

Statement of Procedure

Our Out of School Hours Care (OSHC) service, Fun 4 U Helensburgh is committed to child protection by maintaining a child-safe environment where the safety, wellbeing, and voices of children are respected, valued, and protected. We strive to ensure that every child feels secure and supported to reach their full potential. All employees and volunteers are expected to understand the significance and responsibility of working within a child-safe culture. This includes fulfilling their legal obligations as mandatory reporters and recognising the importance of proactive child protection practices. To uphold these standards:

- The approved provider, staff, educators, volunteers and students will be required to complete mandatory [National Child Safety Training for the Early Childhood Education and Care Sector](#) (effective February 2026).
- All educators will attend approved child protection training certified by a registered training organisation (in force in 2026). Educators, staff and volunteers will continue to maintain current knowledge of child protection and mandatory reporter requirements by completing Child Protection Awareness Training annually (best practice).

This procedure has been developed to work alongside our *Child Protection Policy* and outlines clear steps for all staff and volunteers to follow when making a child protection notification in accordance with current legislation and best practice guidelines. This policy can be found on Fun 4 U's main computer desktop – files – policies and procedures, on our Facebook page and next to our sign in and out register we have a folder with a QR code to each policy. All child protection concerns, including suspected abuse, neglect or inappropriate conduct will be identified, documented and notified promptly to protect children from harm.

In an emergency or life-threatening situation Call 000 if you have concerns relating to immediate danger to a child's health or safety.

Important Links & Phone Numbers

- NSW Police 131 444
- [Kids Helpline](#) 1800 551 800
- [Lifeline](#) 13 11 14
- [Domestic Violence Line:](#) 1800 656 463
- [Link2home Homelessness](#) 1800 152 152
- [Child Protection Helpline](#) 13 21 11 (available 24hours/7days)

Child Protection Procedure:

Education and Care Services National Regulations
Quality Area 2: 2.2, 2.2.1, 2.2.2, 2.2.3 Quality Area 5: 5.1.1 Quality Area 7: 7.1.3, 7.2.3 Regs: S.2A,S.3A, S.4, S.5, S.5AA, S.162A, S.165, S.166, S.166A S.167, S.174, S.174AA, S.174AB, Part6A, S.175, S. 188, S.188A, S.269B, S.269E, 12, 82, 84, 86, 87, 115, 122, 123, 128B, 128D, 145, 149, 154A, 154B, 155, 165-168, 170-172, 175, 176, 176B, 176C, 81
Outlines of how Fun 4 U's organisational culture priorities child safety throughout our services in reflection of legislation:
<i>How educators and staff keep up-to-date with current child protection legislation and reporting obligations -</i> At Fun 4 U OSHC, all educators, staff, volunteers, and management are required to: • Complete approved child protection training through a registered training organisation. • Participate in annual Child Protection Awareness Training to stay informed of changes in legislation, reporting processes, and best practices. • Engage in ongoing professional development and policy reviews through ACECQA, the Office of the Children's Guardian, and Childcare Centre Desktop updates. • Attend in-service meetings that include updates on legal responsibilities and practical case-based discussions. • Access our internal Policy and Procedures Folder (also shared via QR code and Facebook) which is reviewed annually or following legislative change

How educators, staff, volunteers, and students know their mandatory reporting obligations

All personnel are inducted and trained on:

- **Who must report:** All staff and volunteers are made aware of their status as Mandatory Reporters.
- **What to report:** Any concern regarding physical, emotional, or sexual abuse, neglect, or risk of significant harm (ROSH).
- **When to report:** Reports must be made **as soon as possible**, preferably within 24 hours of forming a concern.
- **How to report:** All concerns must be evaluated using the [Mandatory Reporter Guide \(MRG\)](#) and, if ROSH is indicated, submitted via eReport or by calling **132 111** (NSW Child Protection Helpline).
- Staff complete **ChildStory training modules** to support accurate and timely reporting

Processes for Working With Children Checks (WWCC) and monitoring -

We ensure all individuals working or volunteering at Fun 4 U:

- Provide a **valid Working with Children Check (WWCC)** prior to commencement.
- Are verified through the **Office of the Children's Guardian** online portal.
- Are logged in our **WWCC Register**, which records clearance numbers, expiry dates, and roles.
- Are monitored continuously for status changes by the OCG, with updated action taken as required.
- Are not permitted to work with children without **verified WWCC clearance**

How educators identify and respond to children at risk -

All Fun 4 U staff are trained to:

- Recognise **physical, behavioural, verbal and emotional indicators** of abuse, neglect, or harm.
- Respond with **calm, supportive, and child-centred communication**.
- Record disclosures **factually and confidentially**, using the [Child Protection Observation Record Form](#)
- Follow the **step by step** procedures outlined in our Child Protection Policy and Reporting Procedure.

- Never investigate; instead, report through the MRG and inform the Nominated Supervisor.

Actions taken when an allegation of physical or sexual abuse occurs during care

If abuse is suspected or disclosed while a child is in care:

1. **Call 000 immediately** if there is danger.
2. Report through the **MRG** (or call Helpline).
3. Notify the **Regulatory Authority (NQA ITS)** within 24 hours.
4. Notify the **Office of the Children's Guardian** within 7 business days (if reportable conduct is involved).
5. The staff member in question is **removed from direct contact with children** while the investigation is ongoing.
6. Maintain **detailed documentation** of the incident, disclosure, and all actions taken.
7. Provide **support and referral** for the child, family, and relevant staff.

How our policies support concerns and complaints (including diverse literacy/language needs) -

- Fun 4 U has a **Complaints Policy** that is accessible both in print and via QR code near the sign-in/out area.
- Families are **invited to provide feedback** anonymously or directly.
- Interpreters or translated materials are made available where possible for **non-English speaking families** or those with limited literacy.
- Policies are written in **plain English**, and summaries are available for families during enrolment and orientation.
- Staff are trained to **listen without judgment** and escalate concerns appropriately.

Support during and after making a complaint -

Our service provides:

- **Private and respectful follow-up** with the person making the complaint.
- Clear, timely **communication** about the steps being taken.
- **Referral to external services** where additional support is needed (e.g., counselling or advocacy).
- A culture of **non-retaliation and safety**, ensuring all parties feel supported.
- Ongoing updates and follow-through to ensure resolution and trust.

Strategies for Monitoring and Implementing Procedures

- Regularly review state and territory-based legislation and amend policies and procedures where necessary.
- All educators and staff are given induction and ongoing training and information about mandatory reporting, child protection legislation and any obligations they have under that legislation. This is a strategy for monitoring and implementing procedures. There is a separate requirement that child protection training is completed by the relevant persons as required by the service's jurisdiction, as required by section 162A of the National Law.
- Educators and staff have current working with children clearance or equivalent; implement a system to regularly review educator and staff working with children status.
- Include child protection as a topic within team meetings and during FDC visits.
- Ensure all educators and staff receive Code of Conduct training within your induction process and that this is reviewed and updated regularly in all meetings.
- Record details of visitors in the service's visitor book.
- Implement strategies to ensure no child is left alone with visitors.

Related Policy and/or Procedures

- Staff code of conduct
- Complaints
- Governance and management of the service
- Determining a responsible person
- Interactions with children
- Providing a child safe environment

Mandatory Reporters Requirements

Mandatory reporters are legally obligated to make a report when they have reasonable grounds to suspect that a child is at Risk of Significant Harm (ROSH). These reports must be made to the relevant government authority, such as the Department of Communities and Justice (DCJ) [Child Protection Helpline](#).

When assessing whether a report is required, staff must use professional judgement based on their observations, interactions, and understanding of the child or young person's safety, welfare, or wellbeing. Importantly, once a report has been made, mandatory reporters must continue to respond appropriately to the child's needs in line with their role, duty of care, and service policies. These requirements are outlined under the [Children and Young Persons \(Care and Protection\) Act 1998 \(The Care Act\)](#) and the accompanying regulations.

Additionally the Approved Provider of Fun 4 U is responsible for ensuring that the service is registered for eReporting through the [ChildStory Reporter](#) website. The relevant staff are registered as eReporters and therefore enabling them to submit mandatory child protection reports electronically.

Understanding Terminology for when reporting

If you are unsure about any terminology or what constitutes the various types of abuse, refer to the [NSW Communities and Justice website](#) for clear guidelines on recognising signs of child abuse. You should also speak to your supervisor or nominated supervisor for clarification, support, or guidance on next steps.

CHILD PROTECTION PROCEDURE		
1	The approved provider, nominated supervisor and educators will review the OSHC Service's <i>Child Protection Policy</i> annually to ensure awareness of Child Protection practices	
2	The approved provider, nominated supervisor, staff and educators will ensure children's safety, rights and best interests are the paramount consideration for all Service operations, decisions and functions, including all decisions relating to child protection and mandatory reporting obligations	
3	The approved provider, nominated supervisor, educators, staff, volunteers and students are to make a report to the relevant child protection agency or department when they have current concerns about the safety, welfare and wellbeing of a child who has experienced harm or is at risk of harm or at risk of significant harm, or when they have a concern about inappropriate conduct by any person at the service (see state/territory information below)	
4	It is important for the person making the report to remain sensitive to the practices of culturally diverse (including indigenous) families; however, the <i>Child Protection Policy</i>	

	must be adhered to. The processes and procedures within the policy attempt to allow for the individual differences of families.	
5	Educators are to keep up-to-date developmental records on all children. Records are a significant part of a child or young person's time in care and contribute to their life story	
6	The approved provider and nominated supervisor will ensure all staff, educators, volunteers and students complete mandatory child protection training within the prescribed timeframe (effective February 2026)	
7	The approved provider and nominated supervisor will ensure staff, educators, students and volunteers are able to demonstrate an understanding of the role of mandatory reporter, including when a report must be made and how to make a report	
8	The approved provider and nominated supervisor will ensure child protection concerns, disclosures or suspicions of child abuse or neglect are recorded on a <i>Child Protection Concerns Register</i>	
9	The approved provider and nominated supervisor will ensure a <i>Child Protection Risk Assessment</i> is conducted annually and reviewed following an incident involving child safety and wellbeing, including an assessment for areas of improvement	
10	Records of abuse or suspected abuse are kept in line with our <i>Privacy and Confidentiality Policy</i> . Records relating to child sexual abuse that has or is alleged to have occurred are kept for at least 45 years. (Recommendation not mandatory)	
11	Educators will understand that allegations of abuse or suspected abuse against them are treated in the same way as allegations of abuse against other people	
12	The approved provider and nominated supervisor will ensure a safe and confidential process for reporting wrongdoing, misconduct, or any matter that may risk the safety, welfare, or wellbeing of children within the Service through the <i>Protected Disclosure (Whistleblower) Policy</i> . This process supports a culture of integrity and accountability	
13	Educators, students and volunteers are advised they are required to notify the approved provider, within 72 hours of the event, or within 24 hours of becoming aware of the event, of any changes to their WWCC status, changes to their teacher registration or fit and proper status.	

GATHER APPROPRIATE INFORMATION

1	Whenever a case of child abuse, neglect or inappropriate conduct is suspected (due to either an act, or an omission), it is imperative to document any observations and communication undertaken with the child and/or parent/carer. When a mandatory reporter has concerns about the safety, welfare or wellbeing of a child or young person, they are to refer to our Service's <i>Child Protection Policy</i> and the NSW Mandatory Reporting Guide (MRG) to assist with deciding whether a child is suspected to be at Risk of Significant Harm (ROSH) and a	
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	report to DCJ via the Child Protection Helpline or ChildStory Reporting Community should be made or identify what alternative responses and support should be provided	
2	The person making the report is to use the <i>Child Protection Observation Record</i> to record all signs, suspicions, or concerns. When completing the observation record, ensure all essential details are gathered including - • child or young person's details (name, address, DOB, details of siblings etc) • incident details (date, type of risk, person's causing or contributing to harm) • impact of the incident on the child or young person • network of support around the child or young person • cultural background (Aboriginal/Torres Strait Islander) <i>[The Childcare Centre Desktop's Child Protection Observation Record and Child Protection Report Form is optional. It's designed to help you provide evidence when making a Child Protection Report.]</i>	
3	Mandatory reporters are required by law to report suspected child abuse and/or neglect to Child Protection Services. To make a report to relevant child protection agency or department, a person needs to have current concerns about the safety, welfare and wellbeing of a child for any of the following reasons: • basic physical or psychological needs of the child or young person are not being met (neglect) • the parents or caregivers have not arranged necessary medical care for the child or young person • the parents or caregivers have not arranged for the child or young person to receive an education • the risk of physical or sexual abuse or ill-treatment • parent or caregiver's behaviour towards the child causes or risks serious psychological harm (emotional abuse) • child was subject in a prenatal report, and the birth mother did not engage successfully with support services. To report concerns that are life threatening, contact police immediately on 000.	
4	If the mandatory reporter has concerns about the safety of a child, they will record their concerns in a non-judgmental and accurate manner as soon as possible	
5	The mandatory reporter will record their own observations as well as precise details of any discussion with a parent (who may, for example, explain a noticeable mark on a child)	
6	The mandatory reporter will prepare accurate records recording exactly what happened, conversations that took place and what was observed to pass on to the relevant authorities to assist with any investigation	
7	The mandatory reporter will not endeavour to conduct their own investigation	
8	Mandatory reporters do not have to prove that reportable conduct is happening or have evidence of who may be abusing the child to contemplate making a notification	

9	As soon as there is information that abuse of any kind has occurred or may have occurred, questioning of the child must STOP immediately. It is then up to the authorities to carry out interviews with the child and relevant parties	
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RESPONDING TO A DISCLOSURE		
When receiving a disclosure of harm, the person receiving the disclosure will:		
1	give the child or young person their full attention	
2	remain calm and find a quiet place to talk	
3	not make promises that can't be kept. For example, never promise that you will not tell anyone else	
4	reassure the child or young person they have done the right thing in revealing the information but that they'll need to tell someone who can help keep the child safe	
5	only ask enough questions to confirm the need to report the matter, because probing questions could cause distress, confusion and interfere with any later enquiries	
6	not attempt to conduct their own investigation or mediate an outcome between the parties involved	
7	document as soon as possible so the details are accurately captured including: - time, date and place of the disclosure 'word for word' what happened and what was said, including anything they (the staff member/educator) said and any actions that have been taken - date of report and signature	
8	in addition, the person receiving the disclosure from a child will: - accept that the child or young person will disclose only what they're comfortable with and recognise the bravery/strength of the child for talking about something that is difficult - let the child or young person take his or her time - let the child or young person use his or her own words - don't make promises that can't be kept. For example, never promise that you will not tell anyone else - honestly tell the child or young person what you plan to do next - not confront the perpetrator	

REPORTING CONCERNS		
1	The mandatory reporter will complete the relevant online reporter system or contact the relevant child protection reporting hotline on each occasion they have risk concerns,	

	regardless of their level of experience or expertise. Each circumstance is different, and every child and young person is unique.	
2	The mandatory reporter will use the <i>Online Reporter System</i> or contact the child protection reporting hotline relevant to their state if they have concerns that a child or young person is at risk of being neglected or physically, sexually or emotionally abused.	
3	The mandatory reporter will use the relevant online reporting system or guide to determine whether a report to the relevant Child Protection department or agency is required, and if a child protection online report (e-Report) should be submitted	
4	The mandatory reporter will print out the final decision from the online reporter system and place in a confidential file	
5	The mandatory reporter will follow the recommendations of the relevant Online Reporter System. This may include alternative supports for vulnerable children and their families.	
6	When a decision has been made to make a report to the relevant agency or department, the following information can be prepared in advance: • details which identify the child such as the child's name, date of birth, address, phone number, cultural identity or Aboriginality, language barriers, disabilities • details of the parents, carers or other household members such as name, date of birth or age, address, phone numbers, cultural identity or Aboriginality, language barriers, disabilities • details of the educator and service such as name, address, phone and email details information regarding the significant risk of harm • reason for your concerns and any relevant circumstances	
7	The mandatory reporter will share and exchange information in accordance with legislation to relevant agencies. Information to be shared and exchanged should relate directly to the safety, welfare and wellbeing of children.	
8	Management, educators and staff will refer families to appropriate agencies where concerns of harm do not meet the threshold of significant harm.	

CONSULT WITH A PROFESSIONAL/SERVICE

1	The MRG may advise to consult with a professional/or service Discuss possible actions with other practitioners such as: • Alternative referral services • Other practitioners working with the child/ young person/ their family • A supervisor or a colleague • A child protection consultant within your agency	
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	Your peak-body association	
2	The mandatory reporter will contact local Family Connect Support Services to refer the family, child or young person to appropriate local support, such as housing or respite Services Family Connect and Support	
3	Contact NSW Family Services Inc. (FamS) to access support to non-government, not-for-profit organisation staff working with vulnerable children and families	
4	The mandatory reporter will share and exchange information in accordance with legislation to relevant agencies. Information to be shared and exchanged should relate directly to the safety, welfare and wellbeing of children.	

NOTIFICATION TO THE APPROPRIATE AUTHORITY

1	The mandatory reporter will prepare accurate records recording exactly what happened, conversations that took place and what was observed to pass on to the relevant authorities to assist with any investigation	
2	The nominated supervisor, educators, staff, students and volunteers will report all incidents, allegations and complaints relating to child safety to the approved provider	
3	The approved provider and nominated supervisor will ensure mandatory reports and notifications are made to the appropriate authorities within the prescribed timeframe	
4	For all notifications required to be reported within 24 hours, the approved provider and nominated supervisor will ensure procedures are in place to meet required timeframes, including outside operational hours (e.g. weekends and public holidays) (see <i>Regulatory Authority Notification Procedure</i> for 24-hour reporting)	
5	The mandatory reporter will report to the Department of Communities and Justice (DCJ) when they have current concerns about the safety, welfare and wellbeing of a child at risk of significant harm to the Child Protection Helpline 132111 or make online e-Report through ChildStory Reporter website within 24 hours	
6	The mandatory reporter will report all instances (alleged or witnessed) of child abuse, including assault or sexual abuse (including grooming) to NSW Police 131 444	
7	The approved provider will notify the NSW Early Learning Commission through the NQA ITS (within 24 hours) of: - becoming aware of a circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child - any complaints alleging that a serious incident, including a sexual offence or sexual misconduct, has occurred or is occurring at the Service - a serious incident, which may include a sexual offence, sexual misconduct and/or physical or sexual abuse where emergency services attended the Service	

	• becoming aware of an event involving a change to the educator or staff members WWCC, including any negative notices or changes to teacher accreditation or registration • any incident where it is reasonably believed that physical and/or sexual abuse of a child has occurred or is occurring while the child is being educated and cared for by the Service • any allegation (observed or suspected or disclosures) that a staff member or volunteer is engaging or has engaged in inappropriate conduct to a child within 24 hours	
8	The approved provider will notify the NSW Early Learning Commission, NSW Department of Communities and Justice (DCJ), NSW Office of the Children's Guardian (OCG) and NSW Police of any allegation (observed or suspected or disclosures) that a staff member, educator or volunteer is engaging or has engaged in inappropriate conduct to a child within 24 hours	
9	The approved provider will notify the Office of the Children's Guardian within 7 days of becoming aware of any reportable allegations or reportable convictions made against their employees, volunteers or certain contractors who provide services to children	

NSW Mandatory Reporting - (MRG) Support Guide:

To ensure our staff adhere to and comply with their role and responsibilities in relation to child protection, the following steps will be implemented:

STEP 1 – Gather Relevant Information

1. If child abuse or neglect is suspected—whether through an action or failure to act—it is essential to document any observations, conversations, or disclosures involving the child and/or their parent or carer. When concerns arise regarding a child or young person's safety, welfare, or wellbeing, staff must refer to our services *Child Protection Policy* and the NSW [Mandatory Reporter Guide](#) (MRG) to determine whether the child may be at Risk of Significant Harm (ROSH) and whether a report to the Department of Communities and Justice (DCJ) is required, or if alternative support pathways should be considered.
2. Use the *Child Protection Observation Record Form* to document all observations, concerns, or suspicions. Ensure you include the following details:
 - Child or young person's name, address, date of birth, and sibling details.
 - Description of the incident or concern (date, type of risk, and who may be causing or contributing to the harm)
 - The impact of the incident or situation on the child or young person

- Any known support network around the child (e.g. extended family, professionals)
- Cultural background, including Aboriginal or Torres Strait Islander identification

3. Mandatory reporters are legally required to report any reasonable concerns regarding the safety, welfare, or wellbeing of a child. Grounds for reporting may include, but are not limited to:

- Neglect of the child's basic physical or emotional needs
- Failure to provide necessary medical care
- Failure to ensure the child attends or receives an education
- Risk or occurrence of physical or sexual abuse
- Behaviour by a parent or caregiver that may cause serious psychological or emotional harm
- Prenatal risk, where a parent has not engaged with support services after a prenatal report

For life-threatening situations, call emergency services immediately on 000

Once there is reason to believe abuse or neglect has occurred or may occur, **do not question the child further**. It is the responsibility of trained authorities to conduct formal interviews with the child and other involved parties.

STEP 2 – Refer to the Mandatory Reporting Guide

1. The **NSW Mandatory Reporter Guide (MRG)** is an online tool that helps mandatory reporters assess whether a child or young person may be at risk of harm and whether a report to the **Child Protection Helpline** is required. Access it here: <https://reporter.childstory.nsw.gov.au/s/mrg>
2. The MRG supports mandatory reporters to:
 - Determine whether the concern meets the threshold for a report to the Helpline (including for unborn children), and
 - Identify appropriate alternative supports when a statutory response may not be needed.
3. It is strongly recommended that the MRG is completed **every time** a concern arises—regardless of the reporter's level of experience—as each case is unique and may present new risks.
4. To begin using the MRG, visit reporter.childstory.nsw.gov.au and click '**Start MRG**' to begin the guided assessment.

5. Work through each question in the MRG thoroughly and honestly. If there are multiple concerns, start by selecting the Decision Tree for the **most serious issue**. The tool will lead you to an outcome advising the best course of action.
6. You will have the option to **generate a PDF Decision Report**—it is highly recommended that you save and print this document for your records.

Tip: If you are unfamiliar with the MRG, take time to explore it in advance. Becoming familiar with the terminology and flow of the tool will help you respond confidently and accurately when a concern arises.

STEP 3 – Make a Report

1. Act according to the outcome/advice provided by the Mandatory Reporter Guide (MRG). If the outcome directs you to **‘Report to the Child Protection Helpline’, ‘Immediate Report’, or ‘Refer to the Child Wellbeing Unit (CWU)’**, action must be taken promptly.
2. Prepare your report by drafting clear notes using the **Child Protection Report Form** and include the MRG outcome.
 - For **urgent matters** or immediate danger, call the **Child Protection Helpline on 132 111**, or dial **000** for emergencies.
 - For non-imminent risks, you must submit an eReport through the ChildStory Reporter website. To do this, you must be registered on the platform. Reporters have **48 hours** from identifying the concern to complete and submit the eReport.
3. After submission, you can log into the ChildStory Reporter Community Portal to:
 - Track the status of your report
 - Receive updates on what action will be taken by the department

STEP 4 – Consult with a Professional/ Service

If the Mandatory Reporter Guide (MRG) outcome advises consultation, or if you are uncertain about how to proceed, you should seek guidance from a relevant professional or support service.

Discussions may involve:

- Alternative referral pathways and local support services
- Other professionals currently involved with the child or family
- Your service supervisor or a trusted colleague
- A child protection specialist within your organisation

- Your sector's peak body or professional association

You can also access external supports including:

- Family Connect and Support: for assistance in referring families, children or young people to appropriate local services, including housing, parenting support, or respite care. <https://familyconnectsupport.dcj.nsw.gov.au/>
- NSW Family Services Inc. (FamS): a peak body supporting staff in non-government, not-for-profit services working with vulnerable children and families. <https://www.fams.asn.au/>
- Parentline, Kids Helpline, Domestic Family Violence

Consultation helps ensure the most appropriate response for each individual situation and supports a coordinated approach to child safety.

STEP 5 - Continue to Document

1. It is essential to **continue recording all observations and concerns**, regardless of the outcome from the Mandatory Reporter Guide (MRG). If new information arises or the situation changes, the MRG should be **revisited and completed again**.
2. All records relating to suspected or confirmed abuse must be **stored securely and managed in accordance with our Privacy and Confidentiality Policy**.
3. If at any point you suspect that abuse has occurred or may occur, **stop questioning the child immediately**. It is the responsibility of trained authorities to conduct formal interviews and investigations.

STEP 6 – Notification to Regulatory Authority

1. The **Approved Provider** must notify the **Regulatory Authority** within **7 days** of becoming aware of any circumstance at the service that may pose a **risk to a child's health, safety, or wellbeing**.
2. Any **complaints involving a serious incident**—whether past or ongoing—must be reported to the **Regulatory Authority via the NQA-ITS portal** within **24 hours**.
3. The **Regulatory Authority** must also be notified within **24 hours** through NQA-ITS if a **serious incident occurs** at the service involving **physical or sexual abuse**, particularly where **emergency services have been called**.

4. The **Office of the Children’s Guardian** must be notified **within 7 business days** of the service becoming aware of any **reportable allegation or conviction** involving an employee, volunteer, or contractor providing services to children.

TIP: If you haven’t yet had to use the MRG, go online and have a ‘play’ to familiarise yourself with the process and terminology used and required.

Documenting a Disclosure or a Suspicion of Harm:

When our staff receive a disclosure of harm, they will follow these steps to ensure the safety of the child and the integrity of any future investigations:

1. Remain calm and find a private, safe space to listen to the disclosure without interruptions.
2. Avoid making promises you cannot keep—particularly, never promise confidentiality (e.g., “I won’t tell anyone”).
3. Reassure the child or individual that they’ve done the right thing by speaking up and explain that you need to share the information with someone who can help protect them.
4. Ask only minimal, non-leading questions to clarify the immediate concern. Do not probe or investigate further, as this could distress the child or interfere with official inquiries.
5. Do not attempt to investigate the situation or mediate between the people involved. This is the role of qualified authorities.
6. Use the *Child Protection Observation Record Form* to record the disclosure as soon as possible to ensure accuracy. Your documentation should include:
 - The time, date, and location of the disclosure
 - A verbatim account of what was said, including your responses and any immediate actions taken
 - The date the report was written, along with your full name and signature

Roles and Responsibilities at Fun 4 U

Approved Provider and Nominated Supervisor

- Ensure full compliance with the Education and Care Services National Law and Regulations, including Regulation 84 and Section 162A.
- Oversee implementation of the Child Protection Policy and risk minimisation plans.

- Ensure the service is registered for eReporting via the ChildStory Reporting Community.
- Confirm all educators, staff, volunteers, and students hold valid Working With Children Checks (WWCC) and keep accurate records (Reg 145, S.175).
- Promote a child safe culture that prioritises children's safety and wellbeing across all environments—physical, emotional, and online.
- Ensure any responsible person in day-to-day charge has completed approved child protection training.
- Notify families of significant changes to the policy or procedures, as required by regulation.

Educators, Staff, Volunteers and Students

- Understand and adhere to their obligations under child protection legislation and the Staff Code of Conduct.
- Complete mandatory child protection training annually.
- Be equipped to identify indicators of abuse and neglect, respond to disclosures, and follow reporting procedures using the Mandatory Reporter Guide (MRG).
- Record concerns in line with the Privacy and Confidentiality Policy (Reg 86 & 87).
- Ensure they do not conduct their own investigations but instead follow approved procedures.

Families

- Are made aware of the Child Protection Policy and informed of any updates.
- Are notified of relevant incidents, injuries, or safety concerns.
- Are supported to raise concerns or complaints, with child-focused processes in place to guide and protect all involved.

Defining Roles and Expectations

Roles and responsibilities are clearly outline in:

- Position descriptions
- The Child Protection Policy, Staff Code of Conduct, and Complaints Policy
- Induction materials and training handbooks
- Ongoing supervision and performance reviews

These documents are readily accessible to all staff and available for inspection.

Importance of Clear, Robust Consistent Child Protection Procedures

- Safeguard children's safety, health, and wellbeing
- Promote a culture of accountability and transparency
- Ensure all staff understand their legal responsibilities
- Reduce the risk of harm, misconduct, or policy breaches
- Build trust among families, children, and the community

Learning from Implementation to Improve Practice

- Reviewing all completed incidents and staff reflections
- Conducting annual policy reviews
- Holding debriefs following child safety concerns or disclosures
- Integrating feedback from staff, children, and families
- Attending sector updates and professional learning events (e.g., ACECQA, Office of the Children's Guardian)

Providing Tools and Promoting Awareness

We ensure all relevant individuals at Fun 4 U can follow procedures by:

- Offering access to policies, flowcharts, and reporting templates
- Providing annual and refresher child protection training
- Ensuring staff are registered and trained in eReporting and use of the MRG
- Using internal communications and team meetings to reinforce key responsibilities
- Making all child protection resources available in both printed and digital formats

Sources

- Australian Children's Education & Care Quality Authority. (2026). [Guide to the National Quality Framework](#)
- Australian Children's Education & Care Quality Authority. (2025). [Embedding the National Child Safe Principles](#)
- Australian Children's Education & Care Quality Authority. (2025). [NQF Child Safe Culture Guide](#).
- Australian Children's Education & Care Quality Authority. (n.d.). [Reporting requirements about children](#)
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- [Kids Helpline](#)
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- [Link2home Homelessness](#)
- [Mandatory Reporter Guide](#)
- New South Wales Government – [Child safe organisation: training and resources](#)
- NSW Government [Department of Communities and Justice](#)
- [Parentline](#) NSW (Free telephone counselling and support service for parents and guardians)
- [UNICEF](#) – United Nations Convention on the rights of the child

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This Procedure Follows the ACEQA: [Child Safety | ACECQA](#)