

Title	Mandatory and Voluntary Reporting Policy NSW
Description of policy	This policy sets out the obligations and procedures for Catholic Education Archdiocese of Canberra and Goulburn (CECG) workers to report abuse and injury of children and young people under NSW laws. It applies to all CECG workers, in all CECG work places in NSW.
Required because	Teachers, clergy members and other CECG workers are legally required to report abuse and injury of children and young people. Other workers may voluntarily report abuse and injury of children and young people. Laws in ACT and NSW differ slightly so CECG maintains separate policies for each jurisdiction.
Description of changes	Highlighted that staff must not notify a student's family or other school community members that they have made a report without first discussing it with the CECG Child Protection Team.
Applies to	<input checked="" type="checkbox"/> Organisation-wide <input type="checkbox"/> Specific (location, schools/ELCs&SACs, Service Area) <input type="checkbox"/> Staff only <input type="checkbox"/> Students only <input checked="" type="checkbox"/> Staff and students
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1. Summary

- 1.1 This policy sets out the obligations and procedures for Catholic Education Archdiocese of Canberra and Goulburn (CECG) workers to report abuse and injury of children and young people under NSW laws¹. It applies to all CECG workers, in all CECG work places in NSW.
- 1.2 Failure to comply with mandatory reporting obligations is an offence for certain workers (see below) and may result in legal action against CECG and the person who did not report. In the interest of protecting children, CECG requires voluntary reporting of abuse and injury to children in line with the procedures below.

2. Mandatory and Voluntary Reporting Policy NSW

If any CECG worker has reason to believe a child is in immediate danger or in a life threatening situation, telephone Police or Emergency Services on '000' immediately. If police attend and say they will report a Reportable Incident, workers should record the names, rank and station of the police for the CECG Mandatory Reporting records.

- 2.1 Child protection and safety is the paramount concern of CECG and our workers. All CECG workers in NSW must report abuse, injury and neglect of children and young people in line with this policy.

3. Key Messages

- 3.1 Many CECG workers **must make a report** if they suspect a child is at risk of reportable harm including:
 - Principals, teachers, classroom support assistants and other school-based staff
 - Workers in early learning centres
 - Workers in the Catholic Education Office, and
 - Ministers of religion and members of the clergy
- 3.2 All other CECG workers should make a voluntary report if they discover information that a child is at risk of reportable harm in the course of their work (see below for what must be reported).
- 3.3 The worker who suspects reportable conduct should make the report directly – not their manager.
- 3.4 The worker who suspects abuse or neglect should make the report first and then inform their manager or supervisor.
- 3.5 Reports are made to NSW [Family and Community Services](#).

¹ [Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)](#)

4. Who is a Mandated Reporter?

- 4.1 Mandated Reporters in NSW includes all CECG:
- Principals, teachers, classroom support assistants and other school-based staff
 - Workers in early learning centres
 - Workers in the Catholic Education Office, and
 - Ministers of religion and members of the clergy
- 4.2 They must report any relevant information they discover in the course of their work (see What Must Be Reported below).
- 4.3 Mandated Reporters are not required to investigate. They are required to collect relevant information in a factual and objective way and to report it in line with the reporting procedure below.

5. Voluntary reporting

- 5.1 CECG expects all other workers (including volunteers) who are not Mandated Reporters to make a Voluntary Report if they have reason to suspect children are at risk of abuse or harm.

6. What Must Be reported?

- 6.1 CECG workers must report if information of abuse or harm to children and young people that is discovered in the course of their work.
- 6.2 In New South Wales, Mandated Reporters must report if they suspect a child under the age of 16 years is suffering:
- Sexual Abuse.
 - Physical Abuse
 - Emotional abuse (including family violence)
 - Neglect (including educational neglect)
 - Non accidental Injury.

Suspicion

Suspicion is where a reasonable person with the same information would suspect the incident occurred. Suspicion includes 'Hearsay' or information that comes from a third source (but is not corroborated).

7. What does not need to be reported?

- 7.1 Not all distressing or disruptive incidents qualify for mandatory reporting. Examples of what need not be reported includes:
- Normal sexualised child play.
 - Children fighting in playgrounds.
 - Children upset after break up with girlfriend boyfriend – or verbal fight with friend or parent.
 - Children upset because parents separating or getting divorce.

- Children who exhibit occasional risk-taking attitude.
- Low level attendance or disruption in classroom.
- Type of food provided in school lunch by parents.

8. Self-harm

- 8.1 Self-harm is a complex matter. It happens when a child deliberately hurts their body and is often done in secret as their way of coping with difficult emotions or stressful events. Types of self-harm include cutting, burning or punching the body, or picking skin or sores.
- 8.2 Self-harm by itself does not qualify for mandatory reporting but can be voluntarily reported in certain circumstances. Workers who think a child is self-harming should discuss it with their school Principal, ELC Director, school-aged care director or Service Area Leader. Care should be taken before escalating the actions of vulnerable children to an official voluntary or mandatory reporting process.
- 8.3 Mandatory Reporting might be required where self-harm is combined with a parent refusing to provide or allow access to mental health care that a child or young person requires². This could be a form of reportable neglect. Again, care should be taken and sufficient information obtained before escalating to an official voluntary or mandatory reporting process.
- 8.4 The ACT Child and Youth Protection Services provides a Guideline to assist schools and ELCS³, which may be of use to CECG schools in NSW. It states:

Self-harm is a complex matter. It happens when a child deliberately hurts their body and is often done in secret as their way of coping with difficult emotions or stressful events. Types of self-harm include cutting, burning or punching the body, or picking skin or sores.

Self-harm should be reported to [authorities] if the child is a danger to themselves or others and there is no parent willing and able to protect the child from harm. In these situations, [authorities] may respond by working with community partners to provide a support service to the child and family, rather than conduct an appraisal.

9. Reporting Procedure

- 9.1 The main stages of the reporting process are outlined below and the [Mandatory and Voluntary Reporting Process NSW](#) (for ease of printing or distribution)

Do not 'investigate' the matter. Workers must report information they receive or witness and reasonable supporting information like photographs or school records. They are not required to investigate the circumstances and it may not always be safe to the child or worker to do so.

If authorities ask workers for additional information as part of their investigation, refer them to the Principal, ELC Director or the CECG School and Family Services Team.

² http://www.community.nsw.gov.au/_data/assets/pdf_file/0009/336357/reporting_section.pdf

³ <https://www.communityservices.act.gov.au/ocyfs/keeping-children-and-young-people-safe>

Mandatory and voluntary reporting process NSW

Step	Stage of Process	Actor and Action
One	Incident	<p>A CECG worker sees something or receives information that reasonably makes them suspect a child has suffered a non-accidental injury, is abused, or at risk. The worker should make notes of what was said and seen as soon as possible after any necessary immediate action.</p> <p>Workers can use the NSW Mandatory Reporter Guide to assess whether something must be reported.</p>
Two	Immediate Action	<p>The worker must call 000 if it involves an emergency or life-threatening situation and should ensure the child is safe, if possible. Request an Ambulance for serious injuries and fire brigade if there is an ongoing risk such as chemical spills or fire. Request police if the incident involves criminal offence or crowd control</p> <p>If police assistance is needed but it is not an emergency, call 131444.</p>
Three	Report to authorities by phone or online	<p>The worker who first saw or received information about the incident must report the information through the NSW Mandatory Reporting portal⁴. Follow any instructions when completing the report, or any instructions from the authorities.</p> <p>It does not matter if someone else tells the Mandated Reporter not to report – if a Mandated Reporter suspects or believes a child has suffered a non-accidental injury, is abused, or at risk, they must report it. The legal obligation cannot be avoided unless the Mandated Reporter knows someone else has already submitted a report about the same incident or information.</p> <p>Complete the report as soon as practicable, do not delay in the hope for more information. Report what is available at the time.</p>
Four	Consult and Risk Management	<p>The worker should report the incident or information they received to school Principal, ELC Director, school-aged care director or Service Area Leader.</p> <p>Workers can call the Child Protection team with any questions or concerns they may have.</p> <p>The worker should assess the risks to child and take action to manage the risk that is consistent with (but not beyond) their duty of care.</p> <p>The worker must not disclose to the child, their parents or carers or community members that they have made a mandatory or voluntary report without first seeking approval from a member of CE's Child Protection Team or the School & Family Services Leader.</p>
Five	Forward the report to CECG	<p>The person who made the report must forward the report in its entirety to mandatory.reporting@catholic.edu.au.</p> <p>The Child Protection team will review the report and contact the Principal of the school to ask if the school requires any assistance. If no response is received from the Principal within two working days, the Child Protection Team will conclude the school is managing the matter and it will be closed.</p>

⁴ <https://www.facs.nsw.gov.au/families/Protecting-kids/mandatory-reporters/how-to>

- 9.2 If the incident involves a CECG worker, it also may be [Reportable Conduct](#). This is a separate process for reporting workplace misconduct to the NSW Office of the Children’s Guardian. Full details can be found in the [Reportable Conduct Policy \(NSW\)](#).
- 9.3 If a worker thinks an incident may require both Mandatory Reporting and Reportable Conduct procedures, they can let the School and Family Services Team know when forwarding the report and CECG cover letter (step 5 in the reporting process).

10. Stage 4 – Reporting to Authorities

10.1 Reports can be made to Family and Community Services by telephone or online portals:

- Telephone: 132111
- Online: <https://www.facs.nsw.gov.au/families/Protecting-kids/mandatory-reporters/how-to>

10.2 The relevant authorities can advise you if parents should be notified or not. Frequently parents and guardians will not be notified of the mandatory report, unless it is determined appropriate in the circumstances.

11. Welfare considerations

11.1 Where a child or young person discloses abuse or where a worker is involved in the process of mandatory or voluntary reporting this can create, trigger or heighten emotional responses.

11.2 The child or young person should be offered support that is reasonably within the schools power to give, until welfare authorities or law enforcement undertake their investigations. This may include checking in with the child or young person during the school day, and assessing risks to the child and how they are managed.

11.3 Support for workers is also available through the CECG Employee Assistance Program, Catholic Care, or by contacting CECG People and Culture

12. Frequently asked questions

Q. What if I report an incident and it is found to be unfounded by the child welfare agency?

A. Any report made in good faith is protected against disciplinary and legal action. Laws require that you act honestly when making a report and that you are not being reckless. Knowingly making a false report an offence in both NSW and the ACT. This is why consultation with your Principal or ELC/SAC Director is important.

Q. Do I tell the parents what has happened?

A. If providing a mandatory report then allow the authorities receiving the report to contact the parents of the child or young person. If unsure contact School and Family Services for advice.

Q. Is my identity disclosed?

A. Your identity is protected under law from disclosure to another person except in exceptional circumstances. If you have concerns speak with the CECG School and Family Services team.

Voluntary reports can be made anonymously but Mandatory Reporting must include contact details of the Mandated Reporter.

Q. How much information do I obtain?

A. It is important to collect sufficient information to make a report (see ‘What do I need to include in the online reporting form’ above). Use open questions designed to let people tell the story, instead of leading questions that assume the answer – especially with children and young people. Record the information they give as soon as possible. Remember to:

- Listen carefully.
- Control your own emotions especially verbal and facial expressions.
- Let them know you believe them.
- Reassure them they are doing the right thing in telling you.
- Acknowledge that this is a difficult thing to talk about.
- Reassure them they are not to blame.
- Let them know what you are doing next – that it will be reported – but they will receive help.
- If you can’t answer a question tell them you will find the right person to answer their question.
- Let them know you are there for them and they can trust you.
- Make written notes about what was said. Ensure the notes are as close to the words used by the child/young person as possible.

Q. How do I talk with the child or young person?

A. Remain calm and let the child talk about what happened. A good question to use when a person stops talking is ‘What happened next’. At the beginning you may ask, ‘is there anything bothering you’ or simply, ‘how are you going’. Do not question the content of what is told to you, this is the role of child welfare investigators or the police.

Q. Are the things I shouldn’t do?

A. Whilst it may be difficult you must not:

- Express anger about the alleged abuser.
- Confront the alleged abuser.
- Make promises you cannot keep – such as promising you will not tell anyone.
- Pressure the child for more information or quiz them for further details.

Q. Where do I find more information about what to report?

A. Both NSW and ACT authorities provide fact sheets outlining the types of injury that should be reported and also advice to Mandatory Reporters in general. Visit www.facs.nsw.gov.au or <http://www.accesscanberra.act.gov.au> to access further information.

13. Definitions

13.1 **Child:** a child is a person up to the age of 16 years

13.2 **Young person:** a person of at least 16 years old is under 18 years old

14. Related Documents and Legislation

14.1 Related CECG Documents:

- [Mandatory and Voluntary Reporting Process NSW](#)
- [Child Safety Policy](#)
- [Complaints Policy](#)

14.2 Related legislation or Standards

- [Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)](#)

14.3 Online resources

- <https://www.facs.nsw.gov.au/families/Protecting-kids/mandatory-reporters>

15. Contact

- 15.1 For support or further questions relating to this policy, contact the CECG Child Protection team.