

1. Purpose

This procedure explains how Affinity Education Group (Affinity) identifies, responds to and reports concerns relating to child abuse, harm, neglect, exploitation, grooming, reportable conduct and child safety risks.

It outlines Affinity's approach to maintaining a child safe culture, responding to concerns about children's safety and wellbeing, and meeting legislative and regulatory obligations across all jurisdictions in which Affinity operates.

This procedure supports Affinity's responsibilities under:

- Education and Care Services National Law;
- Education and Care Services National Regulations 2011;
- State and Territory child protection legislation;
- National Principles for Child Safe Organisations;
- National Quality Standard, particularly Quality Areas 2 and 7; and
- Relevant Reportable Conduct Schemes

2. Scope

This procedure applies to employees; educators; centre leaders; students and trainees; volunteers; contractors; support office team members; and any person undertaking work on behalf of Affinity.

This procedure must be read together with:

- [POL2-P31 Child Safe Organisation Principles and Standards Procedure;](#)
- [POL HR5 AEG Code of Conduct;](#)
- [POL2-P33 Safe Use of Digital Technologies – Electronic Devices;](#)
- [POL2-P24 Incident Injury Trauma and Illness Policy and Procedure;](#)
- [POL3-P4 Risk Assessment Procedure;](#)
- [Promapp 3.3.10 Manage Child Safety and Protection;](#)
- [Promapp 3.3.12 Report Serious Incidents and Complaints by Centres;](#) and
- [Promapp 8.6.16 Comply with Reportable Conduct Scheme.](#)

3. Definitions

The following definitions support consistent understanding of the terms used in this procedure.

Term	Definition
Child Safe Culture	An organisational culture that prioritises child safety and empowers children to participate in decisions affecting them
Child Abuse	Physical, emotional, sexual abuse, neglect, grooming or exploitation
Harm	Any detrimental effect of a significant nature on a child's wellbeing
Reasonable Grounds	Sufficient evidence or concern that a child may be at risk
Disclosure	Information provided by a child or another person regarding potential abuse or harm
Mandatory Reporter	A person legally required to report concerns under relevant legislation
Reportable Conduct	Conduct involving abuse, neglect, misconduct or harm toward a child as defined by jurisdictional legislation
Child Safety Concern	Any observation, disclosure, allegation or behaviour indicating a child may be at risk

4. Guiding principles

At Affinity, we believe that child safety is everyone's responsibility. We are committed to upholding the safety, rights and wellbeing of all children and promote a culture of child safety with a zero-tolerance approach to child abuse and harm.

Affinity ensures the Paramountcy Principle is applied in all aspects of our work. All decisions and actions relating to the operation and delivery of education and care services must prioritise children's safety, rights and best interests above all other considerations.

The following principles guide how Affinity approaches child safety and protection across all services and the organisation:

- **Child safety is everyone's responsibility** - Every employee, student, volunteer, contractor and visitor shares responsibility for creating and maintaining environments where children are safe, respected, protected and supported to thrive.
- **The best interests of the child are paramount** - Children's safety, wellbeing, rights and developmental needs are the primary consideration in all decisions, actions and interactions.
- **Children are listened to, empowered and informed** - Children are supported to understand their rights, express their views and concerns, identify trusted adults, participate in decisions that affect them, raise concerns without fear of punishment or exclusion, and receive support that is developmentally and culturally appropriate.

Accountable (Owner)	Chief Risk and Quality Officer	Accountable (Expert)	National Quality Manager
Responsible	All staff, students, volunteers, families	Document Version	V14
Consulted	Policy Committee	Date Approved	August 2026
Informed	All staff, students, volunteers, families	Date next reviewed	August 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

- **Children's rights underpin decision-making** - Affinity recognises and upholds the rights of all children in accordance with the United Nations Convention on the Rights of the Child. Children's voices, experiences and best interests inform decision-making and service delivery.
- **Equity, diversity and cultural safety are actively promoted** - Affinity recognises that some children may experience additional barriers to participation, inclusion and safety. We are committed to creating culturally safe, inclusive, accessible and responsive environments that respect and value each child's identity, culture, abilities, experiences and background.
- **Families and communities are partners in child safety** - Affinity works collaboratively with families and communities to promote children's safety, wellbeing and participation while maintaining appropriate confidentiality, privacy and reporting obligations.
- **Concerns are identified and acted on early** - Child safety concerns, risks, allegations or indicators of harm are recognised, documented, responded to and escalated promptly to support the safety and wellbeing of children.
- **Reporting obligations are met without delay** - Affinity is committed to meeting all legislative, regulatory and organisational reporting requirements and ensuring concerns are reported to the appropriate authorities as soon as practicable.
- **Continuous improvement strengthens child safety outcomes** - Child safety practices are regularly reviewed, evaluated and improved through reflective practice, feedback, learning, risk assessment, incident review and quality improvement processes.

These principles underpin all actions described in this policy/procedure and guide professional judgement and decision-making when responding to child safety concerns and supporting children's safety, wellbeing and rights.

4.1. Child Safe Culture Approach

This procedure is informed by a **Child Safe Culture Approach**, which recognises that child safety is achieved through the collective actions, behaviours and decisions of people across the organisation.

At Affinity, child safety is embedded in our culture, leadership, governance, environments and everyday practices. We are committed to creating environments where children feel safe, respected, included and empowered, and where concerns are identified, raised and addressed promptly.

In practice, this approach guides how employees, leaders, students, volunteers and contractors promote children's safety and wellbeing, actively manage child safety risks, support children's participation and voice, and continuously strengthen child safe practices through reflection, accountability and ongoing improvement.

4.2. Child-Centred Practice Approach

This procedure is informed by a **Child-Centred Practice Approach**, which recognises children as capable individuals with rights, views and experiences that must be respected and considered in decisions that affect them.

At Affinity, we place children's safety, wellbeing, participation and best interests at the centre of our interactions, decision-making and service delivery. We value children's voices and create opportunities for them to express their views, raise concerns, develop trusted relationships and actively participate in matters that affect them.

In practice, this approach guides how employees build respectful relationships with children, respond to their individual needs and experiences, and create safe, inclusive and supportive environments where children feel valued, heard and empowered.

5. Maintaining a Child Safe Culture

Ensure a child safe and child-centred culture is maintained so that children are safe, empowered and able to participate in decisions affecting their wellbeing, and employees are accountable for promoting and protecting children's rights and safety as set out in [Promapp 3.3.10 Manage Child Safety and Protection](#) and [POL2-P31 Child Safe Organisation Principles and Standards Procedure](#).

Key Actions

All Employees must:

- uphold Affinity's commitment to child safety and protection;
- maintain professional and ethical boundaries with children and families;
- promote children's participation, voice and understanding of their rights;
- identify, document, escalate and report child safety concerns in accordance with this procedure;
- participate in required child safety training, discussions and reflective practice activities; and
- contribute to a culture where concerns, risks and opportunities for improvement can be raised openly and respectfully.

Centre Leaders must:

- lead and model child safe behaviours and practices;
- foster a culture of openness, accountability and speaking up;
- ensure child safety information is visible, accessible and communicated to children, families and employees;
- support employees to understand and fulfil their child safety responsibilities;

Accountable (Owner)	Chief Risk and Quality Officer	Accountable (Expert)	National Quality Manager
Responsible	All staff, students, volunteers, families	Document Version	V14
Consulted	Policy Committee	Date Approved	August 2026
Informed	All staff, students, volunteers, families	Date next reviewed	August 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

POL2 – P5 Child Safety and Protection Procedure

- monitor compliance with child safety requirements and reporting obligations;
- promptly escalate child safety concerns and identified risks; and
- regularly review child safety practices, feedback, incidents and trends to support continuous improvement.

Key Measures and Expectations

Measure	Minimum Expectation	Triggers	Supporting Material
Child Safety Training and Capability	All employees complete child safety and protection training during induction and maintain required training annually. Employees demonstrate an understanding of child safety responsibilities, indicators of harm, reporting obligations and child safe practices relevant to their role.	Legislative, regulatory or organisational changes; identified training gaps; incident reviews.	POL4-P10 Onboarding and Induction Procedure
Child Safety Reporting and Escalation	Child safety concerns, allegations, disclosures and indicators of harm are recognised, documented, escalated and reported immediately in accordance with legislative and organisational requirements.	Serious incident, reportable conduct allegation, audit findings, identified compliance gaps or legislative changes.	POL2-P24 Incident Injury Trauma and Illness Policy and Procedure POL7-P9 Allegations Handling Procedure
Child Safe Communication and Engagement	Child safety information is accessible to children, families and employees. Children are supported to understand their rights, identify trusted adults and raise concerns, while families are informed of Affinity's child safety commitments and reporting obligations.	Policy review, family feedback, child feedback, regulatory changes or identified communication gaps.	POL3-P4 Risk Assessment Procedure FRM3-F1c Risk Assessment and Management Tool – Child Led POL6-P3 Family Engagement Procedure INF 1138 Child Concerns or Complaints Poster
Child Safety Culture Review	Child safe culture is regularly evaluated through feedback, observations, incident trends, complaints, audits and reflective practice. Opportunities for improvement are documented, actioned and monitored to strengthen child safety outcomes.	Audit findings, complaints, incident trends, quality improvement reviews or regulatory feedback.	3.7.02 Embed Reflective Practice 8.1.02 Conduct Root Cause Analysis
Child Safety Reflection and Continuous Improvement	Child safety and protection are embedded in ongoing reflective practice through discussions, training, supervision, team meetings and review activities. Employees actively reflect on child safe practices, emerging risks and opportunities to strengthen children's safety, participation and wellbeing.	Team meetings, supervision sessions, incidents, legislative changes, policy reviews and quality improvement planning cycles.	8.3.22 Manage Compliance Audits
Child Safety and Protection Risk Assessment	Child safety risks relating to environments, practices, supervision, relationships, activities, digital technology use and organisational culture are proactively identified, assessed, documented and monitored. Control measures are implemented and reviewed to minimise risks and support safe, inclusive and empowering environments for children.	Serious incidents, complaints, allegations, identified risks, environmental or operational changes, audit findings, regulatory feedback or annual review.	POL3-P4 Risk Assessment Procedure FRM3-F1 Risk Assessment and Management Plan Child Safety and Protection
Children's Participation and Voice	Children are supported to express their views, contribute to decisions affecting them, identify trusted adults and participate in discussions about their safety and wellbeing in ways that are age, developmentally and culturally appropriate.	Child feedback, incidents, complaints, service reviews, quality improvement planning and annual review.	POL5-P1 Interactions with Children Policy and Procedure POL6-P6 Complaints Policy and Procedure

Accountable (Owner)	Chief Risk and Quality Officer	Accountable (Expert)	National Quality Manager
Responsible	All staff, students, volunteers, families	Document Version	V14
Consulted	Policy Committee	Date Approved	August 2026
Informed	All staff, students, volunteers, families	Date next reviewed	August 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

6. Procedures

6.1. Identify and Respond to Child Safety Concerns

Key Actions

All employees must:

- maintain an understanding of the different forms of child abuse, harm, neglect, grooming, exploitation and family violence, including common indicators and risk factors;
- remain alert to physical, behavioural and environmental indicators that may suggest a child is at risk of harm;
- understand factors that may increase vulnerability for children and families and recognise circumstances that may place children at greater risk;
- distinguish between injuries or behaviours that may reasonably occur through everyday childhood activities and those that may indicate potential harm, abuse or neglect;
- monitor the wellbeing of children in their care and respond appropriately to any concerns identified.

Indicators of harm may include, but are not limited to:

Type of Harm	Examples of Indicators
Physical abuse	Unexplained injuries, bruising, burns, fractures, fearfulness, withdrawal or aggressive behaviour
Emotional or psychological abuse	Low self-esteem, anxiety, withdrawal, excessive compliance, fearfulness or aggression
Neglect	Poor hygiene, inadequate clothing, persistent hunger, unmet medical needs, poor attendance or developmental concerns
Sexual abuse, grooming or exploitation	Sexualised behaviours, inappropriate knowledge of sexual matters, disclosures, fearfulness or significant behavioural changes
Domestic or family violence	Fear, anxiety, aggression, withdrawal, emotional distress or attempts to avoid returning home

When a child presents with indicators of harm or makes a disclosure, employees must:

- respond calmly, quietly and supportively, using positive body language and facial expressions;
- refrain from expressing shock, anger or disbelief;
- where appropriate, move the child to a quiet location away from distractions or interruptions;
- offer appropriate comfort and reassurance if the child is comfortable with this;
- allow the child to speak without interruption;
- avoid leading questions or conducting their own investigation;
- where appropriate, ask a single open-ended question to clarify the concern, such as "Can you tell me what happened?", "How did that happen?" or "How did this happen?";
- carefully consider the child's response and any observable indicators;
- explain to the child that the information cannot be kept secret and will need to be shared with someone who can help keep them safe;
- avoid making promises that are outside their control, such as "It won't happen again" or "You won't need to go home". document observations and disclosures in accordance with this procedure and [POL2-P24 Incident Injury Trauma and Illness Policy and Procedure](#); and
- seek advice from the Affinity Incident Support Team, Nominated Supervisor or relevant child protection authority where guidance is required.

6.2. Document Child Safety Concerns

Key Actions

All employees must:

- document any child safety concern, disclosure, allegation, behavioural change or indicator of harm using the appropriate [FRM2-F10 Incident Report](#) and supporting records;
- complete documentation as soon as practicable after the concern is identified or disclosed;
- consult with the Nominated Supervisor or Responsible Person, where appropriate, to ensure concerns are documented and managed appropriately;
- maintain confidentiality and ensure records are stored securely in accordance with privacy and record-keeping requirements; and
- record any discussions with families, including explanations provided for injuries, incidents or concerns.

Documentation may include, but is not limited to:

- physical indicators, such as bruises, marks, cuts, burns or injuries;
- behavioural indicators, such as withdrawal, aggression, anxiety or sexualised behaviour;

Accountable (Owner)	Chief Risk and Quality Officer	Accountable (Expert)	National Quality Manager
Responsible	All staff, students, volunteers, families	Document Version	V14
Consulted	Policy Committee	Date Approved	August 2026
Informed	All staff, students, volunteers, families	Date next reviewed	August 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

- disclosures made by a child or another person;
- allegations of child-to-child harm or employee, volunteer or visitor conduct towards a child;
- unusual play behaviours or interactions between children; and
- any other observations that may indicate a child safety concern.

Observations or file notes must include, where relevant:

- the child's name;
- the date, time and location of the observation, incident or disclosure;
- a detailed description of what was observed, heard or disclosed;
- the child's exact words where a disclosure has been made;
- descriptions of injuries, including size, shape, colour and location on the body, where relevant;
- actions taken and responses provided;
- details of any witnesses or employees involved; and
- the name, signature and date of the person completing the record.

When recording information, employees must:

- record facts only and avoid assumptions, opinions, diagnoses or subjective language;
- clearly distinguish between observations, disclosures and actions taken;
- ensure information is accurate, objective and contemporaneous; and
- maintain professional and confidential records at all times.

Employees must not take photographs of a child or their injuries unless specifically directed by a relevant authority or approved organisational process. Detailed written descriptions should be used to document observations of injuries or physical indicators.

6.3. Decide and Report Child Safety Concerns

Key Actions

All employees must:

- assess whether observed indicators, disclosures or allegations may indicate a child is at risk of harm, abuse, neglect, exploitation or grooming;
- act on reasonable concerns, even where abuse has not been confirmed;
- seek advice from the Nominated Supervisor, Incident Support Team (IST) or relevant child protection authority if uncertain about reporting requirements;
- consider the child's immediate safety and support needs while reporting and escalation activities are occurring;
- contact emergency services immediately if a child is in immediate danger or a life-threatening situation; and
- escalate concerns without delay in accordance with this procedure and relevant legislation.

If a child is in immediate danger or a life-threatening situation, Police must be contacted immediately on 000.

When determining whether a report is required, employees must consider:

- What was observed or disclosed?
- Is there a reasonable suspicion of harm?
- Is the child currently safe?
- Is urgent intervention required?
- Have reporting obligations been triggered?
- Has internal escalation occurred?



Reporting to Child Safety (Centres)

Where a reasonable suspicion or belief exists that a child is at risk of harm, abuse or neglect, a report must be made to the relevant State or Territory child protection authority in accordance with legislative requirements.

Employees making a report must:

- ensure all relevant documentation and information is available;
- provide factual and objective information only;
- contact the relevant State or Territory child protection authority using the reporting contact details below;
- record any **report reference number** or acknowledgement received;
- document actions taken and advice provided by authorities; and
- continue to cooperate with any subsequent enquiries or investigations.

Accountable (Owner)	Chief Risk and Quality Officer	Accountable (Expert)	National Quality Manager
Responsible	All staff, students, volunteers, families	Document Version	V14
Consulted	Policy Committee	Date Approved	August 2026
Informed	All staff, students, volunteers, families	Date next reviewed	August 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

POL2 – P5 Child Safety and Protection Procedure

Where mandatory reporting obligations apply, each employee with a reportable suspicion or belief must fulfil their individual reporting responsibilities. Failure to meet mandatory reporting obligations may result in legislative penalties and disciplinary action.

State and Territory child protection reporting contacts

Jurisdiction	Reporting Contact
Queensland	https://secure.communities.qld.gov.au/cbir/home/ChildSafety#
New South Wales	https://dcj.nsw.gov.au/service-providers/deliver-services-to-children-and-families/nsw-interagency-guidelines-for-practitioners/reporting-responding-wellbeing-and-safety-concerns.html
Australian Capital Territory	https://forms.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1136
Western Australia	https://mandatoryreportingweb.communities.wa.gov.au https://www.dcp.wa.gov.au/ChildProtection/Pages/Ifyouareconcernedaboutachild.aspx
Victoria	https://services.dhhs.vic.gov.au/reporting-child-abuse
Northern Territory	https://nt.gov.au/law/crime/report-child-abuse

NSW Only - the [NSW Responding to incidents, disclosures and suspicions of child abuse Reporting Guide](#) must be displayed in your services and accessible to all staff.

Child protection register (NSW Only)

Centres are required to maintain a child protection register to ensure appropriate follow-up of matters relating to the safety and wellbeing of children in addition to all the steps detailed in this procedure (such as allegations, child safety concerns, reports to external regulatory bodies). Following Promapp process [3.3.10 Manage Child Safety and Protection Procedure](#).

Reporting to Regulatory Authorities

The following matters must be escalated following [3.3.12 Report Incidents and Complaints by Centres](#) as soon as practicable and within required legislative timeframes:

- any incident where the person reasonably believes physical or sexual abuse of a child has occurred, or is occurring, while a child is being educated and cared for at a service; or
- any allegation that physical or sexual abuse has occurred, or is occurring, while a child is being educated and cared for at a service.

The Regulatory Compliance Team is responsible for managing notifications to regulatory authorities and reportable conduct oversight bodies in accordance with applicable jurisdictional requirements detailed in [POL2-P24 Incident Injury Trauma and Illness Policy and Procedure](#).

Reportable Conduct

Where a concern involves an allegation, suspicion or incident of conduct by an employee, student, volunteer, contractor, visitor or another child that may constitute reportable conduct, the matter must be immediately escalated following [3.3.12 Report Incidents and Complaints by Centres](#).

The Regulatory Compliance Team will assess reportable conduct obligations and coordinate notifications to relevant oversight bodies, including applicable Reportable Conduct Schemes detailed in [POL2-P24 Incident Injury Trauma and Illness Policy and Procedure](#).

Where required, Affinity may undertake an internal investigation in consultation with relevant authorities and in accordance with legal, regulatory and organisational requirements following [POL7-P9 Allegations Handling Procedure](#).

Allegations Involving Employees

Where an employee suspects that another employee, student, volunteer, contractor or manager may have caused harm to a child, the same reporting and escalation requirements apply.

Employees must:

- document their concerns;
- submit an incident report following [3.3.12 Report Incidents and Complaints by Centres](#);
- provide witness statements where required; and
- cooperate with any investigation undertaken by regulatory authorities or Affinity.

Appropriate management actions may be implemented while investigations are underway, including temporary reassignment of duties, restriction of duties or suspension from duties where necessary to ensure children's safety and wellbeing.

The [POL7-P19 Whistleblower Policy](#) is always available should an employee wish to make a protected disclosure.

Accountable (Owner)	Chief Risk and Quality Officer	Accountable (Expert)	National Quality Manager
Responsible	All staff, students, volunteers, families	Document Version	V14
Consulted	Policy Committee	Date Approved	August 2026
Informed	All staff, students, volunteers, families	Date next reviewed	August 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

Supporting the child

When concerns are identified, employees must consider the immediate needs of the child and provide support that is responsive to the child's age, developmental stage, individual circumstances and expressed wishes, where appropriate.

This may include:

- remaining with a trusted employee;
- accessing a quiet and safe environment;
- receiving reassurance and emotional support; or
- continuing participation in routine activities where appropriate.

Confidentiality and Information sharing

Information regarding a child safety concern may be shared with employees who are directly responsible for the education, care, safety and wellbeing of the child, where necessary to support the child or meet reporting and safeguarding obligations.

Documentation, reports and information relating to a child safety concern **must not** be discussed with family members, employees or other parties who are not directly involved in the matter, unless authorised or required by law.

These practices support child safety, wellbeing and compliance by ensuring sensitive information is managed appropriately while enabling timely reporting, decision-making and safeguarding actions following [POL6-P5 Confidentiality and Privacy Procedure](#).

6.4. Monitor and Support Following a Child Safety Concern

Key Actions

All Employees must:

- continue to monitor the child's wellbeing and respond to emerging concerns following a disclosure, allegation or report;
- follow any directions, recommendations or actions provided by child protection authorities or other authorised agencies;
- maintain appropriate documentation and records as required;
- continue to provide a safe, supportive and inclusive environment for the child; and
- maintain confidentiality throughout the monitoring and support process.

Nominated Supervisors and Centre Leaders must:

- ensure appropriate support is provided to the child and family following a child safety concern or report;
- monitor ongoing risks and implement any required safety or wellbeing measures;
- maintain communication with relevant authorities where required;
- ensure records are maintained securely and confidentially; and
- facilitate appropriate referrals to support services where recommended by authorities.

Family Follow-Up

Where a child safety concern or disclosure has been made by a family member, the Nominated Supervisor, Responsible Person, Regional Manager should, where appropriate:

- follow up with the family to offer support and assistance;
- maintain contact in a manner that does not compromise any investigation or reporting obligations; and
- seek to confirm the ongoing wellbeing of the child where attendance patterns or circumstances give rise to further concerns.

Authorised Officer and Child Safety Visits

Following a report to a child protection authority, whether made by the service or another party, authorised officers from the relevant State or Territory child protection agency may attend the service to conduct enquiries, including interviews with staff and/or the child identified as being at risk.

To support these enquiries while maintaining appropriate supervision and documentation requirements, services must ensure the following:

- Verify the identity of all attending officers by sighting official identification confirming their authority and employment with the relevant child protection agency.
- Record the officer's attendance in the service visitor register.
- Ensure the child remains appropriately supervised at all times and is not left alone with the officer.
- Maintain accurate records of all discussions, requests, and actions taken during the visit.

Important: Child protection officers are not authorised to collect or remove a child from the service unless they are listed on the child's enrolment record as an authorised nominee, have been granted emergency collection authority, or are acting under a valid statutory order or lawful authority permitting the child's removal

Investigations

Child safety investigations are the responsibility of the relevant child protection authority, police or other authorised agency.

Accountable (Owner)	Chief Risk and Quality Officer	Accountable (Expert)	National Quality Manager
Responsible	All staff, students, volunteers, families	Document Version	V14
Consulted	Policy Committee	Date Approved	August 2026
Informed	All staff, students, volunteers, families	Date next reviewed	August 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

POL2 – P5 Child Safety and Protection Procedure

Employees, centre leaders and support office personnel must not conduct their own investigation into suspected abuse, neglect, harm, exploitation or reportable conduct allegations unless specifically authorised to do so as part of an approved internal process.

All employees must cooperate with lawful requests from investigating authorities and provide information, documentation and assistance as required.

Employee Wellbeing and Support

Employees involved in identifying, responding to or reporting child safety concerns are encouraged to seek support where required. Support may be accessed through:

- Employee Assistance Program (EAP) services following [6.2.22 Utilise Employee Assistance Program \(EAP\)](#);
- leadership support;
- supervision and debriefing opportunities; and
- other organisational wellbeing resources.

7. Roles and responsibilities summary

The following table provides a summary of role responsibilities that align with the procedures and Promapp processes referenced.

Role	Responsibilities
All Employees	Identify, respond, document and report concerns
Nominated Supervisor/Managers	• model child safe behaviours; • promote a speak-up culture; • encourage reflective practice; • ensure concerns are escalated promptly; • monitor emerging risks; • support child participation initiatives; and • review child safety outcomes and trends.
Incident Support Team	Incident triage and advice
Regulatory Compliance Team	Regulatory and reportable conduct notifications

8. Related legislation and internal documents

The following legislation, regulations and internal documents inform and support this procedure, ensuring compliance with legal requirements and consistent implementation.

Legislation	Education and Care Services National Law Education and Care Services National Regulations 2011 State and Territory child protection legislation National Principles for Child Safe Organisations	National Quality Standard (particularly Quality Areas 2 and 7) Relevant Reportable Conduct Schemes United Nations Convention on the Rights of the Child
Policy/Procedure, Process	POL2-P31 Child Safe Organisation Principles and Standards Procedure POL HR5 AEG Code of Conduct POL2-P33 Safe Use of Digital Technologies – Electronic Devices POL2-P24 Incident Injury Trauma and Illness Policy and Procedure POL3-P4 Risk Assessment Procedure POL4-P10 Onboarding and Induction Procedure POL7-P9 Allegations Handling Procedure POL6-P3 Family Engagement Procedure POL5-P1 Interactions with Children Policy and Procedure	POL6-P6 Complaints Policy and Procedure POL7-P19 Whistleblower Policy POL6-P5 Confidentiality and Privacy Procedure 3.3.10 Manage Child Safety and Protection 3.3.12 Report Serious Incidents and Complaints by Centres 8.6.16 Comply with Reportable Conduct Scheme 3.7.02 Embed Reflective Practice 8.1.02 Conduct Root Cause Analysis 8.3.22 Manage Compliance Audits 6.2.22 Utilise Employee Assistance Program (EAP)
Supporting documents	FRM3-F1c Risk Assessment and Management Tool – Child Led INF 1138 Child Concerns or Complaints Poster	FRM3-F1 Risk Assessment and Management Plan Child Safety and Protection FRM2-F10 Incident Report
Learning resources		

Accountable (Owner)	Chief Risk and Quality Officer	Accountable (Expert)	National Quality Manager
Responsible	All staff, students, volunteers, families	Document Version	V14
Consulted	Policy Committee	Date Approved	August 2026
Informed	All staff, students, volunteers, families	Date next reviewed	August 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

9. Version history

The version history table below records updates to this document, including approval dates and a summary of changes made.

Version Control	Date	Author	Description of Change
1	Oct 2013	AEG	Update ECSNR
1.2	Dec 2014	AEG	Update ECSNR
V10.15	Oct 2015	AEG	Full revision
V10.16	Oct 2016	AEG	QLD man. rep. advice, Family Assistance Law
V7.17	July 2017	AEG	QLD mand rep introduction
V10.17	Oct 2017	AEG	Amendment to Regulations
V3.18	Mar 2018	AEG	Reporting across AEG
V6.18	Jun 2018	AEG	Ombudsman reporting
V12.18	Dec 2018	AEG	VIC reportable conduct scheme
V2.19	Feb 2019	AEG	Added ref to ChildStory
V2.20	Feb 2020	AEG	Scheduled review
V6.20	June 2020	AEG	NSW reportable conduct scheme
V3.21	Mar 2021	AEG	Updated NSW reporting
V8.21	Aug 2021	AEG	Minor amendment step 2. Removed part Two also found in Child Safe Procedure
V11.21	Nov 2021	AEG	Commitment to Safety
V12.22	Dec 2022	AEG	WA Reportable Conduct Scheme
V10.23	Oct 2023	AEG	Persons specified extended to students and volunteers
V11.23	Nov 2023	AEG	Added factsheet for ACT Senior Practitioner
V11.23	Nov 2023	AEG	Amended RACI table and reference added
V8.24	Aug 2024	AEG	Added decision tree links to step 3. Report through ServiceNow
V13.1	Apr 2026	AEG	Added NSW reform information
V14	Aug 2026	AEG	Scheduled Review Document updated to refreshed template. Addition of how we maintain a Child Safe Culture. Supporting guidance to aid in decision making Clarification on NSW reform content.

Accountable (Owner)	Chief Risk and Quality Officer	Accountable (Expert)	National Quality Manager
Responsible	All staff, students, volunteers, families	Document Version	V14
Consulted	Policy Committee	Date Approved	August 2026
Informed	All staff, students, volunteers, families	Date next reviewed	August 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			