

Appendix G

Flowchart – Child safety reporting process within an organisation

REMEMBER! Always call 000 if a child is in immediate danger

WHO MIGHT REPORT A MATTER?



PARENT OR CARER



CHILD OR YOUNG PERSON



STAFF MEMBER OR VOLUNTEER



OTHER PERSON
(e.g. witness to an incident)



ANOTHER SERVICE PROVIDER

WHAT TO REPORT?

Any child safety concerns, including:

- ▶ disclosure of abuse or harm
- ▶ allegation, suspicion or observation
- ▶ breach of a Code of Conduct
- ▶ safety issues relating to the physical environment.

HOW?



FACE-TO-FACE VERBAL REPORT



EMAIL



TELEPHONE CALL



LETTER



MEETING

WHO TO?



CHILD SAFETY CONTACT OFFICER



MANAGER



SUPERVISOR

WHAT HAPPENS NEXT?

The Child Safety Contact Officer, manager or supervisor will:

- ▶ offer support to the child, the parents/carer and the person who reports
- ▶ initiate internal risk management processes to ensure the safety of the child, clarify the nature of the complaint and commence disciplinary process (if required)
- ▶ decide, in accordance with legal requirements and duty of care, whether the matter should/must be reported to the Police or Child Protection authority and make report as soon as possible if required
- ▶ wait for clearance from authorities before starting the investigation
- ▶ report to regulators, oversight bodies if allegation is reportable, and working with children check operators where appropriate.

This flowchart is adapted from the Commissioner for Children and Young People, Victoria, Flowchart: Child Safety Reporting Process, [Flowchart: Child Safety Reporting Process](#).

