alert them to the concern.</li> <li>• Learning Links Child Safety officer must liaise with the GM Corporate Services to notify the organisation’s insurer of the concern.</li> </ul> <p>*NB. Child Safety Officers are the GM Service Quality, Risk and Compliance – <a href="mailto:dpeacock-smith@learninglinks.org.au">dpeacock-smith@learninglinks.org.au</a> and the CEO – <a href="mailto:JReich@learninglinks.org.au">JReich@learninglinks.org.au</a></p> <p>Take the following steps in cases of Domestic Violence where imminent risk is identified:</p> <ul style="list-style-type: none"> <li>• In an emergency, where there are urgent/ imminent concerns for the child’s health or life, call the police using the emergency line triple zero (000).</li> </ul> <p>NB. When police attend a domestic and family violence incident and children are present, then the attending police officer(s) will use their professional judgement to make an assessment to determine whether the child or young person is at ‘risk of significant harm’</p>

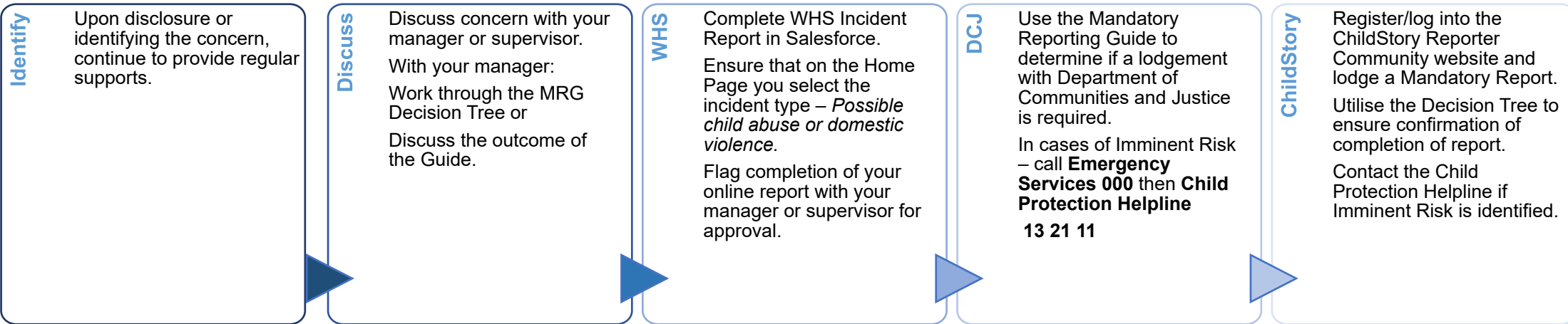
	<p>and requires an immediate report to the Family and Community Services (FACS) Child Protection Helpline.</p> <ul style="list-style-type: none"> <li>• Contact Learning Links Child Safety officers to alert them to the concern.</li> <li>• Learning Links Child Safety officer must liaise with the GM Corporate Services to notify the organisation’s insurer of the concern.</li> </ul>
<p><b>Documenting the concern / report made about the child</b></p>	<p>Take the following steps in Salesforce to record cases of Mandatory Reports lodged for children identified as being at Risk of Significant Harm:</p> <ul style="list-style-type: none"> <li>• Work with your manager / supervisor to enter the report made to DCJ as a Mandatory Report case in Salesforce.</li> <li>• Document notes in Salesforce against the child’s case under Cases – Mandatory Reports - detailing disclosures made by the child and/or your professional observation/s.</li> <li>• Save the PDF of the Decision Tree outcome against the child’s file in Cases – Mandatory Reports.</li> <li>• Enter the Case ID number provided by DCJ in Salesforce.</li> <li>• Save any feedback received from DCJ against the child’s file in Cases.</li> <li>• Create a new Risk Assessment and Care Plan based on / linked to the concern and/or report lodged.</li> </ul>
<p><b>Actions following lodging a report</b></p>	<p>In most cases you will not need to contact DCJ to confirm the case status. Cases will be identified as ‘Continuing’ or ‘Under Investigation’ by DCJ on an exceptional basis. The majority of cases will be closed with the file retained by DCJ for future reference if required. DCJ assumes responsibility for following up on cases being followed up and/or investigated.</p> <p>Take the following steps after lodging a mandatory report:</p> <ul style="list-style-type: none"> <li>• Confirm with your manager that the report has been lodged.</li> <li>• Close the case within Salesforce.</li> <li>• Continue to interact with the child, provide support and monitor the identified risk.</li> <li>• Respond to any phone or/email contact received from DCJ.</li> <li>• 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.</li> <li>• Refer the child and family to external agencies/ professionals if indicated by the Decision Tree outcome.</li> <li>• Liaise with Learning Links Child Safety Officer as required.</li> </ul> <p>You must work through the Mandatory Reporting Guide when you identify a new or ongoing concern about the child and/or they make a new disclosure. This applies to disclosures or concerns that are recurrent.</p>
<p><b>Related Documents</b></p>	<p>This policy relates to:</p> <ul style="list-style-type: none"> <li>• <a href="#">Child Safe Policy.pdf</a></li> <li>• <a href="#">Child Safe Policy.pdf</a></li> </ul>
<p><b>Review</b></p>	<p>This policy and guidelines will be reviewed every 12 months and will incorporate current information, legislation and feedback as required.</p> <p>This policy is owned by: Quality Service, Risk and Compliance</p> <p>Policy updated on: 1 June 2023  Policy updated by: GM, Service Quality, Risk and Compliance  Version number: 3.0  This version approved by: CEO  This document can be viewed on: Learning Links Intranet, Learning Links Preschool Website, Story Park</p> <p>Policy due for review: 1 June 2025.</p>

# Mandatory Reporting Process

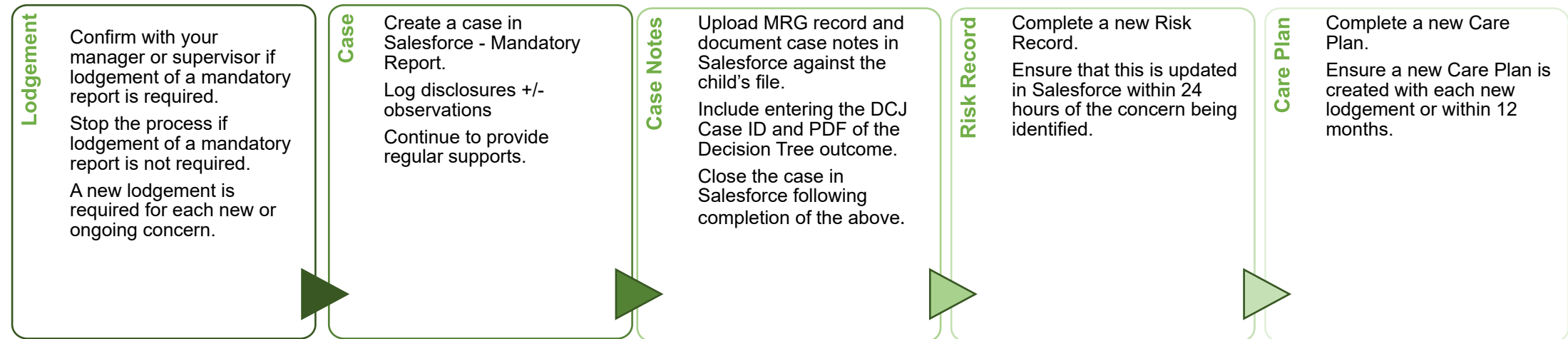
## Service Quality, Risk & Compliance



### Reporting Process



### Internal Process



Please refer to the published Child Safe, Mandatory Reporting Procedure for the full process details and requirements.

This document will be reviewed to incorporate current information, legislation and feedback as required. **Updated on: 3rd November 2023**

This document can be viewed on: Learning Links Intranet, Learning Links Preschool Website, StoryPark