

# Child Safe Reporting Policy

2021

**Responsible Directorate:** Community Support

**Authorised By:** ELT

**Date of Adoption:** 7 December 2021

**Review Date:** December 2022

**Policy Type:** Administrative



**BOROONDARA**  
*City of Harmony*

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# 1 Introduction

## 1.1 Purpose

The purpose of the Child Safe Reporting Policy is to ensure all instances, allegations, disclosures or reasonable concerns of abuse or neglect involving children and young people, are accurately reported and effectively responded to at the City of Boroondara (CoB).

This policy outlines the responsibility of personnel to report any concern with breaches or actions of other personnel within our organisation or others that contravene our policies and procedures, such as those outlined in the City of Boroondara [Code of Conduct](#), the [Councillor Code of Conduct](#) and [The City of Boroondara Child Safe Policy](#).

Compliance with this policy ensures all incidents are reported and managed in a way that is responsive to the immediate circumstances of the incident, the rights of those involved, and wherever possible, any risks of recurrence are minimised.

This policy assists staff and volunteers and contractors to:

- recognise the different types of abuse and neglect
- respond to the immediate needs of individuals involved in an incident (including personnel)
- guide responses to allegations and matters of concern, including breaches of the City of Boroondara and Councillor Codes of Conduct
- follow Council's Child Safe reporting procedures (Appendix 2)
- ensure their legal responsibilities when working with children and young people are upheld.

## 1.2 Scope

The Child Safe Reporting Policy applies to Council staff and volunteers and contractors. This policy applies in all our operational environments and without fail wherever children and young people are participating in our organisation's activities, programs, services and / or facilities.

All Council staff and volunteers and contractors have a duty of care, and at times a legal obligation, to ensure that 'reasonable steps' are taken to prevent harm to children and young people. All staff are provided with the City of Boroondara Code of Conduct and the City of Boroondara Child Safe Policy which clearly detail the behavioural expectations around children and young people. Staff and volunteers and contractors are advised that any breaches, including minor breaches, to the Code of Conduct and/or the Child Safe Policy are required to be reported and documented.

It is all Council staff and volunteers and contractors responsibility to identify and assess potential risks in ongoing programs and one-off activities. Staff and contractors should consider the online, physical or psychological risks associated with activities, and develop and implement risk mitigation strategies to address those risks, in line with our organisation's [Risk Management Framework](#).

## 1.3 Corporate framework

The Boroondara Community Plan 2021-31 has a vision is for a sustainable and inclusive community. Theme 1 - Your Community, Services and Facilities, and the following strategies are relevant:

- **Strategy 1.6 Residents and visitors feel safe in public spaces** through encouraging local activity and creating and maintaining civic areas.
- **Strategy 1.7 Community resilience, safety and public health are improved** by working in partnership with community and government organisations.

Theme 7 - Leadership and governance, is also relevant, as our community told us they value being listened to and responded to.

Also of importance are our health priorities, particularly preventing all forms of violence, as we are committed to striving to enhance the wellbeing for people who live, work and play in Boroondara.

## 2 Background

Responding to and reporting child abuse and neglect is one component of being a child safe organisation and is part of being compliant with the Child Safe Standards (the Standards) and the Reportable Conduct Scheme. Mandatory Reporting is also required for some professional groups.

### 2.1 The Child Safe Standards

The Standards were part of the response to the 2013 Victorian Parliamentary Inquiry into the Handling of Child Abuse by Religious and Other Non-Government Organisations (the Betrayal of Trust Inquiry). They were introduced via an amendment to the *Child Safety and Wellbeing Act 2005*, and from January 2017, all Victorian organisations, which provide services for children, were required to comply with the Standards.

In July 2021, a new set of Standards were legislated and come into force in July 2022. Key changes include new requirements:

- to involve families and communities in organisations' efforts to keep children and young people safe
- for a greater focus on safety for Aboriginal children and young people
- to manage the risk of child abuse in online environments
- for greater clarity on the governance, systems, and processes to keep children and young people safe.

There are eleven Standards to be met. They aim to promote the safety of children, prevent child abuse, and ensure organisations and businesses have effective processes in place to respond to and report all allegations of child abuse. The Standards require changes in organisational culture - embedding child safety in everyday thinking and practice, provide for a minimum standard of child safety across all organisations, and highlight that we all have a role to play to keep children safe from abuse.

The eleven Standards are:

Child Safe Standard 1 – Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued

Child Safe Standard 2 – Child safety and wellbeing is embedded in organisational leadership, governance and culture

Child Safe Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously

Child Safe Standard 4 – Families and communities are informed, and involved in promoting child safety and wellbeing

Child Safe Standard 5 – Equity is upheld and diverse needs respected in policy and practice

Child Safe Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

Child Safe Standard 7 – Processes for complaints and concerns are child focused

Child Safe Standard 8 – Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training

Child Safe Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

Child Safe Standard 10 – Implementation of the Child Safe Standards is regularly reviewed and improved

Child Safe Standard 11 – Policies and procedures document how the organisation is safe for children and young people

Although all children are vulnerable, some children face additional vulnerabilities, namely Aboriginal children, children from culturally and linguistically diverse backgrounds, and children with

disabilities. Consequently, in applying each Standard, organisations must embed the following three key principles:

- promoting the cultural safety of Aboriginal Children
- promoting the cultural safety of children from culturally and/or linguistically diverse backgrounds
- promoting the safety of children with a disability.

The Standards help build a child safe culture within an organisation and ensure that organisations are accountable for the safety of children using their services and facilities. Compliance with the Standards is regulated and monitored by the Commission for Children and Young People.

## 2.2 The Reportable Conduct Scheme

Following the Victorian Parliament's Inquiry into the Handling of Child Abuse and other Non-Government Organisations in 2013, it was found that there was a need for independent scrutiny of organisations' systems and processes to respond to allegations of child abuse. The Reportable Conduct Scheme (the Scheme) requires organisations to respond to allegations of child-related misconduct made against workers (employees and contractors) and volunteers and report any allegations to the Commission for Children and Young People (the Commission). There are five types of 'reportable conduct':

- sexual offences committed against, with or in the presence of a child
- sexual misconduct committed against, with or in the presence of a child
- physical violence against, with or in the presence of a child
- any behaviour that causes significant emotional or psychological harm to a child
- significant neglect of a child.

The Commission has the power to receive allegations and findings of reportable conduct, assess an organisation's systems to prevent, notify and investigate reportable conduct, provide oversight of workplace investigations, investigate allegations in some circumstances, refer findings to professional registration bodies and the Working with Children Check Unit, build the capacity of organisations to respond to allegations of abuse and report to Parliament on performance of the scheme and trends. The Scheme does not replace or interfere with Police investigations.

## 2.3 Mandatory Reporting

Mandatory reporting refers to the legal requirement of certain professional groups to report a reasonable belief of child abuse to child protection authorities. In Victoria, under the *Children, Youth and Families Act 2005*, mandatory reporters must make a report to child protection authorities, if in the course of practising their profession or carrying out duties of their office, position or employment, they form a belief on reasonable grounds that a child is in need of protection from physical injury or sexual abuse. In Council, this will be relevant for some staff, which include but are not limited to nurses, youth workers and early childhood workers. For a complete list, refer to <https://providers.dhhs.vic.gov.au/mandatory-reporting>

It is a criminal offence for a mandated reporter to fail to report abuse where they have a reasonable belief that abuse has, or is likely to, occur.

### Failure to Protect

In Victoria, failure to protect is an offence where;

- personnel believe there is a significant risk of harm to children (under the age of 18) by other personnel in the organisation;
- they are in a position of authority to remove or reduce that risk; and
- they fail to do so.

Failure to protect may result in legal implications, including imprisonment

### Failure to Report

In Victoria, it is a criminal offence for personnel of an organisation to fail to protect children under the age of 16, from sexual abuse by another personnel from that organisation.

## **2.4 Policy context**

In developing the Child Safe Reporting Policy, the following legislative framework is relevant:

- United Nations Convention on the Rights of the Child
- National Framework for Protecting Australia's Children 2009-2020
- Australian Human Rights Commission National Principles for Child Safe Organisations
- Victoria Child Safe Standards
- Victorian Reportable Conduct Scheme

Related Council policies are:

- Child Safe Policy
- Councillor Code of Conduct
- Staff Code of Conduct
- Employment and Background Checks Policy
- Council Volunteer Policy
- Council Privacy and Data Protection Policy
- Children and Young People Action Plan

## **3 Policy statement**

Keeping children and young people safe is a shared responsibility within the City of Boroondara. We have developed a framework of policies and procedures to address risks to child safety and to establish a safeguarding culture and practices for the children and young people using organisation's activities, programs, services and/or facilities.

### **3.1 Our Commitment**

The City of Boroondara is committed to the safety and well-being of children and, as such, is committed to creating and maintaining a child safe organisation. We understand that child safety is everyone's responsibility.

We have zero tolerance of child abuse and are committed to actively contributing to a child safe city where children are protected from abuse.

Our commitment will be enacted through the implementation and monitoring of the Child Safe Standards, as specified under the Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015.

We will ensure the safety of children by:

- documenting our commitment to safeguarding children and young people from abuse and neglect and communicating our commitment to all of councillors, staff, volunteers and contractors
- educating Council's workforce, councillors, volunteers, contractors and the community about the safety of children and young people. This includes understanding their role and the behaviour we expect
- providing environments that are safe for children and young people when delivering services and programs, including online, physical or psychological environments
- embedding processes that safeguard children and young people from abuse across all aspects of our operation
- responding appropriately and ensuring children are taken seriously if they raise concerns in relation to their safety and well-being
- listening to the voices of children and young people, particularly as we plan and deliver programs and services

- recognising diversity and promoting engagement with children from Aboriginal and Torres Strait Islander backgrounds, culturally and linguistically diverse backgrounds and children and young people with a disability.
- having appropriate screening processes in place to minimise the likelihood that we or a contractor recruit a person who is unsuitable to work or volunteer with children and young people
- making our Child Safe Policy and procedures accessible, online and in forms that are easy to understand.

### Consequences of breaching policy

If Council staff and volunteers and contractors fail to report instances, allegations or concerns in relation to abuse or neglect of a child or young person – by personnel within our organisation or by others – Council views such failure as a serious matter that, depending on the circumstances, may result in disciplinary action or be grounds for dismissal. Failure to report incidents of abuse, neglect and harm of child or young person may be classed as a criminal offence under state law.

Council staff and volunteers and contractors are obligated to report any information relating to:

- incidents, allegations, disclosures or reasonable concerns in relation to abuse or neglect of a child or young person, either by personnel within our organisation or by others
- any breaches or actions of other personnel within our organisation that contravene our policies and procedures, such as outlined in our City of Boroondara and Councillor Code of Conduct

Our policy prohibits all people across the organisation from:

- discussing any concerns or allegations with unauthorised personnel – within or outside our organisation – such prohibition not being designed to limit, in any way, their rights and responsibilities to report their concerns or allegations, but rather as part of our organisation's commitment to ensuring privacy, confidentiality and natural justice
- making deliberately false, misleading or vexatious allegations.

All children and young people within our organisation are informed of our policy and provided with the support and mechanisms to feel empowered to speak up if they feel unsafe, hear something or see something that doesn't feel right. Our organisation upholds a child's rights to be heard, protected and supported.

In adhering to this policy, Council staff and volunteers and contractors will promote equity and respect diversity of the children and young people and their parents/care givers who access our services and inform children and young people of their rights to feel and be safe. This includes Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds and children, young people with a disability, LGBTQI+ children, and children who cannot live at home. Our organisation upholds a family's right to have their concern resolved and done so in a culturally respectful and safe way.

### **3.2 Working with Children Clearances (WWCCs)**

Designated staff, volunteers and contractors are required to have a current Working with Children Check (WWCC). These roles have been selected based on legislative requirements and Child Safe Standards risk assessment). They:

- work/volunteer in services and programs that care for/educate/support children whether supervised or unsupervised (e.g. school crossing supervisors, youth services, maternal child health and immunisation nurses) OR
- are required to work with or visit a child based service (child care centre, kindergarten, school) on a regular basis (e.g. project architect for child related facility) OR
- are not engaged in work that is specifically child-related but do have direct contact with children (e.g. library staff, home support staff where child family members may be present in the home environment, playground maintenance staff) AND

- may reasonably be expected to come into direct contact with children on a regular basis during the course of their work or whilst representing Council. This includes attendance at community events where children or families are participating.

Regular contact with children refers to 'on at least six occasions per calendar year'.

It is an offence for an employer to knowingly engage a child-related worker who does not hold a Working with Children Clearance (or equivalent) or who has a bar.

It is an offence for an employee, volunteer, contractor and where identified sub-contractor to engage in child related work when they do not have clearance or if they are subject to a bar. Penalties include imprisonment and/or fines.

Councillors may choose to obtain a volunteer WWCC in view of their representational role. Councillors may also be exempt from holding a WWCC if they are a teacher with the Victorian Institute of Teaching or a Victorian or Australian Federal Police Officer.

### **3.3 Code of Conduct**

Council has a Code of Conduct that outlines the expectations and requirements for how Council staff, volunteers and contractors will behave that is in alignment with our values, and prioritises integrity in relationships to ensure positive outcomes for our community. In addition, some staff within the organisation are also required to adhere to professional Codes of Conduct and/or practice standards. Some professionals are also mandated to report physical and sexual abuse of children and young people e.g. Maternal and Child Health Nurses.

Councillors have a Code of Conduct that reflects their representational role. It outlines councillors' support for Council's zero tolerance approach to child abuse and its adherence to the Victorian Child Safe Standards and related legislation including Failure to Disclose, Failure to Protect and Grooming offences.

## **4 Responding to child safety concerns**

The four steps that all personnel must follow regarding incidents, allegations, disclosures or reasonable concerns of abuse or neglect, or breaches of policy are:

1. Responding
2. Reporting
3. Sharing of Information
4. Supporting

### **4.1 Responding**

Immediate responses must mitigate further harm and ensure the safety of children/young people, Council personnel and members of the public. Reduce the harm and risk to those impacted by the incident by:

- Calling Emergency Services on 000 if required
- Making the surroundings safe to prevent immediate recurrence of the incident, for example; removing potentially harmful person(s), increase supervision of children and young people, move uninvolved children and young people away from incident, move to a safe place, alerting others to risks that extend beyond the local environment, for example, other areas within Council
- Provide immediate care and support to child/young person and others involved in the incident by addressing; physical well-being e.g. providing first aid and emotional well-being (including psychological) e.g. arranging for coverage of duties and supervision; facilitating access to counselling (Employee Assistance Program (EAP))

#### **4.1.1 Responding to a disclosure/allegation**

When responding to a disclosure or allegation by a child or young person, personnel should respond by;

- listening to the allegation or disclosure supportively, without dispute

- clarifying the basic details, without seeking detailed information or asking suggestive or leading questions, guided by our organisation’s Child Safe Incident Report.
- providing reassurance that the child or young person has done the right thing in telling you, are believed and our organisation will take immediate action in response to the disclosure / allegation
- explaining to the child or young person that other people may need to be told, in order to stop what is happening. Do not promise to keep any information a secret
- reporting the matter as per organisational policy requirements to the Child Safe Officer
- recording notes as early as possible to ensure all information is captured before completing our organisation’s Child Safe Incident Report (staff).

In your responses you will need to consider the specific needs of the child or young person. Consider the unique qualities of a child including, for example, whether the child is Aboriginal or Torres Strait Islander, has a disability, identifies as LGBTQI+ has a culturally and linguistically diverse background and/or is unable to live at home.

Whilst an incident and or disclosure / allegation could include a breach of the Code of Conduct and Child Safe Policy if there is no immediate response required as identified above, it is still deemed an incident, and therefore required to be reported and documented as with all other incidents.

## 4.2 Reporting

Once the immediate response to the situation is completed, it is important to fulfill the internal and external reporting requirements.

Our staff and volunteers and contractors are required to report any reasonable concerns or instances of abuse or neglect (cases in which a child or young person has suffered, or is likely to suffer, significant harm from abuse or neglect) by any person immediately, or if that is not possible, no later than before ending that person’s shift or session of work with our organisation.

Council staff and volunteers, councilors and contractors are also required to formally report any concerns for breaches to our organisation’s child safety policies and procedures and code of conduct.

It is not the role of Council staff and volunteers, councilors and contractors to identify or investigate an allegation / concern, however you must continually report each new instance of suspicion of harm and / or breach of policy as they become aware, and to seek advice from their manager when they are unsure.

- Council staff should follow the guidance on the Child Safe Incident Report to complete the form accurately and to the best of their ability. If staff wish to remain anonymous, they should contact Council’s Child Safety Officer who will report on their behalf. All reports must be documented fully and written factually and objectively. Clear and accurate reporting can assist to support any internal or external investigation which may be required after an incident. (See Appendix 2)
- Volunteers and contractors should contact Council’s child safety officer to make a report. (see Appendix 3)

### Key Reporting Contacts

Council’s Child Safety Officer, Maternal Child Health Coordinator	9278 4607 0437 366 287
Maternal and Child Health nurse	0400 008 310
PCD Business Partner lead	9278 4453
The Orange Door	Referral number for Inner East 1300 762 125

Department of Fairness, Families and Housing	After hours Child Protection Emergency Service - 13 12 78 East Division Intake - 1300 360 391 Boroondara Police 8851 1111
Victorian Commission for Children and Young People	1300 78 29 78

### Internal reporting requirements

The Child Safe Incident Report Form is accessible to all staff. All child and young person safety incidents must be recorded on the Child Safe Incident Report Form which is forwarded to the Child Safety Officer. The reporter's Manager and Director will also be notified. Where incidents relate to reportable conduct the information will also be forwarded to the Executive Manager People, Culture and Development (PCD) and the Chief Executive Officer (CEO). All incidents are entered into the Risk Management System.

In adherence to internal reporting requirements, personnel must;

Report any safety or wellbeing concerns for a child or young person, and / or breach of policy and procedures to the Child Safety Officer.

If a person does not feel comfortable making a report to the Child Safety Officer, or the report is about that person, they must report their concern directly to the Executive Manager PCD.

A Child Safe Incident Report Form should be completed as soon as possible following an incident, submitted and signed off by the Child Safety Officer or alternate (as above).

Where appropriate, details of the incident should also be recorded in the child / young person's file.

The Child Safety Officer is responsible for:

- ensuring the immediate response was sufficient and take any further action needed
- ensuring an Child Safe Incident Report Form is completed fully and logged on the risk management system DoneSafe;
- working with the Executive Manager PCD and notifying the CEO where required
- providing confirmation to the reporter that all required steps have been completed to manage the incident until it is closed off, whilst maintaining privacy and confidentiality obligations.
- Critical incidents must be reported to the CEO. In the case of reportable conduct incidents, i.e. where the allegation meets the threshold for reporting to Commission for Children and Young People, the Child Safe Officer, CEO and Executive Manager PCD (or delegate: PCD Business partner) will establish a Child Safe Standards (CSS) Group. The Group will act as or appoint an internal/external investigator. The CSS Group is to be comprised of the Child Safety Officer, Executive Manager PCD, team leaders/line manager(s) of staff member(s) concerned, Manager Governance and Legal (or nominee), and a PCD representative. The CSS Group is a central point for supporting responses to incidents and in managing and collecting information on incidents.

### External reporting requirements

Council has external reporting requirements, including legal reporting obligations. All Reportable Conduct incidents that require external authority notification to the Commission for Children and Young People must be reported to the CEO. External notifications required by organisational policy and governing legislation must be initiated by the Child Safety Officer.

### **4.3 Sharing Information**

#### Confidentiality and Privacy

Council maintains the confidentiality and privacy of all concerned (including the alleged perpetrator), except if doing so would compromise the safety or wellbeing of the child or young person and/or investigation of the allegation. After an incident has been reported and where appropriate, the information sharing process with child/ young person, their families and involved personnel will begin as soon as reasonably possible. The process will be adapted to fit child/ young person, family and, personnel needs and the requirements of any investigation processes. Where police and/or child protection are involved, Council will provide the authorities with information about the incident to assist them in their investigations.

Where personnel are involved in breaches of the Code of Conduct or Child Safe Policy, PCD will advise on internal communications regarding action taken, if appropriate.

If the incident has reached the threshold to report to external agencies, our organisation will consult with the relevant child protection authority / police to determine what information can be shared with parents / care givers. This can include;

- not contacting the parents / care givers in circumstances where they have been alleged to have been engaged in the abuse, or, the child is a mature minor and does not wish their parent/care giver to be contacted.
- contacting the parents / care givers and provide agreed information as soon as possible.

Police and/or child protection will be consulted about the disclosing of information to child/ young person, their families and personnel.

The decision to share information will consider:

- whether the ongoing safety of those involved in or impacted by the incident is compromised by the sharing or non-sharing of information
- the advice of police and child protection (care will be taken not to compromise their investigations)
- the rights of those impacted by the incident to privacy, confidentiality, procedural fairness and a presumption of innocence in accordance with Boroondara policies and employment law, and;
- the need (of those potentially impacted by the incident) to know of the incident.

### **4.4 Support**

Supporting the needs of those impacted by the incident should include considerations of cultural safety for:

- the child/young person and their family (this includes any specific support needs for those from an Aboriginal and Torres Strait Islander; Culturally and Linguistically Diverse; or person with a disability background; LGBTQI+, or a child or young person who is unable to live at home);
- other children or young people as witnesses to incident
- personnel who witness and/or reported the incident
- any staff or volunteer, councillor or contractor against whom a complaint is made, for example, offering EAP
- other staff or volunteer, councillor or contractor impacted by the incident

All other staff or volunteer or contractor who are aware of the incident note that:

- any allegation does not mean the person is guilty, and that the allegation will be properly investigated and will include the right to 'procedural fairness'; and
- they are not to discuss the matter with any person, except as directed by police, child protection authorities and/or Boroondara's Child Safety Officer and only in direct relation to investigation of the allegation.

## 4.5 Roles and Responsibilities

Chief Executive Officer (CEO)	<p>The CEO will be notified of all child safe incident reports. The CEO is responsible for meeting specific obligations under the Reportable Conduct Scheme. These obligations include:</p> <ul style="list-style-type: none"> <li>• notifying the Commission for Children and Young People within three working days of becoming aware of an allegation</li> <li>• membership of the Child Safe Standards (CSS) Group which is established when a moderate or critical incident has occurred</li> <li>• investigating any allegations (subject to Police clearance on criminal matters) and notifying the Commission who is undertaking the investigation.</li> <li>• managing any risks to children</li> <li>• updating the Commission within 30 calendar days, providing information on the reportable allegation and any action taken</li> <li>• notifying the Commission of investigation findings and any disciplinary actions (or why no action was taken).</li> </ul> <p>The CEO may also receive reports of suspected incidents of child abuse from councillors in line with the Child Safe Reporting Process.</p>
Child Safety Officer	<ul style="list-style-type: none"> <li>• Act as the first point of contact for receiving reports of child safety concerns or allegations of abuse.</li> <li>• Support the notification of child safety concerns or allegations to relevant authorities.</li> <li>• Assist alleged victims and their families to access counselling and support services.</li> <li>• Provide support to affected councillors, Council staff, volunteers, contractors and/or community members through Council's Employee Assistance Program or other appropriate organisations</li> </ul>
Council staff, volunteers and contractors	<ul style="list-style-type: none"> <li>• Be aware of and understand their obligations under the relevant legislation, Code of Conduct and Council's policies and procedures in relation to child safety and wellbeing.</li> <li>• Designated staff and volunteers to have WWCCs, noting staff who have regular contact with children refers to 'on at least six occasions per calendar year'.</li> <li>• Provide an environment where children and young people feel safe, empowered and can participate.</li> <li>• Participate in training/education in relation to identifying, preventing and reporting child abuse; and additional training for those with particular responsibilities for children.</li> <li>• Report all concerns and reasonable beliefs in relation to a child or young person being abused or at risk of being abused to Council's Child Safety Officers and/or the relevant Manager. All Council staff, volunteers or contractors are required to report child abuse whether it has or is, suspected to have taken place in the home, community or a Council service.</li> </ul>
Director Community Support	Executive co-sponsor of Project Working Group membership of the CSS Group
Executive Leadership Team	Directors will receive notification of child safe incident reports when they are made by a staff member of their Directorate
Executive Manager PCD	Executive co-sponsor of Project Working Group membership of the CSS Group
Project Working Group	<p>Oversee the implementation of the Child Safe Policy, Child Safe Reporting Policy and:</p> <ul style="list-style-type: none"> <li>• ensure a child safe culture is a key focus and commitment across the organisation</li> <li>• develop documents required for implementation of the CSS</li> <li>• monitor compliance and non-compliance activities as they relate to the agreed CSS</li> </ul>

	<ul style="list-style-type: none"> <li>• provide leadership and guidance pertaining to any potential breaches of CSS policy and procedures</li> <li>• review organisational practice and develop recommendations arising out of any breaches to the CSS policy and procedures.</li> </ul>
Senior Leadership Team/ Coordinators and Team Leaders	<ul style="list-style-type: none"> <li>• Managers will receive a notification of child safe incident reports when made by a staff member in their department.</li> <li>• Promote regular discussion on child safety as being everyone's responsibility.</li> <li>• Ensure all of Council has access to and are aware of their obligations under the relevant legislation, Code of Conduct and Council's policies and procedures in relation to child safety and wellbeing.</li> <li>• Take reasonable steps to identify any potential risks to child safety and wellbeing within their department and that these risks are removed or minimised.</li> <li>• Ensure that all Council staff, volunteers and contractors receive and undertake regular training/education in relation to identifying, preventing and reporting child abuse.</li> <li>• Receive and refer any child safety concerns to Council's Child Safety Officer and/or the relevant authority depending on the urgency of the issue.</li> <li>• Act to protect a child or young person and initiate internal processes for reporting and/or investigation of allegations, including the disciplinary process if required.</li> <li>• Ensure that confidentiality and privacy of all personal information is maintained in line with relevant legislation and Council's policies and procedures.</li> </ul>

## 5 Records and documentation

All Child Safety Incident Report forms will be recorded on the Risk Management System and are regularly reviewed by senior management to ensure the effectiveness of actions taken and to identify areas for improvement.

Our Child Safety Officer will oversee the administration of completed Child Safe Incident Report forms and any other documentation relating to the allegation and subsequent action.

To prevent access by unauthorised persons, our organisation stores any documentation associated with an allegation of abuse or neglect of a child or young person and breaches of policy by having:

- hard-copy documentation stored in a locked filing cabinet (or similar)
- electronic documentation stored in a password-protected folder (or similar).

We maintain and regularly monitor records of Incident Reports as part of our Incident Management processes to ensure that they are responded to effectively in accordance with this policy and that requirements for reporting to external authorities are complied with. These records will inform reviews of this Policy.

## 6 Communication and training

We communicate our Reporting Policy and its requirements to children, young people and their families and our personnel.

Council ensures all new personnel are informed and supported to understand our Child Safe policies and procedures, paying particular attention to the practices detailed in this policy.

Staff are informed that copies of this Policy and our Council's Child Safe Policy and Code of Conduct are available on the intranet. They are also publicly accessible and available in child-friendly versions.

Council provides training and guidance relating to an individual's safeguarding responsibilities and offers opportunities to seek clarity in relation to the commitments and behavioural expectations set out in our Child Safe policies.

## 7 Evaluation

This document will be reviewed annually, in consultation with stakeholders. Some circumstances may trigger an early review, this includes but not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Executive Leadership Team and/or CEO. Records are retained to document each review undertaken. Such records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

### 7.1 Accountabilities

For all queries or feedback regarding this policy, please use the contact details for the responsible department below.

Position Title	Contact number	Contact department email
Manager Health and Wellbeing Services	9278 4444	<a href="http://www.boroondara.vic.gov.au">www.boroondara.vic.gov.au</a>

## 8 References

Appendix 1: Key indicators of abuse

Appendix 2: Reporting procedures for staff

Appendix 3: Reporting procedures for volunteers and contractors

Appendix 4: Categories of Incidents

Appendix 5: Child Safe Incident Report Form

### 8.1 Definitions

Authorised Personnel	Personnel who have permission to report and share information such as the Child Safety Officer, CEO and Executive Manager People, Culture and Development.
Bullying	Bullying involves the inappropriate use of power by one or more persons over another less powerful person or group and is generally an act that is repeated over time. Bullying has been described by researchers as taking many forms which are often interrelated and include: <ul style="list-style-type: none"> <li>• Verbal (name calling, put downs, threats);</li> <li>• Physical (hitting, punching, kicking, scratching, tripping, spitting);</li> <li>• Social (ignoring, excluding, ostracising, alienating); and/or</li> <li>• Psychological (spreading rumours, stalking, dirty looks, hiding or damaging possessions).</li> </ul>
Child or young person	A person under the age of eighteen

Emotional or psychological abuse	Emotional or psychological abuse occurs when a child does not receive the love, affection or attention they need for healthy emotional, psychological and social development. Such abuse may involve repeated rejection or threats to a child. Constant criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule and rejection or continual coldness are all examples of emotional abuse. These behaviors continue to an extent that results in significant damage to the child's physical, intellectual or emotional wellbeing and development.
Family violence	Family violence occurs when children are forced to live with violence between adults in their home. It is harmful to children. It can include witnessing violence or the consequences of violence. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person's life. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.
Grooming	Grooming is a term used to describe what happens when a perpetrator of abuse builds a relationship with a child with a view to abusing them at some stage. There is no set pattern in relation to the grooming of children. For some perpetrators, there will be a lengthy period of time before the abuse begins. The child may be given special attention and, what starts as an apparently normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then into more serious sexual behaviour. Other perpetrators may draw a child in and abuse them relatively quickly. Some abusers do not groom children but abuse them without forming a relationship at all. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports and religious activities, or in internet chatrooms, in social media or by other technological channels.
Harm	Harm to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:

	<ul style="list-style-type: none"> <li>• physical, psychological or emotional abuse or neglect;</li> <li>• sexual abuse or exploitation;</li> <li>• a single act, omission or circumstance; and</li> <li>• a series or combination of acts, omissions or circumstances.</li> </ul>
Neglect	<p>Neglect is the persistent failure or deliberate denial to provide the child with the basic necessities of life. Such neglect includes the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, medical attention or supervision to the extent that the child's health and development is, or is likely to be, significantly harmed. Categories of neglect include physical neglect, medical neglect, abandonment or desertion, emotional neglect and educational neglect. The issue of neglect must be considered within the context of resources reasonably available.</p>
Physical abuse	<p>Physical abuse occurs when a person subjects a child to non-accidental physically aggressive acts. The abuser may inflict an injury intentionally or inadvertently as a result of physical punishment or the aggressive treatment of a child. Physically abusive behavior includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, punching, biting, burning, excessive and physically harmful over training, and kicking. It also includes giving children harmful substances such as drugs, alcohol or poison. Certain types of punishment, whilst not causing injury can also be considered physical abuse if they place a child at risk of being hurt. Physical abuse also includes threats to physically harm.</p>
Reasonable belief	<p>A reasonable belief is more than suspicion. There must be some objective basis for the belief. However, it is not the same as having proof and does not require certainty.</p> <p>For example, a person is likely to have a reasonable belief if they; observed the conduct themselves, heard directly from a child that the conduct occurred, received information from another credible source (including another witness)</p>
Reasonable steps	<p>Personnel may breach duty of care towards a child or young person if they fail to act in the way a reasonable or diligent professional would have acted in the same situation.</p>

	In relation to suspected child abuse, reasonable steps may include (but are not necessarily limited to): acting on concerns and suspicions of abuse as soon as practicable, seeking appropriate advice or consulting with other professionals or agencies when the unsure of what steps to take, reporting the suspected child abuse to appropriate authorities such as Police or Child Protection, arranging counselling and/or other appropriate support for the child, providing ongoing support to the child and sharing information with other personnel who will also be responsible for monitoring and providing ongoing support to the child or young person.
Sexual abuse	Sexual abuse occurs when an adult or a person of authority (e.g. older) involves a child in any sexual activity. Perpetrators of sexual abuse take advantage of their power, authority or position over the child or young person for their own benefit. It can include making sexual comments to a child, engaging children to participate in sexual conversations over the internet or on social media, kissing, touching a child's genitals or breasts, oral sex or intercourse with a child. Encouraging a child to view pornographic magazines, websites and videos is also sexual abuse. Engaging children to participate in sexual conversations over the internet is also considered sexual abuse.
Sexual exploitation	Sexual exploitation is a form of sexual abuse where offenders use their power, (physical, financial or emotional) over a child or young person, or a false identity, to sexually or emotionally abuse them. It often involves situations and relationships where children and young people receive something (food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money etc.) in return for participating in sexual activities. Sexual exploitation can occur in person or online, and sometimes the child or young person may not even realise they are a victim.

#### Appendix 1 - Key indicators of abuse

Abuse	Physical indicators	Behavioural indicators
Physical	<ul style="list-style-type: none"> <li>unexplained cuts, abrasions, bruising or swelling</li> </ul>	<ul style="list-style-type: none"> <li>avoidance of particular staff, fear of a particular person</li> </ul>

	<ul style="list-style-type: none"> <li>• unexplained burns or scalds, cigarette burns</li> <li>• rope burns or marks on arms, legs, neck, torso</li> <li>• unexplained fractures, strains or sprains; dislocation of limbs</li> <li>• recurrent injuries</li> <li>• bite marks</li> <li>• mouth and dental injuries</li> <li>• ear or eye injuries</li> <li>• disclosure of physical threats being made</li> <li>• consistent sickness/nausea from potential poisons</li> <li>• covering themselves with clothes inappropriate to weather conditions</li> </ul>	<ul style="list-style-type: none"> <li>• sleep disturbances</li> <li>• changes in behaviour (e.g. unusual mood swings, uncharacteristic aggression)</li> <li>• changes in daily routine, changes in appetite</li> <li>• unusual passivity, withdrawal</li> <li>• self-harm, suicide attempts</li> <li>• inappropriate explanations of how injuries occurred</li> <li>• excessive compliance to staff</li> <li>• rough handling</li> </ul>
Sexual	<ul style="list-style-type: none"> <li>• direct or indirect disclosure of abuse or assault</li> <li>• trauma to the breasts, buttocks, lower abdomen or thighs</li> <li>• difficulty walking or sitting</li> <li>• pain or itching in genital and/or anal area; bruising, bleeding or discharge</li> <li>• self-harm, abuse, suicide attempts</li> <li>• torn, stained or blood-stained underwear or bedclothes</li> <li>• sexually transmitted diseases, pregnancy</li> <li>• unexplained money or gifts</li> <li>• recurrent pain on passing urine or faeces</li> </ul>	<ul style="list-style-type: none"> <li>• sleep disturbances</li> <li>• changes in eating patterns</li> <li>• inappropriate or unusual sexual behaviour or knowledge</li> <li>• changes in social patterns</li> <li>• sudden or marked changes in behaviour or temperament</li> <li>• anxiety attacks, panic attacks, clinical depression</li> <li>• refusal to attend usual places (e.g. work, school, respite)</li> <li>• going to bed fully clothed</li> <li>• excessive compliance to staff</li> <li>• inappropriate or excessive masturbation</li> </ul>
Psychological	<ul style="list-style-type: none"> <li>• speech disorders</li> <li>• in the case of a child, lags in physical development, failure to thrive</li> <li>• injuries sustained from self-harm or abuse</li> <li>• suicide attempts</li> <li>• anxiety attacks</li> </ul>	<ul style="list-style-type: none"> <li>• self-harm or self-abusive behaviours</li> <li>• challenging/extreme behaviours</li> <li>• excessive compliance to staff</li> <li>• very low self-esteem, feelings of worthlessness</li> </ul>

		<ul style="list-style-type: none"> <li>• clinical depression</li> <li>• marked decrease in interpersonal skills</li> <li>• extreme attention-seeking behaviour</li> </ul>
Neglect	<ul style="list-style-type: none"> <li>• physical wasting, unhealthy weight levels</li> <li>• poor dental health</li> <li>• food from meals left on face and/or clothes throughout the day</li> <li>• dirty, unwashed body and/or face, body odour</li> <li>• person always wearing the same clothes</li> <li>• ill-fitting and/or unwashed clothes</li> <li>• person is always over- or underdressed for the weather conditions</li> <li>• food is consistently poor quality, insufficient, inedible and/or unappetising</li> <li>• persistent illnesses without appropriate medical treatment</li> <li>• suffering persistent infestations such as scabies or headlice</li> <li>• disclosure of being left alone for long periods of time that are inappropriate to age or maturity</li> </ul>	<ul style="list-style-type: none"> <li>• constant tiredness</li> <li>• persistent hunger</li> <li>• unexpectedly poor social/interpersonal skills</li> <li>• signs of loss of communication and other skills</li> <li>• staff member, service provider, carer or support person consistently fails to bring the person to appointments, events, activities</li> <li>• person is persistently denied opportunities to socialise with others in the community</li> <li>• excessively clingy or fearful</li> </ul>
Family violence	<ul style="list-style-type: none"> <li>• eating and sleeping difficulties</li> <li>• concentration problems</li> <li>• inability to play constructively</li> <li>• clinginess</li> <li>• defiant behaviour</li> <li>• rebelliousness</li> <li>• temper tantrums</li> <li>• cruelty to pets</li> <li>• physical abuse of others</li> <li>• avoidance of peers</li> <li>• dropping out of school</li> <li>• academic failure</li> <li>• delinquency/offending</li> <li>• eating disorders</li> </ul>	<ul style="list-style-type: none"> <li>• fearfulness</li> <li>• numbing</li> <li>• increased arousal</li> <li>• adjustment problems</li> <li>• developmental delay</li> <li>• physical complaints</li> <li>• overly compliant behaviour</li> <li>• withdrawal</li> <li>• loss of interest in social activities</li> <li>• self-harm</li> <li>• poor school performance</li> <li>• use of controlling behaviours</li> <li>• distrust of adults</li> <li>• violent behaviours</li> </ul>

	<ul style="list-style-type: none"><li>• substance misuse</li><li>• depression</li><li>• suicide ideation</li></ul>	<ul style="list-style-type: none"><li>• violence toward a parent/care giver (particularly their mother)</li><li>• early pregnancy</li></ul>
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Child Safe Incident reporting process

1. Determine if you have concerns about a child's safety [ALL STAFF]

NOTE: What constitutes a concern about child safety?

You suspect and have a reasonable belief that a child is being abused/harmed, or is at risk of being abused/harmed and may need protection An allegation of abuse to a child has been made A child discloses abuse or harm You observe abuse or an inappropriate interaction with a child A breach of Council's Code of Conduct relating to child safety has occurred Risk assessment and mitigation Empowerment and participation.

2. Determine if the child is at immediate risk or if the concern relates to physical or sexual abuse [ALL STAFF]

NOTE: Do you have to have proof of the immediate danger?

You do not require proof, just a legitimate concern

NOTE: What is immediate risk?

Immediate danger and risk is any concerns for any physical harm or sexual abuse to a child.

3. Decide that the child is at immediate risk, or the risk involves physical or sexual abuse [ALL STAFF; Child Safety Officer]

If the child is at immediate risk then call the Police on 000

Call the Child Safety Officer

NOTE: Who do I call first?

If the child is at immediate risk always call the police on 000 before you contact the Child Safety Officer

NOTE: Who is the Child Safety Officer?

Janet Shortal, Coordinator Maternal and Child Health

NOTE: What number do I call for the Child Safety Officer?

Janet Shortal on 0437 366 287 or 9278 4607

NOTE: Who do I call if Janet Shortal is unavailable?

Call either Enhanced Maternal and Child Health Nurse, Sally Goulding on 0400 008 310 or Team Leader Maternal and Child Health, Sarah Postill on 0438 958 396 or Ash Camm Business Partner Lead

4. Determine if the process for Reportable Conduct Scheme should be followed from this point

NOTE: Who determines if the Reportable Conduct Scheme should be followed?

The Child Safety Officer

NOTE: Is the alleged perpetrator a staff member, contractor or organisational volunteer

Yes, follow the Reportable Conduct Scheme Procedure.

5. Decide that the child is not at immediate risk [ALL STAFF; Child Safety Officer]

If the child is not at immediate risk then call the Child Safety Officer

NOTE: Who is the Child Safety Officer?

Janet Shortal, Coordinator Maternal and Child Health

NOTE: What number do I call for the Child Safety Officer?

NOTE: Who do I call if Janet Shortal is unavailable?

Call either Enhanced Maternal and Child Health Nurse, Sally Goulding on 0400 008 310 or Team Leader Maternal and Child Health, Sarah Postill on 0438 958 396 or Ash Camm Business Partner Lead

6. Advise manager(s) of personnel reporting as per response on Child Safe Incident Report Form and offer EAP (Employee Assistance Program) or other appropriate preferred psychological support. (Child Safety Officer)

NOTE: Who is responsible for advising the manager(s)?

The Child Safety Officer or the reporter

NOTE: Who is able to offer EAP or other appropriate psychological support?

Either the manager(s) or the Child Safety Officer can offer EAP or other appropriate psychological support to the employee. Employee is able to self-initiate support via GP or preferred community service

Complete the Child Safe Incident Report Form [ALL STAFF]

NOTE: Where do I find the Child Safe Incident Report form?

[Reporting Process | Boroondara A-Z](#)

NOTE: Do I have to complete the Child Safe Incident Report form if I am mandated to report directly to child protection?

Yes, the Child Safe Incident form captures all reports including those made by mandatory reporters. Detailed notes for mandatory reporters will predominately be saved in clinical case notes.

7. Submit the online Child Safe Incident Report form on the risk management system
8. Respond to report and document according to Child Safe Reporting Process [Child Safety Officer]

NOTE: Where do I find the process?

Promapp Refer to Child Protection <https://au.promapp.com/boroondara/Process/6cb7f44d-2ba7-4481-b724-7ca32cf8e05c>

NOTE: What else should I be aware of?

DFFS Information Sharing Schemes <https://www.vic.gov.au/information-sharing-schemes>

9. Communicate process to appropriate personnel [Child Safety Officer]

10. Advise appropriate personnel of process

NOTE: Who is the appropriate personnel?

The community member, family or staff member who raised the concern

11. Refer personnel to appropriate support service if they require as responding to child abuse can be distressing

NOTE: What is appropriate the support service for a staff member?

EAP (Employee Assistance Program), available on 1800 099 444 or other appropriate preferred psychological support service

NOTE: What is the appropriate service for a community member?

Community Support services such as GP or Camcare Psychological Support

12. Close incident in risk management system [Child Safety Officer]

## Child Safe Reportable Conduct Reporting procedures

1. Determine if a staff member's behaviour has led to a concern about a child's safety [ALL STAFF]  
NOTE: What do I do if there are concerns about a child's safety?  
Follow the Child safe process  
NOTE: Where do I find the process?  
Promapp Refer to Child Protection <https://au.promapp.com/boroondara/Process/6cb7f44d-2ba7-4481-b724-7ca32cf8e05c>
2. Determine if the behaviour of a staff member means a reportable conduct allegation is required  
Complete the Child Safe Incident report form [ALL STAFF]  
NOTE: Where do I find the Child Safe Incident Report form?  
[Reporting Process | Boroondara A-Z](#)  
  
NOTE: Who do I submit the incident report form to?  
The online form will be submitted to the Child Safety Officer (CSO), the CEO and the Executive Manager PC&D when you nominate as a Child Safe Incident.  
NOTE: What details do I need to include?  
You need to complete all fields on the form which you have information of, including details about the staff, contractor or volunteer who has caused the concern
3. Receive Child Safe Incident Report form and determine no more information is required [Chief Executive Officer, City of Boroondara; Child Safety Officer; Manager, People Culture & Development]
4. Determine if the allegation meets the threshold for reporting to the Commission for Children and Young People (CCYP) [Manager, People Culture & Development]  
NOTE: Who determines if the allegation meets the threshold?  
Manager, People Culture & Development and Child Safety Officer.  
NOTE: What happens if the allegation does meet the threshold?  
Skip step 5 and then follow from step 6 to completion of process
5. Receive Child Safe Incident Report form and determine more information is required [Chief Executive Officer, City of Boroondara; Child Safety Officer; Manager, People Culture & Development]  
NOTE: What happens if more information is required?  
The CEO, Child Safety Officer and/or the Executive Manager PC&D may recommend what further information needs to be gathered.  
NOTE: Who gathers additional information?  
The CEO, Child Safety Officer and/or the Executive Manager PC&D will determine who is best placed to gather the required additional information  
NOTE: What is the time frame to gather more information?  
Additional information should be gathered within 24 hours  
Delegate to the relevant PCD Business Partner  
NOTE: What is the PCD Business partner responsible for?  
Notifying the personnel of any allegations and of the process to be followed.  
Delegate matter to relevant PCD business partner to conduct investigation [Manager, People Culture & Development].
6. Investigation in line with council's Performance Improvement and Disciplinary Policy

NOTE: Who conducts the investigation?  
The relevant PCD Business Partner

7. Present findings of investigation to relevant manager and provide outcome to employee.
8. Report to the CCYP [Chief Executive Officer, City of Boroondara]
9. Receive contact and prompt from Executive Manager PCD within 24 hours of report
10. Submit 3 day notification to CCYP via online submission  
<https://ccyp.vic.gov.au/assets/resources/Three-day-notification-head-of-organisation.docx>
11. Determine who will undertake further investigation [Child Safety Officer; Manager, People Culture & Development]
12. Appoint the investigator  
NOTE: Who appoints the investigator?  
The Child Safety Standards (CSS) group  
NOTE: Who can be appointed to undertake the investigation?  
The Child Safety Standards Group (CSS) An internal or external investigator as appointed by the CSS  
NOTE: Who makes up the CSS?  
Possible CSS members may include CSO, Executive Manager PC&D, manager of staff member making report, manager of staff member allegation is being made against, David Thompson ( or representative), PCD representative
13. Meet with personnel [Manager, People Culture & Development]
14. Meet with personnel and advise of process
15. Offer personnel Employee Assistance Program
16. Undertake investigation [Child Safety Officer; Manager, People Culture & Development]
17. Undertake investigation into allegation using  
<https://ccyp.vic.gov.au/assets/resources/Investigation-outcome-update.docx>
18. Review Investigation findings [Child Safety Officer; Manager, People Culture & Development]
19. Meet and review the investigation findings  
NOTE: Who meets to review the findings?  
The CSS group
20. Provide update to CCYP [Chief Executive Officer, City of Boroondara]
21. Provide update within 30 days to CCYP  
NOTE: How do you update findings?  
Via the online form on <https://ccyp.vic.gov.au/assets/resources/30-day-update.docx>
22. Implement actions based on findings of investigation [Manager, People Culture & Development]
23. Close case [PCD Business Partner, People Culture & Development]
24. Close case within risk system  
NOTE: Who closes the case in the risk system?  
The PCD Business Partner

1. Determine if you have concerns about a child's safety

NOTE: What constitutes a concern about child safety?

You suspect and have a reasonable belief that a child is being abused/harmed, or is at risk of being abused/harmed and may need protection An allegation of abuse to a child has been made A child discloses abuse or harm You observe abuse or an inappropriate interaction with a child. A breach of Council's Code of Conduct relating to child safety has occurred. Risk assessment and mitigation Empowerment and participation.

2. Determine if the child is at immediate risk or if the concern relates to physical or sexual abuse

NOTE: Do you have to have proof of the immediate danger?

You do not require proof, just a legitimate concern

NOTE: What is immediate risk?

Immediate danger and risk is any concerns for any physical harm or sexual abuse to a child.

3. Decide that the child is at immediate risk, or the risk involves physical or sexual abuse

If the child is at immediate risk then call the Police on 000

Call the Child Safety Officer

NOTE: Who do I call first?

If the child is at immediate risk always call the police on 000 before you contact the Child Safety Officer

NOTE: Who is the Child Safety Officer?

Janet Shortal, Coordinator Maternal and Child Health

NOTE: What number do I call for the Child Safety Officer?

Janet Shortal on 0437 366 287 or 9278 4607

NOTE: Who do I call if Janet Shortal is unavailable?

Call either Enhanced Maternal and Child Health Nurse, Sally Goulding on 0400 008 310 or Team Leader Maternal and Child Health, Sarah Postill on 0438 958 396 or Ash Camm Business Partner Lead

4. Determine if the process for Reportable Conduct Scheme should be followed from this point

NOTE: Who determines if the Reportable Conduct Scheme should be followed?

The Child Safety Officer

NOTE: Is the alleged perpetrator a staff member, contractor or organisational volunteer

Yes, follow the Reportable Conduct Scheme Procedure.

5. Decide that the child is not at immediate risk

If the child is not at immediate risk then call the Child Safety Officer

NOTE: Who is the Child Safety Officer?

Janet Shortal, Coordinator Maternal and Child Health

NOTE: What number do I call for the Child Safety Officer?

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NOTE: Who do I call if Janet Shortal is unavailable?

Call either Enhanced Maternal and Child Health Nurse, Sally Goulding on 0400 008 310 or Team Leader Maternal and Child Health, Sarah Postill on 0438 958 396 or Ash Camm Business Partner Lead

6. Close incident in risk management system [Child Safety Officer]

Appendix 4: Categories of Incidents

Incident type	Description	Managed/escalated to
Minor incident	<p>Events which cause or may cause minor physical stress and or emotional stress to personnel or clients/service users.</p> <p>Near misses and minor breaches of professional standards or agency policy (for example the Code of Conduct) that do not compromise the health and safety of clients/service users, including children and young people and personnel.</p>	<p>Frontline staff and direct Managers/Supervisors/  Child Safety Officer</p>
Moderate incident	<p>Events which cause or are likely to cause physical stress or emotional distress to personnel or clients/service users.</p> <p>Near misses and criminal behaviour or breaches of professional standards or agency policy (for example the Code of Conduct) by personnel that may compromise the health and safety of clients / service users, including children and young people and personnel.</p>	<p>Child Safety Officer</p>
Critical incident	<p>Criminal behaviour, breaches of professional standards or organisational policy (for example Code of Conduct) by personnel that cause harm to or significantly compromise the health and safety of including client / service users, including children and young people and personnel.</p>	<p>CEO, Council and Child Safety Standards group</p>

# Child Safe incident reporting form

City of Boroondara is committed to being a child safe organisation and has zero tolerance for child abuse. Thank you for speaking up. We now need to collect further details to help report the allegation.



You are concerned, see, hear or reasonably believe a child is in danger and in need of protection. You have raised your concerns with your People, Culture and Development Business Partner and/or our Child Safety Officer.



Complete this form.



We make a report to the relevant authorities. If the matter relates to reportable conduct, we will assess the allegation.



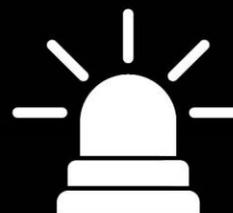
If the allegation is deemed reportable conduct our CEO is notified.



Our CEO or delegated officer notifies the Commission for Children and Young People within three business days.



The allegation is investigated and a report is prepared for the Commission for Children and Young People within 30 business days.



**If a child is in immediate danger, or the incident relates to child sexual or physical abuse, you must call 000 and inform your people manager and the Child Safety Officer.**

**Responding to child abuse can be distressing.**

Support is available via the Employee Assistance Program at any time on **1800 099 444.**

**This form must be used to record details of any:**

- **Incidents, allegations, disclosures or reasonable concerns in relation to abuse or neglect of a child or young person, either by personnel within our organisation or by others**
- **Breaches or actions of other personnel within our organisation that contravene our policies and procedures, such as outlined in our Code of Conduct and Child Safe Policy.**

## **Incident details**

Name: [Click here to enter text.](#)

Program: [Click here to enter text.](#)

Date of incident: [Click here to enter a date.](#)  
[Click here to enter text.](#)

Location incident occurred:

Person making report: [Click here to enter text.](#) Role and relationship to child: [Click here to enter text.](#)

Type of incident (tick all that apply):

- Suspicion or allegation of abuse or neglect of child/young person
- Suspicion of potential harm to a child/young person
- A critical incident as defined in the Incident Management policy
- Breaches of Code of Conduct
- Breach of Child Safe or reporting policy
- Potential abuse by or criminal matters involving an employee

## **Details of the child / young person affected by the incident (if known)**

**A separate Incident Report Form should be completed for each child**

Full name: [Click here to enter text.](#)

Date of birth: [Click here to enter text.](#)

Gender: [Click here to enter text.](#)

Any accessibility, communication, medical or culture requirements?  
[Click here to enter text.](#)

Parent/caregiver name: [Click here to enter text.](#)

Parent/caregiver contact phone number: [Click here to enter text.](#)

Parent/caregiver address: [Click here to enter text.](#)

Any parent/caregiver accessibility, communication, medical or culture requirements?  
[Click here to enter text.](#)

## **Details of other persons involved**

### **Other children and young people**

Were there other children and young people present? yes  no

If yes, please provide their details below:

Name: [Click here to enter text.](#)

Has a separate incident report form been completed for this child/young person?

yes  no

If no, please provide a reason as to why: [Click here to enter text.](#)

### **Alleged perpetrator(s) details**

Name – if known: [Click here to enter text.](#)

Connection with the child – if known: [Click here to enter text.](#)

Any other relevant factors: [Click here to enter text.](#)

### **Witness details**

**Were there any other witnesses to the incident?** yes  no

If yes, please provide their details below:

Full name: [Click here to enter text.](#)

Involvement as witness: [Click here to enter text.](#)

Contact phone number: [Click here to enter text.](#)

Any accessibility, communication, medical or culture requirements?

[Click here to enter text.](#)

### **Details of incident**

Please describe in as much factual details as possible the incident including; the events which lead up to the incident, sighted injury or other indicators of abuse, conversations with the child, alleged perpetrator/s behaviour.

[Click here to enter text.](#)

### **Action undertaken (if any and by whom)**

To ensure the safety of child/young person: [Click here to enter text.](#)

To address the support needs of the child / young person and their family: [Click here to enter text.](#)

To address the support needs of the alleged perpetrator: [Click here to enter text.](#)

To address the support needs of other personnel involved: [Click here to enter text.](#)

Other children/young people involved: [Click here to enter text.](#)

Any others involved? [Click here to enter text.](#)

Please tick who of the following have been informed of this incident:

Externally

Victoria Police  Child protection  Ambulance  Doctor

Family/caregiver

Reportable Conduct Authority  Working With Children Check Authority

Orange Door

Other: Click here to enter text.

### **Internally**

Are you a City of Boroondara staff member, volunteer or contractor? yes  no

Full name: Click here to enter text.

Position / title: Click here to enter text.

Are you a member of the public? yes  no

Full name: Click here to enter text.

Contact details of reporter: Click here to enter text.

Date and time of report: Click here to enter text.

Do you wish to be anonymous in Council's risk management system? yes  no

### **Police**

Date: Click here to enter text.  
enter text.

Name of person notified: Click here to enter text.  
enter text.

Department / region: Click here to enter text.  
here to enter text.

Advice provided: Click here to enter text.

Engagement Number: Click here to enter text.

Time: Click here to

Position: Click here to

Contact detail/s: Click

### **Child Protection authorities**

Date: Click here to enter text.  
enter text.

Name of person notified: Click here to enter text.  
enter text.

Department / region: Click here to enter text.  
here to enter text.

Advice provided: Click here to enter text.

Engagement Number: Click here to enter text.

Time: Click here to

Position: Click here to

Contact detail/s: Click

### **Reportable Conduct authorities**

Date: Click here to enter text.  
enter text.

Name of person notified: Click here to enter text.  
enter text.

Department / region: Click here to enter text.  
here to enter text.

Advice provided: Click here to enter text.

Engagement Number: Click here to enter text.

Time: Click here to

Position: Click here to

Contact detail/s: Click



## **Privacy Disclaimer**

The City of Boroondara acknowledges and respects the privacy of all its employees, volunteers, contractors and patrons. The information being collected is for the purposes of obtaining details of and assessing the incident in question. Information disclosed on this form may be passed on to the appropriate authorities, as required. By signing this form, you have consented to this information being collected, used and disclosed for the purposes it intended. You have the right to access and alter personal information concerning yourself in accordance with the Commonwealth Privacy Act (amended 2001) and the City of Boroondara Privacy Statement.