

# CCW Policy 1

## Child Safeguarding

Controlled Document



Version:	2.0	Date of approval:	7 Jul 2023		Date of next review:	7 Jul 2024
Document Owner:		Executive Manager, Quality & Risk		Approved by:	Chief Executive Officer	
Reviewed by:		Quality & Risk Child Safeguarding Committee				CELT QSC

## Statement

CatholicCare Wollongong is committed to being a Child Safe Organisation with a child safe culture embedded in all levels of our Agency. We have a zero tolerance towards the harm of children and young people. In doing this we will uphold the rights of all children to participate to their full capacity, regardless of their gender, race, ability, or cultural background,

Advocating with and on behalf of children and young people and intervening to protect them from all forms of abuse, violence, injury, neglect, and exploitation. It is the intention of CatholicCare Wollongong that children and young people are empowered, valued, listened to and wherever possible, participate in decision making.

This policy is intended to provide guidance and overarching principles to all who represent CatholicCare Wollongong regarding child protection and safeguarding. Supporting this document are other policies, procedures, risk management tools and codes of conduct that aim to identify and prevent behaviour that may be harmful to children and young people, while outlining appropriate behaviour and encouraging all employees, both paid and volunteer, to create, maintain and improve a child safe environment. CatholicCare Wollongong works in cooperation with government authorities and other relevant agencies and with families in the care and protection of children and young people.

CatholicCare Wollongong has developed this policy to establish all CatholicCare Wollongong employees:

- understand and fulfil their legal and ethical obligations,
- respond appropriately to disclosures of abuse, complaints, and concerns of inappropriate behaviour toward children and young people,
- employed in direct child related work are authorised to do so and have completed all relevant employment screening as required by legislation (see also WS 2. Employment Screening Policy), and
- who directly engage with or provide services to children and young people act with the best interests of the child and/or young person as a primary consideration.

All children and young people have a right to:

- be treated with respect and protected from harm,
- be asked for their opinions about things that affect their lives and be listened to,
- feel and be safe in their interactions with adults and other children and young people, and
- understand as early as possible what is meant by 'feeling and being safe'.

It is important that children and young people learn:

- about feeling safe and their right to be safe,
- to recognise appropriate touching and inappropriate touching,
- they have a right to say no to a person who touches them inappropriately or who threatens their safety,
- how to raise a complaint whether electronically or in person and know they will be taken seriously and reassured that they are believed,
- that the abuse is never their fault,
- to tell trusted adults about anything that makes them feel unsafe – they don't need to keep it a secret, and
- that help is available to them within their communities.

## Scope

The purpose of this document is to provide anyone engaged by CatholicCare Wollongong to provide services to children and young people including:

- Employees,
- Authorised/Kinship carers,
- Students (e.g., work experience, professional placements),
- Contractors and sub-contractors,
- Advisors,
- Clergy and members of religious congregations with an agreement to provide services in CatholicCare Wollongong programs, and
- Members of councils, committees, and sub-committees

an understanding on the framework that CatholicCare Wollongong has implemented to ensure that a safe environment is provided for children and young people. This will enable CatholicCare Wollongong to meet all legal and reporting obligations in relation to these matters.

Where specified it also applies to adult household members living in the home of an authorised/kinship carer.

If disciplinary action or an employment proceeding has commenced in relation to a child protection allegation (regardless of whether the matter is reportable or exempt from reporting to external bodies), this policy continues to apply to a person, even after they have ceased their association or employment with CatholicCare Wollongong.

This policy does not provide guidance on how to protect children and young people who are suspected of being at risk of harm, nor form part of any contract of employment or any other contract for work or services.

## Principles

CatholicCare Wollongong, as an agency, and its employees, individually, are committed to upholding the National Principles for Child Safe Organisations i.e.

- **Principle 1** - Child safety and wellbeing is embedded in organisational leadership governance and culture.
- **Principle 2** - Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
- **Principle 3** - Families and communities are informed and involved in promoting child safety and wellbeing.

- **Principle 4** - Equity is upheld and diverse needs respected in policy and practice.
- **Principle 5** - People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- **Principle 6** - Processes to respond to complaints and concerns are child focused.
- **Principle 7** - Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- **Principle 8** – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- **Principle 9** – Implementation of the National Child Safe Principles is regularly reviewed and improved.
- **Principle 10** – Policies and procedures document how the organisation is safe for children and young people.

### CatholicCare's Child Safe Culture

The term 'culture' refers to how CatholicCare Wollongong operates on a day-to-day basis and it isn't a tangible asset. Rather, it's a pattern of shared values, beliefs, assumptions and behaviours that employees follow when establishing an appropriate way to think and act within CatholicCare Wollongong. CatholicCare Wollongong's policies and procedures play an important part in creating, maintaining and improving a Child Safe culture. This is embedded in CatholicCare Wollongong in the following ways:

- Based on the paramountcy principle that demonstrates a clear commitment to child safety through shared purpose, values, mindsets and behaviours,
- Visible in the relationships held by the agency and all its stakeholders,
- Established and demonstrated by the words and actions of leaders,
- Created, maintained and improved in the agency's policies and procedures, and
- Visible in the agency's rituals, stories, intentions and day-to-day practices.

### Risk Management

CatholicCare Wollongong is committed to the safety and wellbeing of every child and young person and will endeavour to protect children and young people from harm through various procedures including risk management.

CatholicCare Wollongong will actively identify and mitigate risks that children and young people may face and ensure that all employees and stakeholders have read and understood the Risk Management policy.

### Recruitment

CatholicCare Wollongong is committed to hiring suitable people (including authorised carers) to work with children and young people and have Recruitment and Selection policy and procedures that outlines comprehensive background checking (screening) of all prospective employees (including foster carers) including:

- holding a verified check and clearances based on their roles which could include Working with Children Check (WWCC), National Police Checks (NCP) and National Disability Insurance Scheme (NDIS) checks,
- those involved in the governance of CatholicCare Wollongong, and the employee designated as Principal Officer (including their delegate) will be required to hold a verified WWCC,

- where employees do not directly work with children, but may have regular access to children or access to sensitive information regarding children, they will be required to hold, and have verified, a WWCC,
- the process the employee must follow before being considered for a position with CatholicCare Wollongong, such as having reference checks, and suitable qualifications,
- the requirement to comply with child safe policies and codes of conduct, and
- what ongoing supervision, support, training and direction will be provided for adults working with children and young people.

### Authorised Carer Household Screening

As well as potential authorised carers, anyone living in the foster home is screened. Those 16yrs and over will need to have a National Police Check and those 18yrs and over also have a WWCC.

Carers are required to notify CatholicCare in advance of anyone intending to live in the home for more than 3 weeks and screening is conducted prior to the move. If an emergency situation arises (e.g., an adult child of the carers unexpectedly returns to live in the home) and CatholicCare is informed after the event, screening is conducted immediately.

### Complaints Management

CatholicCare Wollongong recognises that a child focused complaint process supports children and young people who are exposed to the risk of harm and encourages them to speak up. Children and young people, families and employees know who to tell if they want to make a complaint of child abuse. As a child safe organisation, CatholicCare Wollongong will respond by immediately protecting children and young people at risk. Complaints will be addressed promptly, thoroughly and fairly. All employees understand their reporting obligations, including to external authorities.

### Disclosure (allegations made – non employee related)

Under the Children and Young Persons (Care and Protection) Act 1998 CatholicCare employees who work wholly or partly with children are mandatory reporters.

If a child makes an allegation of harm, or during the course of their work a CatholicCare employee has reasonable grounds to suspect that a child or young person has Risk of Significant Harm (RoSH) concerns, the mandatory reporter must complete the Mandatory Reporter Guide (MRG) through Child Story to see if it meets the threshold and what steps are required next.

If the MRG Decision Report says to immediately report to the Child Protection Helpline (phone 132 111), inform your line manager and contact the Child Protection Helpline. If the MRG Decision Report gives any other advice such as to monitor, still call the Child Protection Helpline for their advice and document and record their advice and brief your line manager for any other necessary action.

Abuse disclosed could be one of or a combination of:

- Physical Abuse
- Psychological Abuse
- Neglect
- Sexual Abuse
- Danger to Self or Other
- Carer Concerns
- Relinquishing Care
- Unborn Child



either occurring within the physical environment or online environment including but not limited to online bullying or grooming. Remember, the safety and well-being of the child or young person should always be the primary concern. When a child discloses any alleged harm, the way that it is managed has a significant impact on their long-term wellbeing.

In the event of a breach of this policy or the law, the matter will be reported to NSW Police or other relevant government agencies. CCW 5 Child Safeguarding Disciplinary and Misconduct (Reportable Conduct) and appendix 1 outlines how to report concerns, including:

- lines of report,
- confidentiality and privacy, and
- legal obligations to report.

### The Reportable Conduct Scheme – allegations against an employee

The Reportable Conduct Scheme is governed by the Children's Guardian Act 2019 and is administered by the Office of the Children's Guardian (OCG).

Reportable allegation is an allegation that the employee has engaged in conduct that may be reportable conduct. At the allegation stage, there does not need to be any proof that the alleged conduct occurred, or that it is likely to have occurred.

For an allegation to be deemed a reportable allegation, the following 3 criteria must be met:

- The alleged harm has occurred to a child or young person,
- The alleged harm has been caused by an employee,
- The alleged harm meets the defined behaviours criteria which are:
  - Sexual offence
  - Sexual misconduct
  - Assault of a child or young person
  - Failure to protect or report harm
  - Significant physical or psychological harm
  - Neglect of a child or young person
  - Ill treatment

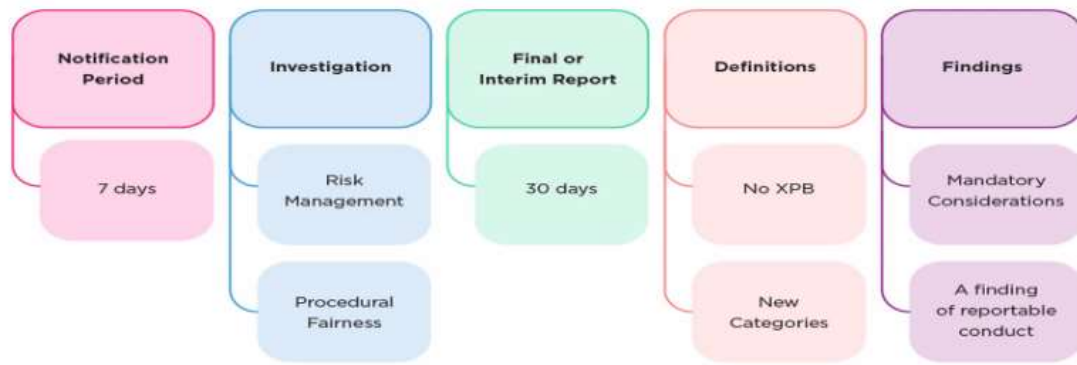


When an employee is made aware of a reportable conduct allegation, they must immediately inform their Program Executive Manager. On receipt of this information, the Program Executive Manager must inform the following people:

- Chief Operating Officer who will brief the Chief Executive Officer,
- Executive Manager People & Culture,
- Executive Manager Quality & Risk, and
- Principal Officer if involving a child or young person in out of home care.

The Chief Operating Officer, will determine if this is a critical incident, assign an investigator, and organise an immediate risk assessment.

The head of entity or their delegate, must notify the OCG of the reportable allegation or reportable conviction within 7 business days of becoming aware of it.

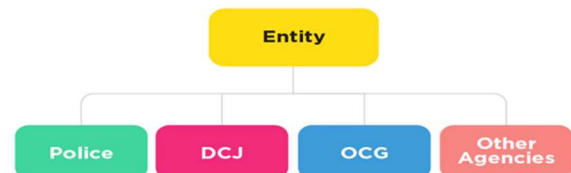


### Reporting Considerations.

Other agencies other than the OCG may need to be informed of reportable conduct.

These include but not exclusive to

- NSW Police,
- Department of Communities and Justice (DCJ), and or
- Other Agencies such as National Disability Insurance Scheme (NDIS) Commission if the alleged misconduct is against and NDIS participant.



### UN Convention on the Rights of the Child

In the Universal Declaration of Human Rights, the United Nations has proclaimed that childhood is entitled to special care and assistance.

As stated in the Declaration of the Rights of the Child, "the child, by reason of his physical and mental immaturity, needs special safeguards and care, including appropriate legal protection, before as well as after birth", growing up in a family environment, in an atmosphere of happiness, love and understanding and in particular in the spirit of peace, dignity, tolerance, freedom, equality and solidarity.

We must listen to the child or young person and ensure the best interests of the child or young person becomes the top priority in all decisions and actions that affect children and young people.

### Basic principles of the Convention:

- All children are equal and have the same rights.
- Every child has the right to have his or her basic needs fulfilled.
- Every child has the right to protection from abuse and exploitation.
- Every child has the right to express his or her opinion and to be respected.

## Definitions

Term	Definition
Violence	Mainly involves child maltreatment (i.e. physical, sexual and emotional abuse and neglect) at the hands of parents and other authority figures.



	Boys and girls are at equal risk of physical and emotional abuse and neglect, and girls are at greater risk of sexual abuse. As children reach adolescence, peer violence and intimate partner violence, in addition to child maltreatment, become highly prevalent. (World Health Organization)
Abuse	“All forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power” - World Health Organization (2016), Child abuse and neglect by parents and other caregivers.
Sexual abuse	When someone involves a child or young person in a sexual activity by using their power over them or taking advantage of their trust. Often children or young people are bribed or threatened physically and psychologically to make them participate in the activity. Sexual abuse is a crime.
Physical abuse	<p>A non-accidental injury or pattern of injuries to a child or young person caused by a parent, caregiver or any other person. It includes but is not limited to injuries which are caused by excessive discipline, severe beatings or shakings, cigarette burns, attempted strangulation and female genital mutilation.</p> <p>Injuries include bruising, lacerations or welts, burns, fractures or dislocation of joints. The application of any unreasonable physical force to a child is a crime in NSW. For example, hitting a child or young person around the head or neck, or using a stick, belt or other object to discipline or punish a child or young person (in a manner that is not trivial or negligible) may be considered a crime</p>
Emotional abuse or psychological harm	<p>Serious psychological harm can occur where the behaviour of their parent or caregiver damages the confidence and self-esteem of the child or young person, resulting in serious emotional disturbance or psychological trauma.</p> <p>Although it is possible for ‘one off’ incidents to cause serious harm, in general it is the frequency, persistence and duration of the parental or carer behaviour that is instrumental in defining the consequences for the child or young person.</p> <p>This can include a range of behaviours such as excessive criticism, withholding affection, exposure to domestic violence, intimidation or threatening behaviour.</p>
Neglect	A significant failure to provide adequate and proper food, supervision,

	<p>nursing, clothing, medical aid or lodging for the child, that causes or is likely to cause harm to a child, by:</p> <p>(a) a person with parental responsibility for the child, or</p> <p>(b) an authorised carer of the child, or</p> <p>(c) an employee, if the child is in the employee's care.</p>
Exploitation	<p>"The use of children for someone else's advantage, gratification or profit often resulting in unjust, cruel and harmful treatment of the child.</p> <p>These activities are to the detriment of the child's physical or mental health, education, moral or social-emotional development. It covers situations of manipulation, misuse, abuse, victimisation, oppression or ill-treatment." (Save the Children, 2020)</p>
Discrimination	<p>When a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics. This is known as 'direct discrimination'.</p> <p>It is also discrimination when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share. This is known as 'indirect discrimination'. (Australian Human Rights Commission)</p>
Grooming	<p>Any act with the aim of befriending, building rapport, and gaining the trust of a child for the purpose of subjecting them to abuse. Signs of grooming include giving gifts or special attention, or inappropriate touching such as tickling or wrestling with a child.</p> <p>Perpetrators can also 'groom' family members, and workers in organisations, to be seen as 'trusted' and enable them to spend time with the child they are targeting.</p>
Online grooming	<p>Establishing a relationship with a child or young person online with the aim of meeting him/her in person for sexual activity. This can include online chat or sexting, and the abuser may lie about their age or identity.</p>
Harm	<p>Different states or territories may have differing definitions of harm in relation to child protection legislation, but in general it refers to any significant detrimental effect on a child's physical, psychological or emotional wellbeing.</p>
Head of Entity	<p>Under the <i>Children's Guardian Act 2019</i>, the Chief Executive Officer of CatholicCare, Diocese of Wollongong represents the Bishop of Wollongong as head of relevant entity.</p>
CatholicCare Executive Leadership Team (CELT)	<p>The CELT considers and provides advice to the Director on high level strategic issues and significant policy and operational matters impacting on CatholicCare. It comprises of Executive Managers of CatholicCare.</p>



Child Safeguarding Committee	A diverse team that has membership of all service programs that work with Children and Young People. Membership also includes People & Culture Representative and Quality & Risk. There is also representation from Professional Standards at Office of the Bishop and Catholic Education Office Child Protection.
Quality Systems Committee (QSC)	A diverse team that oversees & contributes to the promotion, development, and implementation of systems to ensure continuous improvement in the provision of high-quality client-centric services that achieve positive outcomes for clients
Employees	A person employed by CatholicCare, or a person who volunteers for CatholicCare, but excludes authorised carers
Contractors	Individuals or companies who are engaged to perform a specific service or task for a client or CatholicCare Wollongong, usually for a fee or other agreed compensation.
Authorised carer	A person authorised by CatholicCare as a foster or relative kinship carer who, for a period of time, takes on the responsibilities of parents to provide a safe, nurturing and secure family environment for children and young people needing care.
Department of Community & Justice	The Department of Communities and Justice works with children, adults, families and communities to improve lives and help people realise their potential.
Office of the Children's Guardian (OCG)	An independent statutory authority in NSW Government, promoting, regulating, and overseeing the quality of child safe organisations in NSW to uphold children and young people's right to be safe. Includes administration of the Reportable Conduct Scheme.
Consultants	A person or agency engaged or on a temporary basis to provide advice and recommendations to a service program.
Advisors	A person who gives others advice or guidance.
Child	A person under the age of 18 years (unless otherwise specified in relevant legislation) – Children's Guardian Act 2019 and Child Protection (Working with Children) Act 2012
Young Person	A person who is aged 16 years or above but who is under the age of 18 years - Children and Young Persons (Care and Protection) Act 1998.
Child Protection	Any measure taken to safeguard children and young people from abuse or harm.

Mandatory Reporter	<p>Mandatory reporters are required by law to report suspected child abuse and neglect to government authorities.</p> <p>Mandatory reporters are people who deliver the following services, wholly or partly, to children as part of their professional work or other paid employment, and those in management positions in these services:</p> <ul style="list-style-type: none"> <li>• Health care — registered medical practitioners, specialists, enrolled and registered nurses, registered midwives, occupational therapists, speech pathologists, psychologists, dentists and other allied health professionals working in sole practice or in public or private health practices.</li> <li>• Welfare — registered psychologists, social workers, caseworkers and youth workers.</li> <li>• Education — teachers, counsellors, principals,</li> <li>• Children's services — childcare workers, family day carers and home-based carers.</li> <li>• Residential services — refuge workers, community housing providers.</li> <li>• Law enforcement — police.</li> <li>• Disability services – disability support workers and personal care workers</li> </ul>
Non-Risk of Significant Harm (Non-RoSH)	<p>Where there are child protection concerns that do not meet the threshold for "significant" harm (i.e. RoSH), they are described as Non-RoSH. It is important to note that employees still follow procedure to determine whether RoSH or Non-RoSH.</p> <p>Non-RoSH information is collected by CatholicCare Wollongong as it may over time provide evidence of a pattern of behaviour that could constitute cumulative harm (detailed below) which would be considered RoSH.</p>
Risk of Significant Harm (RoSH)	<p>Where circumstances cause sufficiently serious concern about the safety, welfare or wellbeing of a child or young person to warrant a response by a statutory authority (i.e. NSW Department of Communities and Justice) regardless of a family's consent.</p> <p>Concerns that are not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child or young person's safety, welfare or wellbeing</p> <p>Harm may relate to:</p> <ul style="list-style-type: none"> <li>- physical or psychological needs not being met</li> <li>- lack of necessary medical care</li> <li>- inadequate arrangements for education</li> <li>- actual or risk of physical or sexual abuse or ill-treatment</li> <li>- risk of physical or psychological harm including as a consequence of living in a household where there has been domestic violence</li> <li>- situations where a child is subject to a pre-natal report and the mother did not engage with support</li> </ul>

	<p>services to minimise the risk factors giving rise to the report</p> <ul style="list-style-type: none"> <li>- RoSH includes cumulative harm (i.e. a series of acts or omissions that, when viewed separately, may not indicate significant risk, but when viewed together suggest a pattern of significant harm).</li> </ul> <p>For additional information, refer to Sect 23 of Children and Young Persons (Care and Protection) Act 1998 and the NSW Online Mandatory Reporter Guide (MRG).</p>
Paramountcy Principle	Children's safety should be the most important focus of any child-related organisation and it should be evident in all aspects of an organisation, including its stated values, how it is championed by leaders, and how it is embedded into everyday practice.
Principal Officer	For the purposes of fulfilling CatholicCare Wollongong's responsibilities under the Children & Young Persons (Care and Protection) Act 1998 and the Children & Young Persons (Care & Protection) Regulation 2012 the Executive Manager, Children & Youth Services, Michelle Ferrara, is the designated Principal Officer (in her absence, Executive Manager, Family Services, Roseanne Plunket) and also has overall responsibility for supervising CatholicCare Wollongong's arrangements for providing Out of Home Care.
Reportable Allegation/Conduct	<p>The following conduct, whether or not a criminal proceeding in relation to the conduct has been commenced or concluded -</p> <ul style="list-style-type: none"> <li>(d) a sexual offence,</li> <li>(e) sexual misconduct,</li> <li>(f) ill-treatment of a child,</li> <li>(g) neglect of a child,</li> <li>(h) an assault against a child,</li> <li>(i) an offence under section 43B or 316A of the <i>Crimes Act 1900</i>,</li> <li>(j) behaviour that causes significant emotional or psychological harm to a child.</li> </ul>

## Roles and Responsibilities

Role	Responsibility
<b>Chief Executive Officer</b>	<ul style="list-style-type: none"> <li>• Legally responsible and must ensure the agency implements the Child Safe Standards through systems, policies and procedures</li> <li>• Assess, review and approve Agency policies to be distributed</li> </ul>
<b>The Principal Officer</b>	<ul style="list-style-type: none"> <li>• Assess, review all complaints that involve out of home care children and young people</li> <li>• Report as required to the internal stakeholders</li> </ul>

	<ul style="list-style-type: none"> <li>• Approving medication for children</li> <li>• Reporting a child's death to the relevant stakeholders</li> </ul>
<b>Chief Operating Officer</b>	<ul style="list-style-type: none"> <li>• For a reportable conduct allegation, brief the Chief Executive Officer</li> <li>• Confirm the need for a critical incident investigation</li> <li>• Determine investigation team</li> <li>• Ensure a risk assessment is immediately undertaken</li> </ul>
<b>Executive Manager People &amp; Culture</b>	<ul style="list-style-type: none"> <li>• Follow instruct from Chief Operating Officer when there is a reportable conduct allegation reported</li> </ul>
<b>Executive Manger Quality &amp; Risk</b>	<ul style="list-style-type: none"> <li>• Follow instruct from Chief Operating Officer when there is a reportable conduct allegation reported</li> </ul>
<b>Child Safeguarding Committee</b>	<ul style="list-style-type: none"> <li>• Assess and review child safeguarding documentation and procedures and report non-conformance or improvement opportunities to CELT</li> <li>• Champion the values of CatholicCare' child safe culture of a set of values and practices that guide the attitudes and behaviour of all employees and embed them in organisational governance.</li> </ul>
<b>CELT</b>	<ul style="list-style-type: none"> <li>• Consult all relevant stakeholders including employees, families and foster and other carers when developing and implementing the child risk management policy</li> <li>• Publicise and promote this policy to all relevant stakeholders</li> <li>• Formally induct this policy as part of agency procedures</li> <li>• Ensure risks and management of those risks is an agenda item at employee, CELT and CatholicCare Advisory Council meetings</li> <li>• Ensure children and young people are given avenues to contribute to the risk management strategy by having a say about what makes them feel safe and unsafe in the agency, and how things could be better</li> <li>• Ensure employees are competent in identifying signs of child-specific harm, abuse, neglect, and grooming</li> <li>• Ensure families and/or carers are aware of who in the agency is responsible for implementing risk management procedures</li> <li>• See Assess, review, socialise and train employees in policies and associated procedure, and</li> <li>• Monitor employees in compliance to the policies and associated procedures</li> </ul>
<b>Managers overseeing child related services</b>	<ul style="list-style-type: none"> <li>• Understand the legal and regulatory obligations, to lead and report children and young people care to governing bodies and external agencies</li> </ul>

	<ul style="list-style-type: none"> <li>• Hold employees accountable for adhering to the Child Safeguarding policies and procedures</li> <li>• Monitor employees in compliance to the policies and associated procedures</li> <li>• See assess, review, socialise and train employees in policies and associated procedures</li> <li>• Timely escalation of concerns or issues that are unable to be resolved at this level</li> </ul>
<b>Line Managers</b>	<ul style="list-style-type: none"> <li>• Hold employees accountable for adhering to the Child Safeguarding policies and procedures</li> <li>• Monitor employees in compliance to the policies and associated procedures</li> <li>• See assess, review, socialise and train employees in policies and associated procedures</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Be competent in identifying types of risks a child may be subjected to, including physical, psychological, sexual and neglect</li> <li>• Be competent in identifying signs a child may have experienced harm, abuse, neglect and grooming</li> <li>• Inform Line Manager and/or the Child Safeguarding Committee if they have concerns regarding the contents of this policy</li> <li>• Make identification of risk and signs of harm a daily part of their role at the agency</li> <li>• Follow this policy and associated procedures</li> <li>• If identified as a mandatory reporter, report concerns to the relevant authorities</li> </ul>
<b>QSC</b>	<ul style="list-style-type: none"> <li>• Provide support in assessing, reviewing, and collaborate policies to have ready for the CELT</li> </ul>
<b>Children, Young People and other Stakeholders</b>	<ul style="list-style-type: none"> <li>• Participate in the evaluation, input and feedback of policies and procedures that impact on the care provided to them from CatholicCare</li> </ul>

## Induction and ongoing training

- Induction and ongoing training will be implemented, within a month of commencement and during employee meetings as required, focusing on this policy and related procedures.
- Training occurs through socialisation as part of policy review.

## Communication and updates

- Communications through internal channels as required e.g., noticeboards, newsletters and Intranet.
- social media
- website
- staff meetings and public meetings

## Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with legislative and standard requirements and unless deemed necessary through the identification of practice gaps, or incident or feedback, the agency will review this Policy annually.

## References

### Legislation

- Anti-Discrimination Act 1977
- Care and Protection Act 1998
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Children and Young Persons (Care and Protection) Regulation 2012
- Children and Young Persons (Care and Protection) (Child Employment) Regulation 2015
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013
- Children's Guardian Act 2019
- Crimes Act 1900
- Disability Inclusion Act 2014 (NSW)
- Education and Care Services National Regulations (2011 SI 653)
- Family Law Act 1975 (Commonwealth)
- National Disability Insurance Scheme Act 2013
- NDIS (Quality & Safeguards Commission and Other Measures) Act 2018

### Standards

- Council of Australian Governments – National Principles for Child Safe Organisations
- Early Childhood Australia's Code of Ethics
- Office of the Children's Guardian – NSW Child Safe Standards
- Office of the Children's Guardian – NSW Child Safe Standards for Permanent Care
- United Nations Convention on the Rights of the Child
- National Catholic Safeguarding Standards
- NSW Charter of Rights for Children and Young People in Out of Home Care
- NQF – My Time, My Place: Framework for School Aged Children for Australia
- NQF – Being, Belonging and Becoming: The Early Learning Years Framework for Australia
- NQF – Education and Care Services National Laws and National Regulations
- Australian Children's Education & Care Quality Authority (ACECQA)
- Department of Social Services - Families and Children Activity Administrative Approval Requirements
- NDIS Quality and Safeguards Commission – NDIS Practice Standards

### Agency Policies

- Code of Ethics and Conduct
- Child Safeguarding Code of Conduct
- CCW Policy 2 Child Safeguarding – Risk Management
- CCW Policy 3 Child Safeguarding – Equity and Inclusion for Children and Young People
- CCW Policy 4 Child Safeguarding – Complaints Management
- CCW 5 Child Safeguarding Disciplinary and Misconduct (Reportable Conduct)
- CS Policy 9 - Preventing and Responding to Harm and Abuse of Vulnerable People



- WS Policy 2.1 - Recruitment and Selection
- WS Policy 2.5 - Employment Screening
- WS Policy 2.7 - Employee Files
- WS Policy 2.8 - Position Descriptions
- WS Policy 4.1 - Performance Planning and Review
- WS Policy 5.1 - Training & Development
- WS Policy 4.3 - Management of Reportable Conduct Allegations against an Employee

## Forms, Record Keeping and Other Documents

### Forms

- NSW Mandatory Reporter Guide (NSW Government)

### Other Documents

#### **CatholicCare**

- Child Safeguarding Code of Conduct
  - Making a Child Protection Report Making a Child Protection Report (CatholicCare Work Instruction)
- Professional Conduct & Child Protection: Responding to allegations involving people working for CatholicCare (CS FORMS)

#### **NSW Dept of Family & Community Services - [Family & Community Services \(nsw.gov.au\)](http://nsw.gov.au)**

- Child Wellbeing and Child Protection – NSW Interagency Guidelines
- Keep Them Safe – a shared approach to child wellbeing
- Community Services Website Resources
- Letter requesting information under Chapter 16A
- Letter agreeing to a Chapter 16A request
- Letter declining a Chapter 16A request
- Letter providing information under Chapter 16A without request

#### **NSW Office of the Children's Guardian - [Home | Office of the Children's Guardian \(nsw.gov.au\)](http://nsw.gov.au)**

- Become a Child Safe Organisation - guidelines and fact sheets
- Fact Sheet 12 Bars and Appeals - February 2018
- Statutory OOHFC Fact Sheet 6 – Principal Officers - January 2016
- Fact Sheet 23 – Work Deemed Child Related by the Guardian
- Application to the Children's Guardian to Have Work Deemed Child-Related

#### **United Nations**

- UN Human Rights - Office of High Commissioner Convention on the Rights of the Child
- United Nations International Emergency Fund (UNICEF) UN Convention on the Rights of the Child – Simplified Version **NSW Police**
- Form - Incident Report to NSW Police Force by a Non-Government Organisation (NGO)

## Attachments

### Flowcharts

Appendix 1 – CatholicCare Mandatory Reporting Flow Chart

Appendix 2 – CatholicCare Reportable allegation against and employee

## Reporting Child Protection Concerns for CCW Children & Young People

CatholicCare Wollongong Employees must ensure their Line Manager/delegate is informed of any child protection allegation or a concern for the safety, welfare, or wellbeing of a child or young person. CatholicCare Wollongong Employees need to be aware of and have a working knowledge of any reporting procedures especially in regard to CEDoW School environments and protocols.

If the concern involves a Senior Manager/delegate (including Principals and Supervisors) and it is inappropriate to report directly to them, employees will promptly report directly to the Chief Operations Officer P | (02) 4227 1122 or E | [tonye@catholiccare.dow.org.au](mailto:tonye@catholiccare.dow.org.au)

### Reporting Risk of Significant Harm (RoSH)

If a child or young person (under 18 years of age) is at Risk of Significant Harm (RoSH) a RoSH report must be made to the NSW Child Protection Helpline (132 111) as soon as practicable.

To determine if 'Risk of Significant Harm' (RoSH), use the *Mandatory Reporter Guide (MRG)*. Considering all relevant information of concerns to check if the **MRG** result advises:  
**RoSH** → either: ☒ 'Report to the Helpline' or ☒ 'Immediate report to the Helpline'

Save a copy of the **eReport** and/or document relevant report details and save client files. Document in case notes including feedback (if any) and the reference number.

**MRG result: Not RoSH**

If the MRG result is not a RoSH but there are serious concerns, professional judgement also should be used, and it is advisable to inform and consult with Executive Manager of the program.

**MRG results: RoSH**

Line Manager /delegate must be informed of the RoSH matter.

- i) Wherever practicable, this should occur prior to making the RoSH report to the Helpline.
- ii) If the matter concerns an incident or a risk at the premises, the Line Manager/delegate must be informed immediately, and prior to making the RoSH report to the Helpline.

Employee must make a RoSH report to the Helpline.

For **MRG**: ☒ 'Report to the Helpline' or ☒ 'Immediate report to the Helpline' → make an **eReport** unless there is an immediate risk to the child or young person, which will require a **Phone** report to the Helpline

Employee emails a copy of RoSH report documentation to CatholicCare [MRGOutcome@catholiccare.dow.org.au](mailto:MRGOutcome@catholiccare.dow.org.au)

CatholicCare Wollongong continues to take reasonable steps to coordinate decision-making and delivery of services to the Child/ren and young person/s at Risk of Significant Harm, including appropriate risk management.

If report was made to the Helpline and you have not been advised with an outcome within 10 working days, follow up with the relevant FACs office or Joint Child Protection Response Program (JCPRP) via telephone. Please ensure that all updates from the Helpline and/or JCPRP are sent to [MRGOutcome@catholiccare.dow.org.au](mailto:MRGOutcome@catholiccare.dow.org.au).

## Reportable allegation against an employee

