



PGL Australia

# CHILD SAFEGUARDING POLICY



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## Policy statement

PGL believes that it is unacceptable for a child, young person or vulnerable adults to experience abuse of any kind and recognises its responsibility to safeguard their welfare by a commitment to practice which protects them.

We recognise that:

- The welfare of the child, young person and vulnerable adults is paramount.
- All people regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

The purpose of the policy is:

- To provide protection for the children, young people and vulnerable adults who receive services.
- To provide staff with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm.

This policy applies to all staff, volunteers, students and contractors working on behalf of PGL.

We will endeavour to safeguard children, young people and vulnerable adults by:

- Valuing them, listening to them and respecting them.
- Adopting child protection guidelines through procedures and a code of conduct for staff and visitors.
- Recruiting staff safely, ensuring all necessary checks are made.
- Sharing information about safeguarding, child protection and good practice with children, parents, teachers and staff.
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- Providing effective management for staff through supervision, support and training.

PGL are committed to the safety and wellbeing of all children, young people and vulnerable adults who access our services. PGL has a zero tolerance to child abuse and neglect and strive to ensure PGL is a child safe organisation where children are valued. Furthermore, PGL are committed to the empowerment and engagement of children, young people and vulnerable adults and strive to ensure their feedback and participation the development of policies, procedures and protocols that affect them.

We are also committed to regularly reviewing our policies and procedures to ensure best practice.



**Carl Stanforth**  
National Director Australia  
January 2021

## Child Safeguarding: Centre-based leads, PGL Australia

<b>Our National Director (nominated lead) for PGL Australia is:</b>	<b>Our Centre based lead For PGL Campaspe Downs is:</b>	<b>Our Centre based lead for PGL Camp Rumbug is:</b>	<b>Our Centre based lead for PGL Kindilan is:</b>
<b>Carl Stanforth</b>	<b>Stuart Davie</b>	<b>Matt Wallis</b>	<b>Robbie Spencer</b>
National Director	Centre Manager	Centre Manager	Centre Manager
PGL Campaspe Downs Victoria, 3444	PGL Campaspe Downs Victoria, 3444	PGL Camp Rumbug Victoria, 3960	PGL Kindilan Queensland, 4165
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Their role is to:

- Oversee and ensure that our Child Safeguarding policy is fully implemented
- Ensure our child safeguarding standards are communicated to all staff, students and contractors
- Ensure details are made available to all adults, children and parents/carers
- Ensure all staff receive appropriate training in safeguarding
- Continuously develop a culture of child safety within the organisation
- Provide leadership, oversight and application of all elements of the child safeguarding policy and procedures, ensuring structures, systems and training are in place to be effective
- Ensure adequate structures and funding are in place to support managers and staff to:
  - Provide guidance to the organisation on child safeguarding concerns, especially child safeguarding leads
  - Support and provide advice and assistance to the centre-based safeguarding lead
  - Review, quarterly, all safeguarding reports and make recommendations to PGL safeguarding lead

The centre manager/deputy should be available to support, or cover for, the director. They will also handle any complaints or allegations against the nominated lead if appropriate.

Their responsibilities are to:

- Be fully conversant with all aspects of the PGL Child Safeguarding policy and procedures
- To have an understanding of the laws relating to child protection as well as company policies and operating procedures
- ensure that the preventative measures are in effect
- Ensure employees, students on placement and contractors are familiar with the child safeguarding policy and procedures and other supporting documents
- Provide support to staff, students on placement and contractors to take reasonable steps to ensure child safeguarding is upheld
- Ensure that the child safeguarding is visible and accessible to all stakeholders including parents/carers, children and young people and vulnerable adults
- To be proactively responsible for determining, administering and delivering additional training
- Be aware of the reports of child safety concerns or allegations of abuse made by their staff and support staff to follow correct procedures
- Offer support to the child, the parents, young person, vulnerable adult, the person who reports and the accused employee or volunteer
- Initiate internal processes to ensure the safety of the child, young person, vulnerable adult, clarify the nature of the complaint and commence disciplinary process (if required)
- Make recommendations for change or improvements to current policies or operating procedures
- To know and establish links with local child protection agencies

- Ensure a detailed log is kept of all child or staff protection issues, even if at the time no further action is deemed necessary
- To openly encourage and nurture a protective culture and environment that puts children's interests first and actively supports a whistle-blowing policy
- Annually review their centre's safeguarding risk assessment
- Ensure visiting adults and children and young people are aware of PGL policies and procedures
- Report allegations of Reportable Conduct to the Commission for Children and Young People
- Ensure the visitors' Code of Conduct is adhered to (see [Appendix 2](#))
- Research and disseminate information and updates regarding child safeguarding and legislative changes to staff, students and contractors
- Distribute child safeguarding materials such as posters and leaflets to staff, students on placement and contractors as well as visiting adults and children and young people

## Child Safeguarding: All Centre-based staff Australia

Their role is to:

- To be aware of, understand and apply the requirements of the Child Safeguarding policy and procedures and other related documents
- Uphold the Child Safeguarding policy and procedures

Their responsibilities are as follows:

- Be fully conversant with all aspects of PGL child safeguarding policy and procedures
- To have an understanding of the laws relating to child protection as well as company policies and operating procedures
- Make recommendations for change or improvements to current policies or operating procedures
- Ensure the visitors' Code of Conduct is adhered to (see [Appendix 2](#))
- Engage with children, young people, vulnerable adults and their parents/carers regarding PGL child safeguarding commitments and culture
- Report any abuse/neglect concerns, allegations or disclosures to appropriate external authorities, your direct supervisor and your child safeguarding lead

**IF YOU BELIEVE A CHILD IS IN IMMEDIATE DANGER CALL THE POLICE ON  
TRIPLE ZERO (000)**

## Child safeguarding legislative guidance and social context

### Overview

There is comprehensive legislation in place that guides how organisations must respond to suspected child abuse. This legislation is designed to protect children by ensuring that adults identify, respond to and report concerns to the appropriate authorities. It is important that all staff understand these laws and ensure they are aware of their obligations with respect to reporting.

PGL is committed to providing safe environments for children and young people who engage with the organisation and therefore uphold the Victorian Child Safe Standards, and the National Principles.

This section outlines the Victorian, Queensland and National requirements, including the obligations for all staff, students on placement and contractors.

Victoria has specific legislation requiring the reporting of suspected child abuse to Child Protection (Department of Health and Human Services) or the Police. Any person in Victoria must report suspected child abuse or neglect if the person believes on reasonable grounds that a child is in need of protection.

Regardless of legislative reporting requirements, PGL requires that everyone, irrespective of their legal mandate, has a moral and social responsibility to report concerns about child abuse and neglect.

Also see **Appendix 3: Legislation & Guidance**.

### Queensland Requirements

The Queensland government has signed on to the National Principles and implementation is yet to occur. Until such time as the principles are legislated, our Queensland staff and students will work to current Queensland legislation, and where a higher requirement is required, adopt the Victorian Child Safe Standards and best practice principles.

### Victorian Child Safe Standards

See Appendix 4.

### National Principles for Child Safe Organisations

See Appendix 5.

### Reportable Conduct - Victoria

The Reportable Conduct Scheme is in place to improve oversight of how organisations respond to allegations of child abuse and child-related misconduct by workers and volunteers. Under the scheme, the Commission for Children and Young People will have the power to:

- Monitor organisations' investigations of abuse or misconduct and report on trends
- Share information with key organisations, such as the Working with Children Check Unit and certain professional registration bodies, to improve child safety
- Inquire into the safety systems of organisations engaged in child-related work; and share relevant information to better protect children from the risks of abuse

PGL are in scope of the Victorian Reportable Conduct Scheme and as such, will report all allegations against a staff member student or volunteer to the CCYP, as required.



## Rigorous recruitment

PGL understands we have a legal and ethical obligation to keep children safe from harm and we are committed to ensuring all recruitment and selection processes are rigorous and that only the most suitable people are recruited to work with children, young people and vulnerable adults and that all unsuitable people are screened out.

We recruit all staff by obtaining full personal details and application forms with particular relevance to previous work with children and young people.

PGL's commitment to child safeguarding will be included on our website and in all job advertisements. In addition, PGL will ensure all roles have a formal position description outlining their roles and responsibilities and child safeguarding requirements.

Interviews are conducted using behavioural questions about real situations, tasks, actions and scenarios individuals have experienced. This enables those responsible for recruiting staff to assess if applicants are able to enact organisational child safeguarding requirements.

We have sound recruitment procedures and record when we are satisfied that the applicant is appropriate and suitable. Staff responsible for recruitment will be trained and supported to undertake this responsibility. We also check and keep certified copies on file of original qualifications and coach status for relevant posts such as instructors.

PGL recognises that a history of criminal offences may not automatically disqualify an applicant from working with PGL. Consideration is always given to the legal limitations on employing certain ex-offenders and the company's duties in law; however, disclosures may contain details of spent convictions irrelevant to employment with children and therefore we risk assess each case individually. When considering whether to employ an ex-offender we consider a range of factors, including the nature of the crime, when it happened and the success of rehabilitation, the sentence, re-offending patterns, job requirements and safeguards against offending at work. We will keep a record of our considerations and any representations made by the individual as part of the assessment.

## Background Checks

### Reference Checks

PGL request and take up two written references and are committed to ensuring verbal referee checks are conducted to inform decision making about their suitability to work with children. At least one of the referees must have directly supervised the candidate and observed their interactions with children if relevant to their role.

### Pre-Employment Screening Checks

We require international police checks for all PGL Australia candidates who have worked or volunteered outside of Australia for a continuous period of more than 6 months during the past 10 years, unless that staff member has been employed by PGL in PGL's European operations within the last 6 months, in which case we will verify their suitability of working with children via the UK DBS system & PGL's HR records and in addition ask appropriate questions regarding any employment during the 6 month period prior to offering employment in our Australian centres. All international staff will be required to hold a valid working with children check within 4 weeks of arriving in Australia.

### Queensland – Blue card

PGL require all staff, students on placement and contractors who engage in child-related work in Queensland to comply with the working with children laws operating in the State of Queensland and obtain a Blue Card. Blue Cards are designed to help organisations screen out potential candidates who may pose a risk to children.

PGL require all successful applicants or existing Blue Card holders to link their existing Blue Card to PGL.

A Queensland Blue Card can be obtained [here](#).

### Victoria – Working with children checks

PGL require all staff, students on placement and contractors who engage in child-related work in Victoria to comply with the working with children laws operating in the State of Victoria and obtain a Working With Children Check. WWCC are designed to help organisations screen out potential candidates who may pose a risk to children.

PGL require all successful applicants or existing WWCC holders to link their existing WWCC to PGL.

A Victorian Working With Children Check can be obtained [here](#).

PGL will manage and maintain a register of required pre-employment checks to ensure all checks are kept up to date. In addition PGL will conduct routine audits every 6 months or according to the procedural guidelines of individual programs/services and ensure compliance.

If pre-employment screening checks are negative and/or if PGL receive an updated report that contains concerning content, PGL will take the appropriate steps to ensure the employee does not pose a risk to children.

PGL acknowledges that Working With Children Checks (WWCC) and/or Blue Cards alone do not assess someone's suitability to work with children and must be considered in a suite of child safe recruitment strategies.

## Induction and training

Training is important to ensure that everyone at PGL understands that child safety is everyone's responsibility.

PGL have a clear induction and training strategy detailing clear job descriptions, terms and conditions of employment, staff responsibilities and all relevant procedures.

All new staff receive health and safety, and child safeguarding training as part of their induction and sign to record they have received and understood the training and documentation related to child safeguarding. All new staff will have a probationary review within the first month of employment and will then be observed and appraised at regular intervals throughout their period of employment. The centre manager is responsible for ensuring this happens in line with PGL company policy.

Following the annual review of policies and procedure all centre-based leads will attend an annual refresher workshop.

Mandatory training requirements include:

- Child Safeguarding Policy
- Reporting Procedures and Reportable Conduct (Vic)
- Code of Conduct
- Child safe culture and practice
- Indicators of child abuse
- Offender and grooming behaviour
- How to respond to disclosures of child abuse
- Current legislation

## Privacy and confidentiality

PGL is committed to protecting an individual's right to privacy. All personal information considered or recorded during the process of a report or investigation will be handled in accordance with the PGL's privacy and confidentiality policy and relevant legislation.

We have a clear policy about privacy and information sharing and these details are available to all adults, children, parents and carers via the PGL website, discussions with senior staff during inductions, through information available in the PGL Staff Information Guide and clearly displaying the whistle-blowers' 'open-door' policy. The privacy policy can be found [here](#).

We fully endorse the principle that the welfare of children and young people override any obligations of confidence we may hold to others. Individual cases will only be shared or discussed on a "need to know" basis.



All media enquiries are to be handled by the Director, or a nominated deputy in their absence.

## Handling disclosures

A disclosure may be made verbally or through play or through the behavior of a child, young person or an adult and it is important for everyone to remember the following:

If you have any concerns, it is important that you follow the reporting procedures outlined in the Responding to concerns section of this policy.

Also see [Appendix 1](#): Recognising abuse

You may become aware of suspected or likely abuse by:

- Your own observations and concerns
- Being told by another person that they have concerns about a child
- Being told by the child
- Being told by the abuser

Also remember that you may not always be working directly with the child but may become concerned because of difficulties experienced by the adults e.g:

- Peer domestic violence incidents
- Mental health issues
- Substance and alcohol abuse incidents

Other concerns may be:

- Children living away from home or who have gone missing
- Peer abuse including bullying
- Sexual harmful behaviors in children
- Race and racism
- Violent extremism
- Sexual exploitation
- Female genital mutilation
- Forced marriage
- Concealed pregnancy
- Child trafficking
- Online-safety

Remember:

- Do not delay
- Do not investigate
- Seek advice from the lead or deputy for safeguarding
- Make careful records of anything you observe or are told

## Sexually Harmful Behaviour in Children

Research indicates that a significant proportion of sexual abuse experienced in the context of organisations is carried out by children.<sup>[1]</sup> Sexually harmful behaviour involves children engaging another party in sexual activity that is either unwanted or where, due to the nature of the situation, the other party is not capable of giving consent (e.g. children who are younger or who have a cognitive impairment)<sup>[2]</sup>. PGL is committed to ensuring its staff have access to training and support which prepares them to prevent and identify sexually harmful behaviours and respond to peer-to-peer abuse in a timely, child-focused and protective manner.

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<sup>[1]</sup> Royal Commission into Institutional Responses to Sexual Abuse, 2014.

<sup>[2]</sup> Adapted from work of the Victorian Therapeutic Treatment Board.

If a child exhibits sexually harmful behaviour towards another child within the PGL context, the organisation owes a duty of care to both children. PGL recognises that a child who demonstrates sexually harmful behaviours requires therapeutic intervention. They may also have experienced abuse and/or neglect and therefore may require protection. The PGL staff member and their manager/Child Safe Lead or Deputy will agree the process for notifying parents/carers about the concern. In so doing, they will be guided by advice from relevant authorities, e.g., Department of Health and Human Services and Police. Please see [Appendix 6: Identifying Sexually Harmful Behaviour in Children](#).

**Table 1: Disclosure Dos and Don'ts**

Do	Don't
Listen carefully to what the child or young person is saying; let them use their own words.	Make promises you cannot keep, such as promising that you will not tell anyone.
Tell the child or young person they did the right thing by telling you.	Push the child or young person into giving details of the abuse. Your role is to listen to what the child or young person wants to tell you or make observations - not to conduct an investigation.
Tell the child or young person it is not their fault and they are not responsible for the abuse.	Indiscriminately discuss the circumstances of the incident with others not directly involved with the child or young person.
Let the child or young person know what will happen next.	
Tell the child or young person you are pleased they told you.	
Advise your line management and report to relevant authorities.	

## Responding and Reporting concerns

We ensure and emphasise that everyone in our organisation understands and knows how to respond to concerns of abuse and neglect. We do this through training, inductions and by ensuring all staff and contractors are aware of the safeguarding policy.

Child safeguarding concerns may arise in a range of ways – through direct disclosure, observation or information received from others. Staff and contractors must remain open and aware to the various ways concerns may arise.

Child abuse and/or neglect may occur in the context of PGL's activity, however abuse may also occur outside of PGL, for example at home or in school. PGL expects staff to be alert to abuse and neglect in all contexts and report concerns in accordance with this policy.

Staff must ensure internal and external reporting processes are adhered to. It is critical that the process for internally reporting concerns does not in any way delay external reporting to police or Child protection.

PGL staff and contractors have a moral obligation to ensure that all children are safe from harm.

The following steps are to be followed when a staff member or contractor has concerns for a child:

**INTERNAL CONSULTATION SHOULD NOT DELAY A REPORT TO AUTHORITIES.**

**IN AN EMERGENCY DO NOT DELAY, CONTACT THE POLICE BY CALLING TRIPLE ZERO (000)**

<p><b>Step 1</b></p> <p>Upon immediately becoming aware of the incident or forming a reasonable belief (within 24 hrs). Contact the PGL centre-based lead or deputy if you would like support or assistance to make a report or make the report directly.</p> <p>A person must make a report when they form a reasonable belief, that a child needs protection or when there is a disclosure of abuse or harm in relation to the following (against or in the presence of a child):</p> <ul style="list-style-type: none"> <li>• Sexual abuse offences</li> <li>• Grooming</li> <li>• Sexual misconduct</li> <li>• Physical violence</li> <li>• Behaviour that is likely to cause significant emotional or psychological harm</li> <li>• Significant neglect</li> </ul>
<p><b>Step 2</b></p> <p>Contact the Police – Dial 000 or the relevant human services department in your State. See <a href="#">Appendix 7</a> for Queensland Child Safety Services and Victorian Child Protection reporting contact information and a step-by-step guide to reporting to the Child First and the Department of Health and Human Services (DHHS).</p>
<p><b>Step 3</b></p> <p>Complete and submit the PGL child safeguarding incident report form. Consult, monitor and record accordingly.</p>
<p><b>Step 4</b></p> <p><b>The centre-based lead/deputy will:</b></p> <ul style="list-style-type: none"> <li>• INFORM the director</li> <li>• Support staff and contractors - assist with making a report and to provide appropriate follow up.</li> <li>• Support children/families - in consultation with the relevant government department in your State contact the parent/carers to provide support or referral (see <a href="#">Appendix 7</a>)</li> <li>• Keep records - ensure all appropriate records are complete and filed accordingly</li> <li>• DETERMINE if reportable conduct may have occurred in consultation with the director</li> <li>• NOTIFY the Commission within 72 hrs/3 business days of becoming aware of a reportable allegation</li> <li>• INVESTIGATE an allegation (subject to police clearance on criminal or family violence matters)</li> <li>• Advise the Commission who is undertaking the investigation</li> <li>• UPDATE the Commission within 30 calendar days, providing detailed information of any &amp; all actions that have been taken</li> </ul> <p>OUTCOMES notify the Commission of the investigation findings and any disciplinary action the head of entity has taken (or reasons for no action).</p>

Any allegations against a staff member or student on placement must also be reported to the Lead as part of the process or immediately following the above procedure.

In Victoria these allegations may **also** fall under the Reportable Conduct Scheme. Reportable Conduct includes allegations against staff or contractors. It does not include allegations made within a family context or contexts external to PGL. Reportable Conduct includes allegations against staff and contractors in the PGL context **and** in their personal life.

## Allegations / complaints / disciplinary and grievance procedures

We have clear policies about handling allegations, dealing with complaints and our own disciplinary and grievance procedures; these details will be made available to all adults, children, parents and carers as necessary.

We are clear that, in any case where a complaint has been made with regards to any inappropriate or poor practice, the outcome of an investigation by the authorities will be followed by an investigation by PGL following Reportable Conduct protocols. If the incident does not reach the threshold of reporting to CCYP, other internal policy and procedures may be followed.

## Treating children with respect

We endeavor to treat all children and young people with respect, regardless of gender, race, sexuality, ability or culture. We ensure that everyone signs up to the PGL Codes of Conduct. The Code of Conduct can be found [here](#).

Our confidentiality statement, complaints procedures, allegations and whistle-blowing statements, and disciplinary and grievance procedures are made available to everyone through training, induction, the staff handbook and information in staff areas.

We aim to empower all children and young people to participate.

## Celebrating Children's Achievements

We positively encourage all children and young people to succeed and celebrate their achievements by actively reviewing, realising different abilities and creating an environment where all achievements are given attention and praise. We are particularly sensitive to the needs of disabled children who may achieve in smaller steps than their peers but are equally entitled to celebration.

## Risk Management

PGL expects all Staff and contractors to prioritise the assessment and mitigation of risks and will ensure that they have access to training and support which enables them to do this effectively.

In all circumstances where a serious incident relating to a child occurs, the centre based lead will ensure this is comprehensively reviewed and any learning arising is utilised to strengthen risk management approaches. A serious incident includes a breach of the Child Safeguarding policy, serious harm to a child which occurs in the PGL context, and/or substantiated child abuse allegations against PGL staff, students on placement or contractors.

The Director will maintain aggregate records of all child safeguarding reports to child protection, the Police and Reportable Conduct schemes and will analyse these to identify trends and inform risk management approaches.

## Historical Abuse

In all circumstances where historical abuse allegations are made which pertain to PGL, the organisation will co-operate fully with police investigations. Any allegation of historical abuse which pertains to PGL should be notified to the Director or their designate within 24 hours of receipt.

The Director will be responsible for overseeing the handling of the allegation, including confirming that it has been referred to the Police and that all relevant information held by PGL has been provided to relevant authorities.

At the conclusion of the Police investigation, the Director in consultation with Centre Leads will determine whether it is appropriate to undertake an internal investigation; an internal investigation would generally be warranted where staff, students or volunteers implicated in the allegation are still involved with PGL or if the incident occurred after the implementation of the Reportable Conduct scheme on 1 July 2017.

In all circumstances, PGL will undertake an internal review to determine if there is a need to amend any PGL policies, procedures or processes. Reviews will be focused upon the identification and application of learning to minimise future risk.

## Record keeping

PGL will keep confidential records of any child safety concerns, incidents or complaints should they arise, whether they are deemed reportable or not. Detailed descriptions of the incident or concern, evidence and actions taken, including incident forms, reports made to authorities and any other follow-up actions must be completed and recorded.

Notes and observations should be non-judgmental, easy to read and accessible. Documentation should include, dates, times and location, as well as details of any conversations. Reports should be accurate and impartial and without the use of derogatory or emotive language.

All hard copy and electronic records will be kept securely and will be accessible by the lead for safeguarding and/or deputy only.

In accordance with Royal Commission recommendations PGL will keep these records for 45 years. Records will also be kept in accordance with funding body obligations, as relevant.

## Whistle-blowing

PGL complies with whistle-blower legislation. If staff have concerns about their direct supervisor, managers or child safeguarding leads in Australia they should contact the Director or the authorities in Australia.

## Related Policies

This policy should be read in conjunction with the following documents:

Code of Conduct

Reporting Procedure and Flow chart

Incident Reporting Form

Investigations Policy

HR Policies and Procedures (including positions descriptions, interview guides and forms, reference check guides and forms, WWCC procedure and methods for checking, whistleblower/protected disclosure)

Disciplinary Policies and Procedures

Risk Management policies and Procedures

Training and Induction Policies and Training Framework

Privacy Policy

Complaints handling

Child friendly complaints and reporting processes

Grievance Policy

Record Keeping

## Policy review

This policy will be reviewed biannually or when there are substantial organisational or legislative changes. PGL is committed to continuous improvement and learning from incidents, identified risks and ongoing activities that engage children, young people and vulnerable adults in organisational practice that impacts on their health and wellbeing.

## Appendix 1: Recognising abuse

**Abuse is an act or acts which endangers a child's health, wellbeing and/or development. It can be a single event or a series of traumatic events. It includes:**

**Physical abuse** may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing significant harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in, a child.

**Emotional abuse** is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or making fun of what they say or how they communicate it. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur. It may feature age, or developmentally inappropriate expectations being imposed on children.

**Exposure to Family Violence** is behaviour by a person towards a family member that is:

- Physically or sexually abusive
- Emotionally abusive
- Coercive or controlling or dominating behaviour toward a family member, causing the family member to fear for their safety or that of another family member
- Behaviour by a person that causes a child to hear or witness or otherwise be exposed to the effects of behaviour referred to above

Exposure to family violence includes children seeing, hearing or experiencing the violence in a number of ways.

**Grooming** is when perpetrators of sexual offences against children and purposely create relationships with children and young people, their families and carers in order to create a situation where abuse could occur. Grooming concerns predatory conduct undertaken to prepare a child for sexual activity. Examples include:

- Spending special time with a child e.g. in private settings, away from the organisation, online
- Isolating the child or young person from family and peers
- Giving gifts to a child
- Showing favouritism
- Allowing the child to step out of boundaries or rules
- Touching the child
- Testing and breaking professional boundaries

**Sexual abuse** involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Neglect** is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:



- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. (Definitions from "What to do if you're worried a child is being abused".)

## Appendix 2: Visitors' Code of Conduct

### All visitors

In order to assist us in ensuring the safety and welfare of all our guests and staff, please report to reception where you will be asked to sign in and issued with a PGL identification sticker.

#### What we will do for you:

- Make you aware of what to do in the event of a fire or other evacuation requirements and where to meet
- Make you aware of the location of first aid kits and first aiders
- Let you know which toilets you should use
- Let you know where you can obtain refreshments
- Provide you with our Child Safeguarding Policy

#### What you can do for us:

Please:

- Park vehicles in the designated areas and drive at 10kph
- Only smoke in the designated smoking area - please ask for its location
- Let reception know if you have had an accident or witnessed an unsafe act
- Adhere to our child safeguarding policy:
  - Be advised that 'photography' is prohibited unless you have the permission of those being photographed or their parents/carers if under 18
  - Avoid being alone in any situation with a child or young person
  - Never enter any accommodation without the permission of PGL or the Leaders who are occupying it

## Contractors and suppliers of goods and services

#### What we will do for you:

- Provide you with access to the PGL asbestos register, inspection records and risk assessments where appropriate
- Provide you with our Child Safeguarding Policy.

#### What you can do for us:

- Advise us if you identify any uncontrolled risks
- Advise us of any 'lone working'
- Advise us of any planned vehicle movements on centre
- Provide the appropriate documentation to the designated head of department
  - Facilities and property related - Maintenance Manager
  - Training – Centre Operations Manager
  - Adhere to our Child Safeguarding policy

#### Definition:

Visitor: Anyone who will have unsupervised access to our facilities who has not attended a guest welcome meeting or centre induction.

## Appendix 3: Legislation and guidance

### Queensland

#### Child Protection Amendment Act 2017

A comprehensive review of the Child Protection Act 1999 (the Act), as recommended by the Queensland Child Protection was undertaken between 2015 and 2017.

The Queensland Parliament passed the Child Protection Reform Amendment Act 2017, to progress priority changes to the Child Protection Act.

Child Protection Reform Amendment Act 2017.

The act governs and guides child protection across Queensland.

Reporting: Any person can report to the appropriate authority where they have a reasonable suspicion that a child may be in need of protection.

#### Civil Liability and Other Legislation Amendment Act 2019

A new statutory duty of care has been created in Queensland that places a clear legal duty to take reasonable steps to minimize the risk of child abuse (sexual and/or physical abuse) perpetrated by organizational representatives. The new legislation means that organisations are understood to have breached their duty of care that unless an organisation can prove it took all reasonable steps to prevent the abuse.

The Act creates an expectation that institutions must be proactive in preventing child abuse by individuals associated with the institution. Organisations operating in Queensland should be looking carefully at their recruitment strategies, record keeping policies and procedures that embed child safety and training.

Additional legislative changes are likely as Queensland continues to demonstrate a commitment to child safety.

#### Mandatory reporters

Mandatory reporters are required to make a report to Child Safety, if they form a reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse, and may not have a parent able and willing to protect them. Mandatory reporters in Queensland are identified as:

- A doctor
- Registered nurse
- Teacher
- Police officer
- Person engaged to
- Early childhood education and care professional
- A person performing a child advocate function under the Public Guardian Act 2014

#### Working with Children (Risk Management and Screening) Regulation 2011

In QLD, organisations must ensure that all persons who engage in paid work or volunteer in a child-related environment meet their Blue Card requirements.

When engaging a person engaged in a child-related environment, a form must be submitted to Blue Card Services that links that person to their organisation. The organisation will receive confirmation of the Blue Card's validity.

Organisations in QLD must notify Blue Card Services where they become aware of a change to an employee or volunteer's police information.

Organisations must notify an organisation when a person stops working or volunteering with their organisation.

Organisations must keep a register of employees and volunteers that stores their relevant Blue Card information.

Any person who works with children must have a valid WWC clearance.

**Note:** Registered teachers and police officers in QLD do not need to apply for a Blue Card but they require an exemption card when providing services to children outside of their professional duties, they are required to hold an exemption card.

Employees and volunteers must inform Blue Card Services of changes to their:

- Personal information (address, contact number, name).
- Employment i.e. when they are no longer working with an organisation, when they have started work with a new organisation, when commencing or ceasing studies in a child-related area.
- Police information (employees must notify both their employer and Blue Card Services of a relevant charge).

## Victoria

### **Children, Youth and Families Act (CYFA), 2005**

The CYFA (2005) Governs and guides the process of child protection in Victoria. Under this Act a person can make a report to Child Protection Services if they have: A significant concern for a child's wellbeing; belief the child is in need of protection; significant concern before the birth of a child about his/her wellbeing after his/her birth.

### **Child Wellbeing and Safety Act (2015)**

The Child Wellbeing and Safety Act (2015) establishes the Victorian Children's Council and Child Safety Commissioner and the principles for wellbeing of children in Victoria.

### **Crimes Amendment (Grooming) Act 2014**

The Crimes Amendment (Grooming) Act 2014 refers to the offence of grooming. A grooming offence is committed if the offender communicates by works or conduct with a child under the age of 16 years or their carer or supervisor; and Intends to commit a sexual offence involving the child.

### **Crimes Amendment (Protection of Children) Act 2014, s.49c**

Section 49c of the Crimes Amendment (Protection of Children) Act 2014, refers to the **Failure to Protect** children from sexual offences. If any individual or organisation could have reasonably protected a child from sexual abuse and fails to do so it may be considered a criminal offence.

### **Crimes Amendment (Protection of Children) Act 2014, s.327**

Section 327 of the Crimes Amendment (Protection of Children) Act 2014 refers to the responsibility of all individuals to disclose to authorities if they have a reasonable belief that a child under the age of 16 years has been sexually abused. **Failure to Disclose** this information is a criminal offence.

### **Children Legislation Amendment (Reportable Conduct) Act 2017**

From 1 July 2017, the Commission for Children and Young People began administering the 'reportable conduct scheme' in Victoria. The scheme will improve oversight of how organisations respond to allegations of child abuse and child-related misconduct by workers and volunteers. Under the scheme, the Commission for Children and Young People will have the power to: Monitor organisations' investigations of abuse or misconduct and report on trends; share information with key organisations, such as the Working with Children Check Unit and certain professional registration bodies, to improve child safety; inquire into the safety systems of organisations engaged in child-related work; and share relevant information to better protect children from the risks of abuse.

### **Commission for Children and young People Act (2012)**

The purposes of the Commission for Children and Young People Act (2012) are:

- a) to establish a Commission for Children and Young People; and
- b) to provide for the functions, powers and duties of the Commission; and
- c) to repeal and re-enact with amendments certain provisions of the Child Wellbeing and Safety Act 2005.

### **Mandatory Reporting Sections 182(1)(a)-(e), 184 and 162(c)-(d) of the Children, Youth and Families Act 2005 (Vic)**

Refers to the legal obligation of certain professionals and community members to report incidences of child sexual abuse. These people are called mandated reporters. If the mandated reporter fails to report they may be fined and/or incarcerated.

**Section 182 (1) of the Children, Youth and Families Act 2005 lists the following people as mandated to reporter is Victoria:**

- Registered medical practitioner
- Nurse
- Midwife
- Person who is registered as a teacher under the Education and Training Reform Act 2006 or has been granted permission to teach under the Act
- The principal of a Government school or non-Government school within the meaning of the Education and Training Reform Act 2006
- Member of the police force
- Out of home care workers (excluding voluntary foster and kinship carers)
- Early childhood workers
- Youth justice workers
- Registered psychologists

The following reporter groups will be mandated to report a reasonable belief of child physical or sexual abuse, commencing 31 January 2020:

- School counsellors

### **Working with Children Check (WWCC) Act 2005**

The WWCC Act 2005 outlines the purpose of the WWC and what constitutes child-related work; outlines occupations that apply and explains relevant offences and findings that are relevant to the WWCC. It sets out obligations of individuals and organisations and how personal information is stored and disposed of. The Act is one of the key pieces of legislation governing how we protect and promote the safety and wellbeing of children and young people in Victoria.

### **Wrongs Amendment (Organisational Child Abuse) Act 2017**

A new statutory duty of care has been created under the Wrongs Amendment (Organisational Child Abuse) Act 2017 to ensure that there is a clear legal duty placed on organisations to take reasonable steps to minimise the risk of child abuse (sexual and/or physical abuse) perpetrated by organisational representatives.

Other relevant legislation:

Adoption Act 1984 (Vic.)

Amendment (Youth Justice Reform) Act 2017 (Vic.)

Charter of Human Rights and Responsibilities Act (2006)

Child Employment Act 2003 (Vic.)

Children and Justice Legislation

Commonwealth Privacy Act (1988)

Crimes Act (1958)

Family Violence Protection Act 2008 (Vic.)

Privacy and Data Protection Act (2014)

Public Records Act (1973)

Sex Offenders Registration Act 2004 (Vic.)

## Appendix 4: Victorian Child Safe Standards

In Victoria, organisations that provide services or facilities for children are required by law to implement the seven Victorian Child Safe Standards (VCSS) to protect children from abuse and neglect. This also includes the imperative to ensure that any allegations of suspected abuse are responded to and reported accordingly.

### The Principles underpinning the Victorian Child Safe Standards

The Victorian Child Safe Standards are underpinned by the understanding that all children are vulnerable. However, three overarching principles have been developed in recognition of the increase vulnerability specific population groups face:

- Aboriginal children;
- those from culturally and linguistically diverse backgrounds; and
- children with disabilities.

These principles are designed to ensure that the specific needs of these vulnerable population groups are specifically catered for and addressed in relation to their experience of abuse (for example, increased risk) and reporting abuse (language barriers, lack of trusted adults). Organisations must consider these principals when planning and developing child safeguarding strategies.

The seven Victorian Child Safe Standards and three principals are outlined in the figure on the next page.



## Victorian Child Safe Standards

To create and maintain a child safe organisation, an applicable entity to which the standards apply must have:

- 1 Strategies to embed an organisational culture of child safety, including through effective leadership arrangements.
- 2 A child safe policy or statement of commitment to child safety.
- 3 A code of conduct that establishes clear expectations for appropriate behaviour with children.
- 4 Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel.
- 5 Processes for responding to and reporting suspected child abuse.
- 6 Strategies to identify and reduce or remove risks of child abuse.
- 7 Strategies to promote the participation and empowerment of children.

In complying with the Victorian child safe standards an applicable entity to which the standards must apply include the following principles as part of each standard:

- 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

in.

For further information see the Commission for Children and Young People (CCYP) [website https://ccyp.vic.gov.au/](https://ccyp.vic.gov.au/). CCYP is the oversight body for the Child Safe Standards, effective 1 January 2017.

## Appendix 5: National Principals for Child Safe Organisations

The National Principles for Child Safe Organisations (National Principles), were endorsed by the Council of Australian Governments (COAG), which included the Victorian Government on 19 February 2019.

The ten National Principles for Child Safe Organisations are designed to enable an organisation to place child safety at the core of all practices, policies, procedures and culture.

The National Principles align with Victoria's legislated Child Safe Standards. Both are designed to be implemented in flexible ways to suit organisational need with a focus on creating a child safe culture that empower children and enable the adoption of strategies and actions that prevent abuse and neglect.

The ten National Child Safe Principles are outlined in the figure below.



## Appendix 6: Identifying Sexually Harmful Behaviour in Children

The following table outlines normal versus concerning sexual development behaviours in children and young people 0 – 18 years<sup>1</sup>.

Normal vs concerning sexual development in children	
<h3>Traffic Light Model</h3> <p>The following model can be used to help parents and carers to assess if a child is displaying normal or concerning sexual development behaviours.</p> <p><b>Green:</b> Sexual behaviours that are considered ‘normal’, healthy, spontaneous, curious, light-hearted, easily distracted, experimental, and that are in line with age and ability level. <b>Action:</b> opportunity to give the child or adolescent positive feedback and information.</p> <p><b>Yellow:</b> Sexual behaviours that are outside the norm in terms of persistence, frequency or disparity in age/development. <b>Action:</b> gather more information to assess the most appropriate action.</p> <p><b>Red:</b> Sexual behaviours outside the norm – behaviour that is excessive, secretive, compulsive, coercive or degrading. <b>Action:</b> requires immediate intervention and action.</p> <p>When using the traffic light model it is important to remember the model is evidence based and outlines what research shows is normal and irregular sexual behaviours in children at various ages and stages of development.</p> <h3>Considerations</h3> <p>There are various influences on children’s sexual behaviour and development, including:</p> <ul style="list-style-type: none"> <li>• Parents and family relationships</li> <li>• Media - television, internet, radio, magazines, etc</li> <li>• Peer relationships</li> <li>• How adults treat each other</li> <li>• Children’s services</li> <li>• School environments</li> <li>• Cultural background and norms</li> <li>• Social overlays or judgments should be managed carefully in order to appropriately respond to the behaviours in the first instance.</li> </ul> <p>When assessing a child’s sexualised behaviour it is important to consider the following variables:</p> <ul style="list-style-type: none"> <li>• Is the behaviour age appropriate or concerning?</li> <li>• What is the context of the behaviour?</li> <li>• What is the age difference and relationship between children?</li> <li>• What is the vulnerability of the child? (age, cognitive ability, socio economic status)</li> </ul> <h3>Situations of sexualised behaviour and peer sexual play which causes concern</h3> <ul style="list-style-type: none"> <li>• The children engaged in the sexual play do not have an ongoing mutual relationships</li> <li>• The children engaged in the sexual play/behaviour are of different ages or development levels</li> </ul>	

<sup>1</sup> Adapted from the Traffic Light Model developed by Queensland Family Planning, 2016

- Any sexual play/behaviour which continues in spite of consistent and clear requests to stop
- Sexual behaviour which occur in public or other places where the child has been told is not acceptable
- Sexual play/behaviour which is eliciting complaints from other children or adversely affecting them
- Sexual behaviour which progresses in frequency, intensity or intrusiveness over time
- Sexual behaviour that is associated with fear, anxiety, deep shame or intense guilt
- Children who manually stimulate or have oral or genital contact with an animal
- Sexual behaviours which cause physical or emotional pain to self or others
- Children who use sex to hurt others
- When verbal and/or physical expressions of anger precede, follow or accompany the sexual behaviour
- When coercion, force, bribery, manipulation or threats are associated with sexual behaviours

0 – 5 Years	
Green	<ul style="list-style-type: none"> <li>• Thumb-sucking, body-stroking, genital holding</li> <li>• Curious - wants to touch others' private parts, e.g. when in bath</li> <li>• Games, e.g. doctor/nurse, 'show me yours, I'll show you mine'</li> <li>• Enjoyment being nude, using slang language for toilet functions</li> </ul>
Yellow	<ul style="list-style-type: none"> <li>• Preoccupation with adult sexual behaviour</li> <li>• Preoccupation with touching others' genitals</li> <li>• Use of adult sexual language</li> <li>• Peeping at others' private body parts, pulling others pants down/skirt up</li> <li>• Sexualised play with dolls</li> </ul>
Red	<ul style="list-style-type: none"> <li>• Simulation of foreplay/sexual behaviour in play</li> <li>• Persistent masturbation, touching or attempting to touch others' genitals</li> <li>• Sexual behaviour between children involving penetration with objects</li> <li>• Forcing other children to engage in sexual play</li> </ul>

## 5 - 9 Years

<b>Green</b>	<ul style="list-style-type: none"> <li>• Self-touching, masturbation to self-soothe</li> <li>• Increased curiosity about other children's genitals and adult sexuality (e.g. babies, gender differences)</li> <li>• Using 'toilet words', body parts as swear words to be silly, telling dirty jokes</li> <li>• Increased sense of privacy about bodies</li> </ul>
<b>Yellow</b>	<ul style="list-style-type: none"> <li>• Persistent/recurrent questions about sexual activity</li> <li>• Writing sexually threatening notes</li> <li>• Engaging in mutual masturbation</li> <li>• Constant public touching of own genitals</li> <li>• Use of adult language to discuss sex e.g., "do I look sexy?"</li> <li>• Persistent use of dirty words</li> </ul>
<b>Red</b>	<ul style="list-style-type: none"> <li>• Persistent masturbation, especially in front of others</li> <li>• Sexual behaviours engaging younger/less able children (e.g. sneaking into room of sleeping younger children to touch or engage in sexual play)</li> <li>• Simulation of sexual acts sophisticated for age e.g. oral sex</li> <li>• Persistent sexual themes in talk, play, art, etc</li> </ul>

## 9 - 12 Years

<b>Green</b>	<ul style="list-style-type: none"> <li>• Use of sexual language and dirty words/jokes with peers</li> <li>• Having girlfriends/boyfriends; consensual kissing with known peers</li> <li>• Some exhibitionism e.g. flashing/mooning to same age peers</li> <li>• Increased need for privacy</li> <li>• Occasional masturbation</li> <li>• Use of internet to chat online</li> </ul>
<b>Yellow</b>	<ul style="list-style-type: none"> <li>• Sudden change in behavior or dress</li> <li>• Mixing with new and/or older people</li> <li>• Bullying involving sexual aggression</li> <li>• Pseudo maturity, inappropriate knowledge, discussion of sexuality</li> <li>• Preoccupation with online chat or pornography</li> <li>• Persistent expression of fear of pregnancy or STIs</li> <li>• Mutual masturbation, preoccupation with masturbation</li> </ul>
<b>Red</b>	<ul style="list-style-type: none"> <li>• Persistent masturbation, particularly in front of others</li> <li>• Sexual activity, oral sex, intercourse, coercion of others into sexual acts</li> <li>• Sending nude/sexually provocative images of self or others online</li> <li>• Degradation/humiliation of self or others using sexual themes</li> <li>• Presence of STI</li> <li>• Penetration of children, animals, dolls or other objects</li> </ul>

13 - 18 Years	
Green	<ul style="list-style-type: none"> <li>Sexually explicit conversations with peers; obscenities/jokes within norm</li> <li>Solitary masturbation</li> <li>Interest in erotica</li> <li>Use of internet to chat online</li> <li>Sexual activity: flirting, hugging, kissing, foreplay, hand-holding, consensual oral sex, intercourse with partner of similar age and development</li> </ul>
Yellow	<ul style="list-style-type: none"> <li>Sexual preoccupation</li> <li>Anxiety interferes with daily function</li> <li>Preoccupation with pornography, online chat, meeting online acquaintance</li> <li>Sexually aggressive themes/obscenities/graffiti</li> <li>Peeping, exposing, non-consensual sexual touch, violation of other's space</li> <li>Unsafe sexual behaviour i.e. unprotected, intoxicated, multiple partners</li> <li>Sending or receiving sexually provocative images</li> </ul>
Red	<ul style="list-style-type: none"> <li>Compulsive masturbation (especially chronic or public)</li> <li>Degradation of self/others with sexual themes</li> <li>Preoccupation with sexually aggressive pornography</li> <li>Sexual harassment, attempt/force others to expose genitals</li> <li>Sexual contact or talk with others of a significantly different age developmental status</li> <li>Sending, sharing and publishing sexual photos of others without their consent</li> <li>Genital injury to self/others</li> <li>Sexual penetration or contact with animals</li> </ul>



## Appendix 7: Reporting child abuse concerns

### Queensland

#### Child Safety Services Contact Information

#### Department of Child Safety, Youth and Women - Child Safety Services

If you have a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm or being neglected, contact Child Safety Services and talk to someone about your concerns:

##### Contact details:

Phone: 1800 177 135 or (07) 3235 9999 (24 hours/ 7 days a week)  
Online report: <https://secure.communities.qld.gov.au/cbir/ChildSafety#>  
Website: <https://www.csyw.qld.gov.au/child-family/protecting-children>

#### Family support services

If you would like information about family support services and how to access them, you can contact Family and Child Connect on 133264.

Family and Child Connect is a local, community-based service that helps families to care for and protect their children at home, by connecting them to the right services at the right time.

#### Not sure who to call?

If you aren't sure who to call, or for assistance to locate your nearest child safety service centre, contact Child Safety Services' Enquiries Unit on 1800 811 810.

Child Safety Service Centres and Regional Intake Services have professionally trained child protection staff who are skilled in dealing with information about harm or risk of harm to children.

## Victoria

### Child Protection Reporting Contact Information

#### Victoria

Reporting authority	Further services / information	Contact details
<p>Department of Health and Human Services – Children, Youth and Families</p>	<p>The Child Protection Service has the following main functions:</p> <ul style="list-style-type: none"> <li>• Investigate matters where it is alleged that a child is at risk of significant harm;</li> <li>• Refer children and families to services that assist in providing the ongoing safety and well-being of children;</li> <li>• Supervise children on legal orders; and</li> <li>• Provide and fund out of home care services, specialist support services, and adoption and permanent care.</li> </ul> <p>The Child and Family Information Referral and Support Teams (ChildFIRST/Orange Door) initiative provides access to integrated family services has ensured that vulnerable families and children receive early intervention and support services before statutory involvement.</p> <p>For further information about the process of reporting concerns refer to the About Child Abuse page of the department's website.</p>	<p>Dept of Human Services – Children, Youth and Families Level 9, 50 Lonsdale St Melbourne VIC 3000</p> <p>To report instances of child abuse:</p> <p>Southern: 1300 655 795</p> <p>All regions after hours Ph: 131 278</p> <p><a href="http://www.dhhs.vic.gov.au">www.dhhs.vic.gov.au</a></p>

The DHHS 'A step-by-step guide to making a report to Child Protection or Child First can also be access here.

## A step-by-step guide to making a report to Child Protection or Child FIRST

### Protective concerns

You are concerned about a child because you have:

- received a disclosure from a child about abuse or neglect
- observed indicators of abuse or neglect
- been made aware of possible harm via your involvement in the community external to your professional role.

### At all times remember to:

- record your observations
- follow appropriate protocols
- consult notes and records
- consult with appropriate colleagues if necessary
- consult with other support agencies if necessary

STEP 1	RESPONDING TO CONCERNS	STEP 2	FORMING A BELIEF ON REASONABLE GROUNDS	STEP 3	MAKING A REFERRAL TO Child FIRST	STEP 4	MAKE A REPORT TO CHILD PROTECTION
	<ol style="list-style-type: none"> <li>1. If your concerns relate to a child in need of immediate protection; or you have formed a belief that a child is at significant risk of harm*. <b>Go to Step 4</b></li> <li>2. If you have significant concerns that a child and their family need a referral to Child FIRST for family services. <b>Go to Step 3</b></li> <li>3. In all other situations <b>Go to Step 2.</b></li> </ol> <p>* Refer to Appendix 2: Definitions of child abuse and indicators of harm in the Protocol – <i>Protecting the safety and wellbeing of children and young people</i></p>		<ol style="list-style-type: none"> <li>1. Consider the level of immediate danger to the child. Ask yourself:               <ol style="list-style-type: none"> <li>a) Have I formed a belief that the child has suffered or is at risk of suffering significant harm? <b>YES / NO</b> and</li> <li>b) Am I in doubt about the child's safety and the parent's ability to protect the child? <b>YES / NO</b></li> </ol> </li> <li>2. If you answered yes to a) or b) <b>Go to Step 4</b></li> <li>3. If you have significant concerns that a child and their family need a referral to Child FIRST for family services. <b>Go to Step 3</b></li> </ol>		<p><b>Child Wellbeing Referral</b></p> <ol style="list-style-type: none"> <li>1. Contact your local Child FIRST provider.               <ul style="list-style-type: none"> <li>• See over for contact list for local Child FIRST phone numbers.</li> </ul> </li> <li>2. Have notes ready with your observations and child and family details.</li> </ol>		<p><b>Mandatory/Protective Report*</b></p> <ol style="list-style-type: none"> <li>1. Contact your local Child Protection Intake provider immediately.               <ul style="list-style-type: none"> <li>• See over for contact list for local Child Protection phone numbers.</li> <li>• For <b>After Hours Child Protection</b> Emergency Services, call <b>131 278</b>.</li> </ul> </li> <li>2. Have notes ready with your observations and child and family details.</li> </ol> <p>* <i>Non-mandated staff members who believe on reasonable grounds that a child is in need of protection are able to report their concerns to Child Protection</i></p>

For further information refer to *Protecting the safety and wellbeing of children and young people – A joint protocol of the Department of Human Services Child Protection, Department of Education and Early Childhood Development, Licensed Children's Services and Victorian Schools*