



'The Approved Provider / Nominated Supervisor/Staff/ Family Day Care Educator must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.' (*Education and Care Service National Law Section 167*)

Holistic Approach FDC Scheme is committed to child protection and child safe environments. We will ensure that Educators at our service are aware of their obligations under the Child Protection Legislation relevant to the State and Territory they are providing care, in regards to the welfare of children and at all times uphold their obligation. In addition our service aims to provide regular up to date information to all educators (along with any volunteers, students etc.) on child protection issues and their responsibilities in Child Protection matters.

Working closely with children, makes all providers and staff, mandatory reporters. Each state and territory has different legislation, policies and practices surrounding statutory child protection, but the broad processes are similar.

It is important to make sure that we respond appropriately to any risk of harm as is stated in the National Regulations and the National Quality Standards. The best way to do this is to undertake a child protection course.

All staff in child care settings must be able to identify children who are at risk of harm. Risk of harm is described as a concern that a child or young person may suffer, as a result of what is being done to them or not being done to them. It is also important to know how to follow up these concerns and make a report. It is essential to know how to respond to children who may disclose information to you, how to question and support them without giving them a false sense of hope or putting words in their mouth.

Educators, consultants, staff and volunteers will use role modelling as a strategy to teach children about protective behaviours.

AIM

'The Approved Provider of an education and care service must ensure that the Nominated Supervisor and staff members at the service who work with children are advised of—
(a) the existence and application of the current child protection law; and
(b) any obligations that they may have under that law.'
(*Education and Care Services National Regulations, Regulation 84*)

Holistic Approach FDC aims to educate all parties about their roles in child protection and also about signs of abuse and ensure that all requirements of child protection are being met.



Holistic Approach FDC has this specific Child Protection Policy and Procedure in place aimed at protecting children and young persons.

Holistic Approach FDC will ensure the safety of all children by:

- Ensuring educators and consultants meet the requirements of being fit and proper to work with children
- Providing children with a safe and healthy start to life.
- Ensuring educators and consultants have appropriate training and understanding of the indicators of child abuse (neglect, sexual, physical and emotional abuse or harm.)
- Ensure Educators and consultants renew their Child Protection Training every 2 years, or as legislation is changed, at their own expense which is noted as part of their registration requirements under the Education and Care Service National Regulations.
- Ensuring Educator's, consultants and Staff are aware of their obligations to report suspected child abuse or child sexual assault to the relevant agency.
- Providing clear policies and procedures for educators, consultants, staff, visitors and families in the case of suspected "risk of significant harm."
- Holistic Approach Family Day Care Scheme will ensure that children, young people and their families have access to appropriate and responsive services if needed.
- Enhance service provision and focus on prevention and early intervention.

IMPLEMENTATION:

The Approved Provider of Holistic Approach Family Day Care, with the support of the Nominated Supervisor, State Managers and staff, if required, will:

- Document all relevant facts and information to determine appropriate action to be taken in relation to a report against an Educator, consultant or staff member.
- Ensure a report is made of any reportable allegations to the appropriate Child Protection Department, and / or Police and, in the case of an allegation against an Approved Educator, Consultant or Staff Member
- It is the policy of the service that all educators, consultants and staff will be made aware of their obligations and responsibilities in relation to Child Protection Laws, Policies and Procedures.
- An educator should advise their Consultant / Nominated Supervisor / State Manager immediately if they have a concern in relation to a child's wellbeing or need to make a report.

REPORTING:

- Where an allegation of physical, sexual, emotional, psychological abuse or neglect is investigated by the relevant state specific Child Protection Authority, Holistic Approach Family Day Care will support the Educators to work through these investigations and be guided in its decisions by the recommendations of the officers of the Child Protection Department, and take whatever action is deemed appropriate for the safety and welfare of all the children in care.
- The Approved Provider or Nominated Supervisor will notify the Regulatory Authority if;
 - Any incident where the Approved provider reasonably believes that the physical and /or sexual abuse of a child has occurred, or is occurring while a child is being educated and care for at an Education and Care Service; or
 - An allegation that sexual or physical abuse of a child has occurred, or is occurring, while a child is being educated and cared for at an education and care service
- The educator will document the reasons why they suspect the child is at ‘risk of significant harm’.
- Observations and records of incidents should include what the Educator has seen, what they have heard or what they have been told and any other evidence that they feel is of importance. These recordings must be facts that occurred only and no judgment or insinuations should be made.
- Educators must not disclose information to parents / families, educators or other people.
- Educators, Consultants and Staff with Holistic Approach FDC are mandatory reporters, and are able to make a report direct to the relevant authority in the case of “significant risk of harm”. Scheme policies and procedures must be followed and relevant documentation must be forwarded to the State Manager or CEO at the scheme.
- The scheme will be responsible (if appropriate) to follow up any referrals or recommendations from relevant authorities and collaborate with families for support and follow up with appropriate services and professionals.
- Relevant contact details are available through your consultant or HAFDC Website.
- The Department’s investigation will determine whether or not any abuse has occurred. All concerns will be kept strictly confidential.



PRESCRIBED BODIES AND INFORMATION SHARING

The Children's and Young Persons (Care and Protection) Act, in some states and territories allows prescribed bodies to exchange information that relates to a child or young person's safety, welfare or wellbeing. This is allowable in QLD, Victoria & Tasmania.

Confidentiality and privacy are important but should not override the safety of children or young people. Sharing information between care and protection services and other agencies is essential in order to protect children and young people from experiencing abuse or neglect.

When making decisions about sharing information about a child or young person, the decision maker must regard the best interests of the child or young person as a the paramount consideration.

Educators in collaboration with Consultant or State Manager may be able to contact another prescribed body where the information is required for the safety, welfare and wellbeing of a child and young person.

For more information relevant to each state and territory please refer to the websites below.



PROTECTIVE BEHAVIOURS AND PRACTICES

Educators will be encouraged to educate children about safety by providing knowledge and skills to help children keep themselves safe. Children need to feel safe as well as being safe.

Children need an awareness of their own feelings of safety and skills to seek help in times when they do not feel safe.

Holistic Approach FDC staff, consultants, educators and other adults residing in the service over 18 years of age will all undertake relevant checks specific to the specific to the state they are registered or work in to determine their suitability to work with children;

- Victoria– Working With Children Check
- QLD – Blue Card Application
- TAS – Working With Vulnerable People Check

Educators within each state will also undertake a Police Check relevant to the state in which they reside. This must be less than 12 months old when registering with the scheme, and updated every 3 years. In VIC, all adults over 18 who reside in the Family Day Care home must also have a current Police Check.

Holistic Approach FDC receives regular updates of referral services and newsletters for staff, consultants and educators to assist in supporting parents who may need support with parenting etc. This information is readily available to staff, consultants, educators and families.



CONTACT DETAILS FOR SPECIFIC STATES:

QUEENSLAND

Department of Communities Child Safety and Disability

<https://www.communities.qld.gov.au/childsafety/protecting-children/reporting-child-abuse>

To locate your nearest Child Safety Service Centre: 1800 811 810 or visit the website below:

<http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres>

AFTER HOURS AND WEEKEND PH 1800 177 135

South East: 1300 679 849

South West: 1300 683 390

Far North QLD: 1300 684 062

North QLD: 1300 706 147

North Coast; 1300 703 921

Brisbane: 1300 682 254

Central QLD: 1300 703 762

You can also report your concerns to Child Safety by completing an online report form

<https://secure.communities.qld.gov.au/cbir/home/ChildSafety#>

TASMANIA

Department of Communities Tasmania – Child and Youth Services Ph: 1300 135 513

<https://www.communities.tas.gov.au/children>

Report Child Abuse 1300 000 123 Online report click on the link below:

https://www.dhhs.tas.gov.au/contact/child_protection_notification_form

Gateway Services 1800 171 233

VICTORIA

Department of Human Services – Children, Youth and Families Contact Information

Victorian Police Tel: 000

North Division Intake - 1300 664 977

North Division has one child protection intake located at DHHS Preston covering the following areas and LGAs:



Banyule, Buloke, Darebin, Campaspe, Central Goldfield, Gannawarra, Greater Bendigo, Hume, Loddon, Macedon Ranges, Mildura, Moreland, Mount Alexander, Nillumbik, Swan Hill, Whittlesea, Yarra.

South Division Intake - 1300 655 795

South Division has one child protection intake located at DHHS Dandenong, and covers the following areas and LGAs:

Bass Coast, Baw Baw, Bayside, Cardinia, Casey, East Gippsland, Frankston, Glen Eira, Greater Dandenong, Kingston, Latrobe, Mornington Peninsula, Port Phillip, South Gippsland, Stonnington, Wellington.

East Division Intake - 1300 360 391

East Division has one child protection intake located at DHHS Box Hill covering the following areas and LGAs:

Alpine, Benalla, Boroondara, Greater Shepparton, Indigo, Knox, Manningham, Mansfield, Maroondah, Mitchell, Moira, Monash, Murrindindi, Strathbogie, Towong, Wangaratta, Whitehorse, Wodonga, Yarra Ranges.

West Division Intake - Rural and regional only - 1800 075 599

West Division has one child protection intake located at DHHS Geelong covering the following rural and regional areas and LGAs:

Ararat, Ballarat, Colac-Otway, Corangamite, Glenelg, Golden Plains, Greater Geelong, Hepburn, Hindmarsh, Horsham, Moorabool, Moyne, Northern Grampians, Pyrenees, Queenscliffe, Southern Grampians, Surf Coast, Warrnambool West Wimmera, Yarriambiack.

West Division Intake - metropolitan only - 1300 664 977

West Division Metro area reports are managed by North Division Intake located at DHHS Preston for the following areas and LGAs:

Brimbank, Hobsons Bay, Maribyrnong, Melbourne, Melton, Moonee Valley, Wyndham.

After hours Child Protection Emergency Service - 13 12 78

<http://services.dhhs.vic.gov.au/child-protection-contacts>

Sharing Information Guide

<http://providers.dhhs.vic.gov.au/sharing-information-guidelines>

LEGISLATIVE REQUIREMENTS / SOURCES:

Children and Young Persons (Care and Protection) Act, 1998 Ombudsman Act, 1974.
Commission for Children and Young Person Act, 1998.
<https://www.csyw.qld.gov.au/child-family/protecting-children/about-child-protection/mandatory-reporting>

Education and Care Service National Law

Section 166 Offence to use inappropriate discipline

Section 167 Offence relating to protection of children from harm and hazards

Education and Care Service National Regulations

Regulation 84 Awareness of child protection law

Regulation 168 Education and care service must have policies and procedures

Regulation 169 Additional policies and procedures—family day care service

Education and Care Service National Quality Standards

Section 2.2.3 Managers, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

REVIEW PROCESS:

Version:	Date:	Person responsible:
1	December, 2013	Tracey Yeomans
2	March, 2015	Vicki Carmichael
3	February 2017	Victoria Everist/Vicki Carmichael
4	October 2017	Debbie Tuckey/Vicki Carmichael
5	April 2020	Sarah Westworth & Mara Harding

This policy is the intellectual property of Holistic Approach Family Day Care Scheme and is created with consultation of staff and families attending the service. This policy will be reviewed as annually.

This policy is available in other languages upon request.

CHILD PROTECTION

NOTIFICATION OF RISK OF SIGNIFICANT HARM



IF ANYONE AT THE SERVICE HAS SUSPICIONS OF RISH OF SIGNIFICAT HARM



DOCUMENT ALL CONCERNS AND CONTACT THE CONSULTANT OR STATE MANAGER OR
CEO



TO ASSESS WETHER A CHILD IS AT RISK OF SIGNIFICANT HARM



CONSULT THE RELEVANT DEPARTMENT IN YOUR STATE FOR CHILD PROTECTION SERVICES



WHEN SOMEONE WITH MANDATORY REPORTING OBLIGATIONS, HAS REASONALY
SUSPICIONSOF ABUSE, THEY NEED TO CONTACT THE CHILD PROTECTION HELPLINE



POLICE (000) URGENT MATTERS



CONSULT THE SERVICE'S CHILD PROTECITON POLICY FOR MORE INFORMATION