



Child Protection Policy and Procedure NSW

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Policy Statement

Our service is committed to ensuring that children who participate in our program have a safe and happy experience. We support and respect our children, their families and our workers. We are committed to upholding the National Principles for Child Safe Organisations. **All stakeholders are required to ensure that the safety, rights and best interests of children is the paramount consideration in all decisions and actions.**

This policy includes working with children check requirements to ensure those working with children are fit and proper and outlines steps to take when there is a suspicion, disclosure or allegation of harm towards a child. Child safe environments are covered in the Child Safety and Wellbeing Policy and Procedure and a number of other Policies and Procedures which outline the provision of a child safe environment.

Background and Guiding Principles

As early educators we have a moral obligation to protect all children and young persons. As a service we have a requirement to inform educators and other adults working with children of their obligation under the Law. This policy outlines the practices to follow in the event of suspicion or disclosure of harm and steps to take to prevent harm from occurring.

Protecting children is about more than managing disclosure or suspicion of harm, it includes preventative and early intervention strategies. There are 3 ways the services can protect children

1. Response – this is usually after harm has occurred and is the most critical and least effective, it will only prevent further occurrences.
2. Early Intervention – Identifies families and children at risk, it is a targeted approach working with families and children to preventing abuse and is moderately effective.
3. Prevention – this is a whole of population approach to prevent harm before it occurs, it is the most effective but requires a change to whole of community. It is like the “Life be in it” campaign of the 80’s.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

“84 Awareness of child protection law

The approved provider of an education and care service must ensure that nominated supervisors 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.
- (2) The following persons are specified—
 - (a) a nominated supervisor of the service;
 - (b) a staff member of the service;
 - (c) a volunteer at the service;
 - (d) a student who participates in the service.
- (3) A provider is taken to have met the provider's obligation to ensure a specified person understands the matters set out in subregulation (1)(a) and (b) if the provider can ensure the specified person can explain the following—
 - (a) the obligations of the specified person as a mandatory reporter;
 - (b) the circumstances under which the specified person must make a report;
 - (c) how to submit a report.”¹

Education and Care Services National Law:

“162A Persons in day-to-day charge and nominated supervisors to have child protection training

The approved provider of an education and care service must ensure that each nominated supervisor and each person in day-to-day charge of the service has successfully completed the child protection training (if any) required by or under the law of this jurisdiction, a Government protocol applying to the approved provider in this jurisdiction or otherwise required by this jurisdiction.

- (a) each nominated supervisor for the service;*
- (b) each person in day-to-day charge of the service.”²*

Paramount Consideration

“Changes to the National Law will require all people involved in the operation and delivery of an education and care service (including approved providers, persons with management or control (PMCs), nominated supervisors, educators, staff, and volunteers (including students)) to ensure that the safety, rights and best interests of children is the paramount consideration in all their decisions and actions. This will be known as “the paramount consideration”.

- **Changes to QA 7 expanded to include Child Safety - “Governance supports the operation of a quality service that is child safe.”**
- **Element 7.1.2 - “Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.” ³**

Specific changes are reflected in relevant policies.

“Notifying physical or sexual abuse to the Regulatory Authority

The following guidance is for notifying physical and sexual abuse to the regulatory authority as required by the NQF. In addition to reporting an incident to the regulatory authority, it may be appropriate to report the matter under reportable conduct (e.g. Ombudsman), to child protection agencies or to the police. This is to meet other reporting requirements for approved providers, educators and service staff under different state and territory laws. For example, child protection laws or child safe standards may apply in your jurisdiction, in addition to your obligations under the National Quality Framework.

¹ [Education and Care Services National Regulations \(NSW\)](#)

² *Education and Care Services National Law Act 2010*

³ “Strengthened NQF child safety and protections” ACECQA (accessed on-line April 2026)
<https://www.acecqa.gov.au/child-safety-changes-national-quality-framework-strengthening-safety-education-and-care>

National Regulation 175(2)(d) and (e) require the approved provider to notify the regulatory authority of any allegations or incidents where they reasonably believe physical or sexual abuse of a child or children is occurring, while they are at or being cared for by an education and care service. The intent of the National Regulation is to ensure incidents and allegations of physical or sexual abuse by a staff member or other adult at the service are reported.

Incidents that occur between children may be notifiable. Child to child sexual abuse occurs when there is sexual behaviour between a child and another child or adolescent that indicates or causes harm, including behaviour that is inappropriate for the child's age and stage of development.

Regulation 175(2)(d) and (e) do not relate to incidents and allegations of physical or sexual abuse of a child or children when they are not being cared for by an education and care service. For example, a child told an educator that they are subject to physical abuse at home. This does not need to be notified to the regulatory authority but would be reportable to other government agencies under other laws.”⁴

Notifications:

Type of Notification	Responsible	Timeframe	Reference
Any incident where the provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service	Approved provider	Within 24hrs	Section 174(2)(c) Regulation 175(2)(d)
Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the service	Approved provider	Within 24hrs	Section 174(2)(c) Regulation 175(2)(e)

Record Keeping Requirements to Support Child Protection

“The Royal Commission recommended that organisations engaged in child- related work retain records relating to child sexual abuse that has, or is alleged to have occurred, for at least 45 years (Royal Commission into Institutional Responses to Child Sexual Abuse, 2017).

It is recommended that records related to child sexual abuse that has or is alleged to have occurred, be:

- *kept for at least 45 years from the date the record is created*
- *clear, objective, and thorough*
- *maintained in an indexed, logical, and secure manner*
- *retained and disposed of in a consistent manner.”⁵*

Regulatory Changes from October 2023

Approved providers and services must review and update existing policies to comply with new requirements under Education and Care Services National Regulations (regulations 84, 149 and 168).

⁴ “Guide to the National Quality Framework” Australian Children’s Education & Care Quality Authority

⁵ “Best Practice Record Keeping: Supporting Child Protection” NQF Review 2019 ACECQA (accessed on-line April 2026) https://www.acecqa.gov.au/sites/default/files/2026-01/QA7_Best_practice_record_keeping_Supporting_child_protection.pdf

Approved providers must ensure:

- *volunteers and students are advised of the existence and application of the current child protection law in the relevant state or territory and understand any obligations held under that law*
- *working with vulnerable people/ children check details are included on volunteer and student staff records*
- *services' child safe environment policies and procedures include matters relating to the promotion of a culture of child safety and wellbeing and the safe use of online environments*
- *services' complaint handling policies and procedures include the provision of a complaint handling system at the service that is child focused*
- *services' complaint handling policies also include matters relating to the management of a complaint that alleges a child is exhibiting harmful sexual behaviours.*⁶

A range of policies and procedures at our service guide the protection of children.

MANDATORY REPORTING

Who are mandatory reporters?

"Mandatory reporters are required by law to report suspected child abuse and neglect to government authorities. Mandatory reporters are people who deliver the following services, wholly or partly, to children as part of their professional work or other paid employment, and those in management positions in these services:

- ***Health care*** — *registered medical practitioners, specialists, enrolled and registered nurses, registered midwives, occupational therapists, speech pathologists, psychologists, dentists and other allied health professionals working in sole practice or in public or private health practices.*
- ***Welfare*** — *registered psychologists, social workers, caseworkers and youth workers.*
- ***Education*** — *teachers, counsellors, principals.*
- ***Children's services*** — *child care workers, family day carers and home-based carers.*
- ***Residential services*** — *refuge workers, community housing providers.*
- ***Law enforcement*** — *police.*
- ***Disability services*** — ***disability support workers and personal care workers.***

In NSW, mandatory reporting is regulated by the [Children and Young Persons \(Care and Protection\) Act 1998](#) (the Care Act) and mandatory reporters are guided by the NSW [Mandatory Reporter Guide](#). Professional judgement should be used in deciding whether concerns about the safety, welfare or wellbeing of an unborn child or a young person warrant a report to the [Child Protection Helpline](#).

*Legislation requires mandatory reporters continue to respond to the needs of the child or young person, within the terms of their work role, even after a report to the Child Protection Helpline has been made (s.29A of the [Care Act](#))*⁷

Mandatory Reporting

"There are two ways mandatory reporters can make a child protection report:

1. *by eReport through the ChildStory Reporter website*

⁶ "Embedding the National Child Safe Principles" NQF Review Information Sheet (accessed on-line April 2026) https://www.acecqa.gov.au/sites/default/files/2025-09/InfoSheet_EmbeddingTheNationalChildSafePrinciples.pdf

⁷ "Who are Mandatory Reports?" Communities & Justice NSW Government (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/mandatory-reporters/who-are-mandatory-reporters.html>

2. *by calling the Child Protection Helpline on 132 111*

Mandatory reporters can call the Child Protection Helpline on 132 111. It is open 24 hours a day, 7 days a week. Reading [Mandatory reporters: What to report and when](#) may help you to decide whether you should call or not.

Mandatory reporters need to register to submit eReports. Once registered, mandatory reporters:

- can create and submit eReports after using the Mandatory Reporter Guide (MRG), if the MRG outcome is "Report to DCJ" or "Refer to CWU"*
- will be notified by email when there is a change of status for a report*
- can log into the [ChildStory Reporter Community website](#) to see the status of any previous reports that have been submitted."*⁸

"Deciding to make a report and using the MRG

You must make a report to Community and Justice (DCJ) when you have current concerns about the safety, welfare and wellbeing of a child for any of the following reasons:

- the 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 (unwilling or unable to do so)*
- the parents or caregivers have not arranged for the child or young person to receive an education in accordance with the Education Act 1990 (unwilling or unable to do so)*
- 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)*
- incidents of domestic violence and as a consequence a child or young person is at risk of serious physical or psychological harm (domestic or family violence)*
- the child was the subject in a prenatal report and the birth mother did not engage successfully with support services.*

It's mandatory to make a report if the child is 0-15 years and at risk of significant harm.

*It's not mandatory to make a report if it is an unborn child, or a young person aged 16-17."*⁹

"ChildStory Reporter is an online tool that supports mandatory reporters to decide how to respond to events and access the Mandatory Reporter Guide (MRG), if needed. Reporter guides you through the reporting process, suggesting appropriate actions and linking you to more resources. You can also view your report history to check status, outcomes and updates. Visit ChildStory Reporter:

*<https://reporter.childstory.nsw.gov.au/s/>"*¹⁰

Call 000 in a life threatening or emergency situation

WHAT IS CHILD ABUSE AND NEGLECT?

"There are different forms of child abuse: neglect, sexual, physical and emotional abuse.

⁸ "Mandatory Reporters: How to make a child protection report" Communities & Justice NSW Government (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/mandatory-reporters/mandatory-reporters--how-to-make-a-child-protection-report.html>

⁹ "Mandatory Reporters" Communities & Justice NSW Government (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/mandatory-reporters/mandatory-reporters--what-to-report-and-when.html>

¹⁰ "ChildStory Reporter" Communities & Justice NSW Government (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/childstory/childstory-reporter.html>

Neglect – Neglect is when a parent or caregiver cannot regularly give a child the basic things needed for his or her growth and development, such as food, clothing, shelter, medical and dental care, adequate supervision, and enough parenting and care.

Sexual abuse – Sexual abuse is when someone involves a child or young person in a sexual activity by using their power over them or taking advantage of their trust. Often children or young people are bribed or threatened physically and psychologically to make them participate in the activity. Sexual abuse is a crime.

Physical abuse – Physical abuse is a non-accidental injury or pattern of injuries to a child or young person caused by a parent, caregiver or any other person. It includes but is not limited to injuries which are caused by excessive discipline, severe beatings or shakings, cigarette burns, attempted strangulation and female genital mutilation.

Injuries include bruising, lacerations or welts, burns, fractures or dislocation of joints. The application of any unreasonable physical force to a child is a crime in NSW. For example, hitting a child or young person around the head or neck, or using a stick, belt or other object to discipline or punish a child or young person (in a manner that is not trivial or negligible) may be considered a crime

Emotional abuse or psychological harm – Serious psychological harm can occur where the behaviour of their parent or caregiver damages the confidence and self esteem of the child or young person, resulting in serious emotional disturbance or psychological trauma.

Although it is possible for ‘one off’ incidents to cause serious harm, in general it is the frequency, persistence and duration of the parental or carer behaviour that is instrumental in defining the consequences for the child or young person.

This can include a range of behaviours such as excessive criticism, withholding affection, exposure to domestic violence, intimidation or threatening behaviour.”¹¹

“Domestic and family violence

Domestic and family violence is a crime. It is when there is violent, abusive or bullying behaviour or actions towards a partner or former partner to scare and control them. It can happen at home or outside the home. It causes fear and harm to the body, mind and spirit.

Domestic and family violence can happen to anyone – in every community and in all cultures. Children and young people experience harm when they have to live in homes where domestic violence occurs.

Domestic and family violence includes different types of abuse. A person does not need to experience all of these types of abuse for it to be a crime under the law.

The abuse can include verbal, psychological, emotional, financial, physical and sexual abuse. It can also include harassment and stalking, spiritual or religious abuse, reproductive abuse and image-based abuse.”¹²

¹¹ “Child at risk of harm and neglect – What is child abuse and neglect?” NSW Communities and Justice (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/reporting-a-child-at-risk/child-at-risk-of-harm-and-neglect.html>

¹² “Recognising Child Abuse” NSW Communities and Justice (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/information-for-multicultural-families-and-communities/recognising-child-abuse.html>

Possible signs of abuse

The tables below are available on the NSW Communities and Justice website. These are only possible signs of abuse and neglect. The presence of these signs does not necessarily mean abuse and neglect has been or is, occurring.

"Possible signs of neglect

Signs in children	Signs in parents or caregivers
- low weight for age and/or failure to thrive and develop - untreated physical problems e.g. sores, serious nappy rash and urine scalds, significant dental decay - poor standards of hygiene i.e. child consistently unwashed - poor complexion and hair texture - child not adequately supervised for their age - scavenging or stealing food and focus on basic survival - extended stays at school, public places, other homes - longs for or indiscriminately seeks adult affection - rocking, sucking, head-banging - poor school attendance	- unable or unwilling to provide adequate food, shelter, clothing, medical attention, safe home conditions - leaving the child without appropriate supervision - abandons the child or young person - withholding physical contact or stimulation for prolonged periods - unable or unwilling to provide psychological nurturing - has limited understanding of the child's or young person's needs - has unrealistic expectations of the child

Possible signs of physical abuse

Signs in children	Signs in parents and caregivers
- bruising to face, head or neck, other bruising and marks which may show the shape of the object that caused it e.g. belt buckle, handprint - lacerations and welts - drowsiness, vomiting, fits or pooling of blood in the eyes, which may suggest head injury - adult bite marks and scratches - fractures of bones, especially in children under three years old - dislocations, sprains, twisting - burns and scalds (including cigarette burns) - multiple injuries or bruises - explanation of injury offered by the child is not consistent with the injury - abdominal pain caused by ruptured internal organs, without a history of major trauma - swallowing of poisonous substances, alcohol or other harmful drugs - general indicators of female genital mutilation e.g. having a 'special operation'	- frequent visits with their child or children to health or other services with unexplained or suspicious injuries, swallowing of non-food substances or with internal complaints - explanation of injury offered by the parent is not consistent with the injury - family history of violence - history of their own maltreatment as a child - fears injuring their child or young person in their care - uses excessive discipline

Possible signs of sexual abuse

Signs in children	Signs in parents or caregivers
- bruising or bleeding in the genital area - sexually transmitted diseases - bruising to breasts, buttocks, lower abdomen or thighs - child or young person or their friend telling you about it, directly or indirectly - describing sexual acts - sexual knowledge or behaviour inappropriate for the child's age - going to bed fully clothed	- exposing a child to prostitution or pornography or using a child for pornographic purposes - intentional exposure of a child to sexual behaviour of others - previous conviction or suspicion of child sexual abuse

• regressive behaviour e.g. sudden return to bed-wetting or soiling • self-destructive behaviour e.g. drug dependency, suicide attempts, self-mutilation • child being in contact with a known or suspected paedophile • anorexia or over-eating • adolescent pregnancy • unexplained accumulation of money and gifts • persistent running away from home • risk taking behaviours - self harm, suicide attempts	• coercing a child to engage in sexual behaviour with other children • verbal threats of sexual abuse • denial of adolescent's pregnancy by family
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Possible signs of psychological abuse

All types of abuse and neglect harm children psychologically, but the term 'psychological harm' or 'emotional abuse' applies to behaviour which damages the confidence and self-esteem of a child or young person, resulting in serious emotional deprivation or trauma.

Signs in children	Signs in parents or caregivers
• constant feelings of worthlessness about life and themselves • unable to value others • lack of trust in people • lack of people skills necessary for daily functioning • extreme attention-seeking behaviour • is obsessively eager to please or obey adults • takes extreme risks, is markedly disruptive, bullying or aggressive • is highly self-critical, depressed or anxious • suicide threats or attempts • persistent running away from home.	• constant criticism, belittling, teasing of a child, or ignoring or withholding praise and attention • excessive or unreasonable demands • persistent hostility and severe verbal abuse, rejection and scapegoating • belief that a particular child is bad or 'evil' • using inappropriate physical or social isolation as punishment • domestic violence.

Remember, the above are only possible signs of abuse and neglect. The presence of these signs does not necessarily mean abuse and neglect has been, or is, occurring."¹³

ALLEGATIONS OF HARM BY AN EMPLOYEE

The Reportable Conduct Scheme is governed by the [Children's Guardian Act 2019](#) and is administered by the Office of the Children's Guardian. Heads of entities, including early education and care services are required to notify the Office of the Children's Guardian of reportable allegations and convictions against their employees. They must investigate the allegation, advise of the outcome and take appropriate action to prevent reportable conduct by employees.

The following are extracts from factsheets on Reportable Conduct from the NSW Office of the Children's Guardian <https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme/reportable-conduct-fact-sheets>

What is a reportable allegation or conviction?

- A reportable allegation is an allegation that an employee has engaged in conduct that may be reportable conduct.
- A reportable conviction means a conviction (including a finding of guilt without the court proceeding to a conviction), in NSW or elsewhere, of an offence involving reportable conduct.

The Children's Guardian Act 2019 defines reportable conduct as being:

- a sexual offence

¹³ "Child at Risk of Harm or Neglect" Communities & Justice NSW Government (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/reporting-a-child-at-risk/child-at-risk-of-harm-and-neglect.html>

- sexual misconduct
- ill-treatment of a child,
- neglect of a child,
- an assault against a child,
- any offence under section 43B or 316A of the Crimes Act 1900, whether or not, with the consent of the child; and
- behaviour that causes significant emotional or psychological harm to a child

The Reportable Conduct Scheme is an allegation-based scheme. The threshold for making a notification to the Office of the Children's Guardian is that a reportable allegation has been made – that is, there is an allegation that an employee has engaged in conduct that may be reportable conduct or that they are the subject of a conviction that is considered a reportable conviction.

When any employment-related child protection concern is raised about an employee, the head of entity (or delegate) should consider whether it constitutes a reportable allegation or a reportable conviction. For guidance, see Fact Sheet 1 Identifying Reportable Conduct.

<https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme/reportable-conduct-fact-sheets>

The head of an entity (or their delegate) is required to:

- ensure specified systems are in place for preventing, detecting and responding to reportable allegations or convictions;
- make a notification to the Office of the Children's Guardian within 7 business days of becoming aware of a reportable allegation or conviction against an employee of the entity;
- as soon as practicable after receiving the reportable allegation/conviction, arrange for it to be investigated/determined;
- complete the investigation within a reasonable time, having regard to the principles of procedural fairness and the mandatory considerations outlined in Division 6 of the Act;
- provide information about the allegation, the progress of the investigation and the finding and action taken to the alleged victim and their parent/carer unless the head of the relevant entity considers that it is not in the public interest to do so;
- by 30 calendar days after the head of the entity becomes aware of the reportable allegation, provide either a finalised entity report or an update (an interim report, reasons the investigation has not been completed and an estimated timeframe for completion);
- make a finding of reportable conduct if satisfied, on the balance of probabilities, that the case against the employee the subject of the reportable allegation has been proved;
- provide information to the Children's Guardian that the Guardian requires under relevant provisions of the Act, which may include information about a reportable allegation, the relevant entity's response to a reportable allegation, and systems for preventing and responding to reportable allegations;
- ensure an appropriate level of confidentiality of information relating to reportable allegations and only disclose information about the allegations in circumstances permitted by the Act or other legislation;

At the end of the investigation of a reportable allegation, the head of agency must send a report to the Office of the Children's Guardian that enables the Office of the Children's Guardian to determine whether the investigation was carried out in a satisfactory manner and whether appropriate action was or can be taken.

Reporting and legal obligations

"ECEC staff have reporting requirements to different agencies under the following laws:

- NSW Police - Crimes Act 1900
- NSW Department Communities and Justice: Mandatory Reporting - the Children and Young Persons (Care and Protection) Act 1998
- NSW Early Learning Commission: notifying incidents, complaints and allegations - Education and Care Services National Regulations
- Office of the Children's Guardian: Reportable Conduct Scheme - Children's Guardian Act 2019

*As the independent regulator for ECEC in NSW, the NSW Early Learning Commission administers the regulation of services in accordance with the Children (Education and Care Services) National Law and the Education and Care Services National Regulations. When reporting an incident to the NSW Early Learning Commission, depending on the circumstances of the report, you should consider if a report is also required for any of the other relevant agencies.*¹⁴

Conflict of Interest

'Conflicts of interest' refer to situations where a conflict arises between a person's official duties and their private interests, which could influence the performance of those official duties. Such conflict generally involves opposing principles or incompatible wishes or needs and can involve:

- *pecuniary interests e.g. financial interests or other material benefits or costs*
- *non-pecuniary interests*
- *the interests of the employee, members of the employee's immediate family or relatives*
- *business partners, associates or friends*
- *relationships with a history of enmity or negative responses.*

There are three types of conflicts of interest – actual, potential and perceived.

- *An actual conflict of interest occurs when your personal interests, relationships or obligations directly compete with, or compromise, your ability to maintain professional independence or judgement. For example, an investigator assigned to examine allegations against their own family member would have an actual conflict of interest.*
- *A potential conflict of interest is when a conflict of interest may foreseeably arise in the future due to existing relationships, interests or circumstances that could reasonably be expected to compromise an individual's professional independence or judgement. For example, an investigator whose spouse works for the same agency being investigated may have a potential conflict of interest.*
- *A perceived conflict of interest arises when factors in your professional or personal life create a reasonable appearance that your decisions might be influenced by a conflicting interest, regardless of whether that conflicting interest actually exists. For example, an investigator who belongs to the same community organisation or sporting club as the subject of investigation may be perceived to have a conflict of interest. Entities can identify and manage actual, potential or reasonably perceived conflicts of interest by considering the following issues:*
 - *Are there any real, potential or perceived conflict of interests and, if so, what is the nature of the conflict? For example, does the investigator/decision-maker have a personal, financial or other type of relationship with the employee against whom the allegation has been made?*
 - *How significant is any such relationship or interest? For example, is the relationship one of simple acquaintance? Has the investigator/decision-maker worked closely with the person being investigated? Have the parties engaged in an intimate personal relationship in the past or currently?*

¹⁴ "Reporting incidents and concerns" NSW Early Learning Commission (accessed on-line April 2026)
<https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety/reporting-incidents-and-concerns>

- Does the investigator/decision-maker hold any personal or professional biases that may lead to the conclusion that they are not an appropriate person to investigate or make decisions in the matter?
- How serious is the alleged conduct being investigated? The more serious the allegation and potential consequences for the employee, the more important it is there is no conflicts of interest.
- Would the investigator/decision-maker or anyone associated with them personally benefit from, or be damaged by, the investigation's finding?
- Is the investigator/decision-maker aware of the potential for conflict? Did they volunteer information or acknowledge the potential conflict? Do they believe they can remain impartial?
- What are the views of the alleged victim, family, and the employee who is the subject of the allegation? Do they object to the proposed investigator/decision-maker? Is the objection on reasonable grounds?
- Is the allegation about the head of agency? What steps need to be taken to address this?"¹⁵

Contact Details

Communities & Justice NSW • Child Protection Helpline on 132 111 (24 hours/7 days) • eReport ChildStory Reporter website. https://reporter.childstory.nsw.gov.au/s/article/How-do-I-get-access-to-the-Reporter-Community
Members of the general public should call 132 111 (24 hours/7 days)
Mandatory Reporting Guide https://reporter.childstory.nsw.gov.au/s/mrg
Working With Children Check - Office of the Children's Guardian Phone: 02 8219 3777 Web: https://ocg.nsw.gov.au/working-children-check
Reportable Conduct Scheme – Office of the Children's Guardian Staff from the Reportable Conduct Directorate are available on (02) 8219 3600 or email reportableconduct@ocg.nsw.gov.au

RESPONDING TO DISCLOSURES OF ABUSE

The role of educators is to LISTEN, REASSURE AND RESPECT:

"LISTEN

- Move to a suitable environment, free of distractions.
- Be calm and patient—allow for the child or young person to be heard.
- Let the child or young person use their own words—avoid asking leading questions.
- Avoid "quizzing" the child or young person about details of the abuse.
- Don't be afraid of saying the "wrong" thing. Listening supportively is more important than what you say.

REASSURE

- Reassure the child or young person that it is OK that they have told you what's been happening.
- Address any concerns about the child or young person's safety.
- Reassure the child or young person that he or she is not at fault, and not the cause of any distress you may feel.

RESPECT

- Respect that the child or young person may only reveal some details.

¹⁵ "Recognising and managing conflicts of interests, The NSW Reportable Conduct Scheme – Fact Sheet 5" NSW Office of the Children's Guardian" (accessed on-line April 2026)
https://ocg.nsw.gov.au/sites/default/files/2022-02/fs_rc_recognising_managing_conflicts_of_interest.pdf

- *Acknowledge the child or young person's bravery and strength.*
- *Avoid making promises you can't keep—manage the child or young person's expectations.*
- *Explain to the child or young person that in order for them to be safe you will need to report their experience to someone else.”¹⁶*

Refer to the Child Safe and Wellbeing Policy and Procedure NSW for more details on the overarching strategies.

PLEASE NOTE THAT YOU HAVE A DUTY OF CARE UNTIL YOU ARE HAPPY WITH THE RESPONSE TAKEN IN REGARD TO EACH SITUATION. IF YOU ARE NOT HAPPY WITH THE STEPS TAKEN BY YOUR SUPERVISOR IN RELATION TO SUSPECTED OR POTENTIAL HARM TO A CHILD YOU MUST ACT. FOLLOW THE GRIEVANCE PROCEDURE TO SEEK FURTHER ASSISTANCE.

Protecting Digital Images and Videos of Children in Early Education and Care

Our service adopts and incorporates the recommended National Model Code for Taking Images or Videos of Children. Key elements include:

- Only using service-issued devices for taking images and videos.
- Personal electronic devices capable of taking images or recording video are not permitted to be in the possession of adults working or volunteering with children unless there is written authorisation for health and/or family needs or in the event of an emergency.
- Strict controls for storage and retention of images of children are in place including identifying authorisation levels for taking, accessing and storing images.

Further information and role-specific responsibilities are outlined in the “Safe Use of Digital Technologies and Online Environments Policy and Procedure”.

WORKING WITH CHILDREN CHECK

Who needs a Check?

“Employers and organisations need to decide who engages in child-related work and requires a Working with Children Check, or if any roles fall under an exemption.

The Check lasts for five years even if you move jobs – the new employer needs to be given your Check number and details to verify you.

Child related work (including voluntary work is:

- *providing services for under 18's*
- *where the work normally involves being face to face with children*
- *where contact with children is more than incidental to the work*

The Regulations include exemptions to requiring a Working with Children Check. Employers should check the legislation for any exemptions that apply to their situation. Exemptions include:

- *Under 18s*
- *Visiting NSW for a short time*
- *Parents and close relatives volunteering at their children's usual school and extra-curricular activities. There are three specific instances when close relatives **do** need a Check when they are volunteering at school or activities:*
 - *providing personal care for a child with disability*
 - *participating in a formal mentoring program*

¹⁶ “Responding to children and young people's disclosures of abuse” Australian institute of family studies, child family community Australia, (accessed on-line April 2026) <https://aifs.gov.au/resources/practice-guides/responding-children-and-young-peoples-disclosures-abuse>

- *at an overnight camp for children.*¹⁷

Role of an employer

“Employers have legal obligations around working with children. It is against the law to engage anyone in child related work without a Working with Children Check. If a worker or volunteer requires a Check, there are actions the employer must take. Employers must:

- **REGISTER** the organisation by filing in an online form which creates an online profile with the Office of the Children’s Guardian. Employers nominated a username and password so they can log into the system and verify workers
- **IDENTIFY ROLES** – decide who undertakes child-related work and need a Working with Children Check and which roles are not child-related or fall under an exemption
- **VERIFY** workers’ Working with Children Check numbers online including:
 - New workers or volunteers firstly using their Application (APP) number and then their WWCC clearance number (except those working in the Education sector where a Clearance number is required)
 - A renewed check, updated after five years
 - People in charge of verifying WWCC numbers must make sure their own check (if required) is verified online by an appropriate person in the organisation. Employers cannot self-verify.
- **KEEP RECORDS** - keep records for each worker, including:
 1. Full name
 2. Date of birth
 3. WWC number
 4. Verification date
 5. Verification outcome
 6. Expiry date
 7. Whether the worker is in paid or volunteer work
- **MONITOR AND ACT** –
 - Keep details up to date
 - nominate two people who are authorised to receive confidential information
 - Remind employees to renew which they can do up to three months before their Check expires
 - Remove anyone who’s Check status is barred, interim barred, whose check cannot be found or has expired for child-related work. You can only employ people who have an Application number of Check clearance in child-related work.”¹⁸

“National mandatory child safety training

National child safety training is now mandatory for everybody working or volunteering in an ECEC service regulated under the NQF. The training is available only through Geccco – the Australian Government’s online learning platform for the ECEC sector.

The new national training will support all people involved in ECEC to meet their legal child safety obligations, strengthen safeguarding practice, and reduce harm to children.

There are 2 components:

- *foundation training, available now*

¹⁷ “Who needs a Check” Office of the Children’s Guardian NSW Government (accessed on-line April 2026) <https://ocg.nsw.gov.au/working-children-check/who-needs-check>

¹⁸ “Role of an Employer with the Working with Children Check” Office of the Children’s Guardian NSW Government (accessed on-line April 2026) <https://ocg.nsw.gov.au/working-children-check/wwcc-information-organisations/role-employer-working-children-check-:~:text=Organisations must verify Working with,Check,updated after 5 years.>

- *advanced training, available from July 2026.*

Foundation training is mandatory for any person who works or volunteers in an ECEC service regulated under the NQF.

This includes both:

- *people who work directly with children*
- *people whose role supports the operation of the service, even if they do not have direct contact with children.*

It includes the following roles:

- *persons with management or control of a service*
- *nominated supervisors*
- *persons in day-to-day charge of a service*
- *staff members*
- *regular and semi-regular volunteers, including students completing placements and studying an approved education and care qualification.*

Definition: Volunteers

For the purposes of national child safety training, a volunteer is a person who has a role in the delivery of the ECEC service, on a regular or semi-regular basis, without payment.

This may be frequent or infrequent, but is distinct from:

- *a one-off occasion*
- *a visitor to the service*
- *a parent, family member or carer of a child at the service.*

When determining whether a volunteer arrangement is regular or semi-regular, providers should:

- *use their professional judgement*
- *take a risk management approach, with the paramount consideration being the safety and wellbeing of children*
- *consider whether Working with Children Check or Working with Vulnerable People requirements apply to that arrangement in their jurisdiction.”¹⁹*

“Child protection training

In NSW, the following people must complete a child protection course required by Government protocol in accordance with Section 162A External link of the Children (Education and Care Services) National Law:

- *nominated supervisors*
- *persons in day-to-day charge*
- *family day care co-ordinators.*

Approved courses

The following are the approved Child Protection training courses required by Government protocol (in-house training is not sufficient):

- *CHCPRT025 - Identify and report children and young people at risk*
- *CHCPRT026 - Support the rights and safety of children and young people*

Ongoing requirement to maintain awareness of child protection responsibilities

¹⁹ “National Child Safety Training” Australian Government Department of Education (accessed on-line May 2026) <https://www.education.gov.au/early-childhood/about/quality-and-safety/national-child-safety-training>

Approved Providers have ongoing responsibilities to ensure that the nominated supervisor and staff members at the service who work with children maintain up-to-date knowledge of child protection law (Reg 84).

While s162A does not mandate an expiry period on child protection training courses or issued certificates, Reg 84 specifies that the approved provider must ensure that nominated supervisors and staff members (including educators) working with children are advised of the existence and application of the current child protection law; and any obligations that they may have under that law.

To ensure child protection awareness is current and up-to-date, approved providers should consider:

- *assessing the currency of child protection awareness of every staff member working with children at the start of their employment and during staff appraisals*
- *ensure all legislative child safety and child protection training requirements are met*
- *staff undertaking child protection 'refresher' training every 12 – 24 months, and whenever significant changes are made to the child protection law or reporting requirements*
- *regularly generating staff discussions and revising practices within the service.*²⁰

There are also a list of previously approved courses which will be accepted as the appropriate qualifications required to fulfil Section 162A, these can be viewed here:

<https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety/child-protection-training-requirements>

“Register for Child Protection Concerns

Each service must establish and maintain a register to record child protection concerns. This register is intended to support consistent documentation, monitoring, and appropriate follow-up of matters relating to the safety and wellbeing of children. The register should also support the identification and management of trends or patterns of behaviour.

The register should include, at a minimum, all child safety and child protection reports made to:

- *NSW Office of the Children’s Guardian (OCG)*
- *NSW Department of Communities and Justice (DCJ)*
- *NSW Early Learning Commission*
- *NSW Police*

However, to strengthen child safety practices across National Quality Standard 2.2 - Safety, and support timely responses and effective pattern-spotting or trend monitoring, services are encouraged to also record any concerns about a child that may not meet the threshold for mandatory reporting but are relevant to ongoing risk assessment (e.g. changes in behaviour, unexplained injuries, concerning observations).

The service’s child safe environments policy and procedures should clearly outline responsibilities for maintaining, storing and reviewing the register to ensure confidentiality and accountability (and considering protected disclosure provisions) and that any trends or patterns of behaviour evident in the register are identified and addressed.

The NSW Early Learning Commission has developed a template register which services can download and use for this purpose.

²⁰ “Child Protection and Child Safety Training Requirements” NSW Government (accessed on-line April 2026)
<https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety/child-protection-training-requirements>

Reporting decision tree

Services should ensure staff are familiar with and can easily access the reporting decision tree (currently known as the NSW Early Learning Commission's Reporting Guide). Services should also include in policy and procedures any internal service-specific reporting and recording requirements.

Policies and procedures should outline the steps to be taken when a child safety concern arises, including what to report, when to report, and to whom. They should clearly identify key roles and responsibilities within the service and provide accessible contact details for reporting child safety concerns both internally and to relevant external authorities. All information must accurately reflect the service's own policies, procedures, and communication pathways to ensure consistency between documentation and practice.

The reporting decision tree and any internal service-specific reporting requirements should be included in induction and ongoing training so staff can respond promptly and appropriately to child safety matters. Services must also review all policies and procedures regularly to ensure the information remains current, accurate, and practical to use.

Further information on reporting requirements can be found on the [Reporting incidents and concerns webpage](#).²¹

Services can access resources and support by visiting the NSW Education Website:

https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety?utm_source=sfmc&utm_medium=email&utm_campaign=20250707_ECECUpdate_Subscribers&utm_term=Child+safety+webpage&utm_id=239565&sfmc_id=52695925

Procedures and Responsibilities

Protecting children and each other is a team approach.

Leadership and Management Responsibilities, including Approved Providers, Nominated Supervisors and Responsible Persons will:

- Ensure the safety, rights and best interests of children are paramount to all decision making and practices.
- Positively and clearly communicate all aspects of the policy and take a zero-tolerance approach to non-compliance.
- Promote a culture of reporting through role-modelling, recruitment processes, thorough induction, on-going monitoring, training and reflection.
- Role Model, monitor and ensure that there is clear notification of any child safety concerns.
- Never subject a child to conduct that a reasonable person would consider to be inappropriate in an education and care service.
- Never engage in inappropriate conduct in the presence of a child, including between another adult.
- Ensure every person at the service is clear on their responsibility to notify the Approved Provider or Nominated Supervisor if they witness, suspect or receive any allegation or

²¹ "Compliance Focus – Child Safe Environments" NSW Government, Education (accessed on-line April 2026) https://education.nsw.gov.au/early-childhood-education/leadership/news/compliance-focus---child-safe-environments?utm_source=sfmc&utm_medium=email&utm_campaign=20260216_Commission+ECEC+Update&utm_term=https%3a%2f%2feducation.nsw.gov.au%2fearly-childhood-education%2fleadership%2fnews%2fcompliance-focus---child-safe-environments&utm_id=260893&sfmc_id=69079223

disclosure that a staff member, student, volunteer or other person is engaging in or has engaged in inappropriate conduct.

- Report to the Regulatory Authority immediately if you have been advised of or witness, suspect or receive any allegation or disclosure that a staff member, student, volunteer or other person is engaging in or has engaged in inappropriate conduct.
- Be aware of legislative reform changes – by subscribing to ACECQA and state regulatory authority newsletters.
- Maintain a register of child protection concerns, to support the identification and management of trends or patterns of behaviour using the NSW Early Learning Commission's [template register](#)
- Understand and comply with all aspects of this policy and related legislation and support team members to do the same.
- Lead a culture of reflection and regular review of policies, seeking feedback from educators, families, children and other community agencies and professionals as appropriate.
- Ensure staff, students and volunteers are clear on the steps to take to report child safety concerns both at induction and at regular intervals.
- Keep abreast of changes in legislation and best practice by subscribing to relevant organisations and participating in training workshops.
- When children share concerns, stop and listen attentively.
- Take a strengths-based, trauma informed approach to supporting children.
- Be vigilant in noticing and responding promptly to concerns.
- Refer to the ACECQA document “Common signs of child maltreatment, abuse and neglect” https://www.acecqa.gov.au/sites/default/files/2025-06/CSG_Tools_ProtectiveBehavioursAndChildSafePedagogicalPractices_CommonSignsOfChildMaltreatmentAbuseAndNeglect_0.pdf
- Complete a risk assessment to determine which volunteers are required to complete the mandatory child safety training, considering their contact and regularity, refer to here for guidance: <https://www.education.gov.au/early-childhood/about/quality-and-safety/national-child-safety-training>
- Ensure all staff, students and relevant volunteers have undertaken the required training for both child protection and child safety. <https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety/child-protection-training-requirements>
- Systematically monitor and record staff, student and volunteers completion of required child protection and child safety training and prompt when refreshers are due to ensure they remain compliant.
- Ensure staff know how to report any concerns – share and have available the “Responding to incidents, disclosures and suspicions of child abuse” factsheet to understand steps to take when you have a concern <https://education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/child-safety/responding-to-incidents-reporting-flowchart.pdf>
- Ensure this policy is provided upon employment.
- Support staff and volunteers to understand the difference between facts and myths about child sexual abuse through discussions and training. You may use or refer the ACECQA document “Challenging myths about child abuse and sexual abuse to children with facts” https://www.acecqa.gov.au/sites/default/files/2025-06/CSG_Tools_ProtectiveBehaviours_ChallengingMythsAboutChildAbuseAndSexualAbuseToChildrenWithFacts_0.pdf
- Have available for all staff, current information from recognised authorities.
- Participate in events which raise awareness of child protection issues in the community.

- Ensure volunteers and students are aware of their responsibilities in relation to Child Protection and Child Safety and reporting requirements upon commencement, providing this policy as a minimum.
- Work collaboratively with external agencies to provide support for families and children.
- Ensure that all Nominated Supervisors and Responsible Person's in day-to-day charge have the required knowledge of this policy and their requirements under child protection laws and have completed an Approved Child Protection Course.
- Ensure all staff know that they are mandatory reporters under the law and ensure they are aware of their responsibilities.
- Support families in their parenting roles by providing information on a range of parenting topics and access to support services where needed.
- Provide targeted support for families where there are known stressors, this may include accessing local support agencies, providing support contact details or considering eligibility for Additional Child Care Subsidy.
- Maintain a current list of local support services and contact details for external support agencies.
- Retain records relating to child sexual abuse that has or is alleged to have occurred, for at least 45 years from the date the record was created. Ensure records are:
 - clear, objective, and thorough
 - maintained in an indexed, logical, and secure manner
 - retained and disposed of in a consistent manner.
- Keep informed through the OCG website and participate in eLearning modules <https://ocg.nsw.gov.au/training-and-resources/elearning>
- Uphold the Child Safe and Wellbeing Policy and Procedures.
- Take all reasonable steps to ensure the approved provider does not engage a person as an educator, employee, contractor or staff member or allow a person to perform volunteer services (including as a student) if the approved provider knows, or ought reasonably to know, a prohibition notice is in force in any jurisdiction by logging into NQAITs to search the Register of Prohibited Persons & Suspended Educators upon employment.
- Record the prohibition persons check on the staff schedule.
- Ensure the responsibilities set out in the "Safe Use of Digital Technologies and Online Environments Policy and Procedure" are adhered to in relation to taking, accessing and storing of images and videos of children including only using service-supplied devices.
- Provide Digital Imagery Requirements Form as part of employment pack and if required the Electronic Device Authorisation Form.
- Demonstrate your commitment to being a Child Safe Organisation by displaying the your Commitment for Children's Safety for educators and families.
- Include the 'Statement of Commitment' in recruitment packs and induction for staff, students and volunteers so that expectations are clear from day one.
- Share information about the 'Statement of Commitment' with families to support them with knowledge of the role all adults play in keeping children safe.
- When possible, roster to minimise the times that educators are left working alone with children for long periods of time.

Training and Awareness

- Ensure all staff members, nominated supervisors and relevant volunteers have an understanding of child protection law and their responsibilities by ensuring they can clearly explain;
 - their obligations as a mandatory reporter;
 - the circumstances which would require them to make a report;
 - how to submit a report.

- Support staff to complete the NSW OCG e-Learning modules [https://ocg.nsw.gov.au/training-and-resources/elearning?utm_medium=email&utm_campaign=Important updates for the early childhood education and care sector Jul 2025&utm_content=Important updates for the early childhood education and care sector Jul 2025&utm_cid=bfd3cf62d83b8d7489397b9c10376865&utm_source=ocg_edm&utm_term=Start the Child Safe ECEC eLearning course](https://ocg.nsw.gov.au/training-and-resources/elearning?utm_medium=email&utm_campaign=Important%20updates%20for%20the%20early%20childhood%20education%20and%20care%20sector%20Jul%202025&utm_content=Important%20updates%20for%20the%20early%20childhood%20education%20and%20care%20sector%20Jul%202025&utm_cid=bfd3cf62d83b8d7489397b9c10376865&utm_source=ocg_edm&utm_term=Start%20the%20Child%20Safe%20ECEC%20eLearning%20course)
- Ensure all persons with management and control, staff, volunteers and students have completed the national mandatory child safety training foundation level through GECCO, by 27th August 2026 or 14days from when they are employed or before they work directly with children.
- Manage progression with child safety training and keep accurate records including copies of completion certificates from GECCO.
- Ensure all persons with management and control, staff, relevant volunteers and students complete foundation level training once every 2 years.
- Ensure Nominated Supervisors and persons in day-to-day charge have completed an approved child protection training course. <https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety/child-protection-training-requirements>
- Keep accurate records for training completed and how understanding was confirmed.
- Ensure staff know how to report concerns and keep the NSW Early Learning Commission's Reporting Guide in a place accessible by all staff.

Working with Children Check

- Take all reasonable steps to ensure that a staff member, student or volunteers does not commence work without a current working with children check or application.
- Take all reasonable steps to ensure persons employed are suitable to work with children including conducting referee checks. Refer to the Recruitment, Selection and Employment Policy and Procedure.
- Confirm a person's identify using photo ID and keep a record in their personnel file.
- Validate all cards on-line prior to commencement and at intervals no greater than every 6mths.
- Keep records of child-related workers which include:
 - Full name
 - Date of birth
 - Working with Children Check number
 - Verification date
 - Verification outcome
 - Expiry date.
 - Whether the worker is in paid or volunteer work
- Keep a current register of all working with children checks (WWCC) for staff, students and volunteers using the WWCC Record Keeping Form, t
- Ensure that the Approved Provider, or a representative of the Approved Provider confirms the WWCC for the Nominated Supervisor using the Nominated Supervisor Working with Children Check Confirmation Form.
- Remind staff under 18yrs to apply for a WWCC from 17yrs and 9mths, understanding they cannot work once they turn 18yrs unless the WWCC has been granted. an application is not sufficient.
- Ensure that a worker is not employed (paid or unpaid) if the outcome of their on-line verification is:
 - Barred
 - Interim barred

- Not found
- If the service receives a letter advising that a current employee or volunteer has become barred (or has an interim bar) they must be immediately removed from child-related work. Nominated Supervisors need to consider steps including:
 - Stand down from duties and show cause for employment continuation – termination may be required if the employee is required to have a WWCC and does not
 - Suspend them from child-related work pending the outcome of an appeal.
 - Notify the Regulatory Authority immediately and within 24hrs, where there is a change in status of a WWCC check for an Approved Provider, a PMC, Nominated Supervisor, staff, member, student or volunteer.
- Access resources, factsheets and checklists to check their compliance –
https://ocg.nsw.gov.au/resources?combine=&field_published_date_value=&field_topic_target_id%5B36%5D=36

WWCC for those conducting maintenance and repairs at the service

It is recommended that persons conducting maintenance or repairs at the service during operational hours hold a current WWCC if:

- the company has a contract to do work on a regular basis at one or more child care centres
 - they regularly do gardening, handyman work etc
- Where the repair is not regular, for example an emergency plumbing issue, and work is carried out during operational hours it is not essential that the person conducting the work has a WWCC however this is preferred when the option is available.
- Nominated Supervisors must add contractors to the WWCC Register and valid their card on-line to link to the organisation.
- Those conducting maintenance and repairs must never be in a situation where they are left alone with children and educators must take extra precautions when work is being conducted including supervising bathroom areas.

Suspected or alleged harm/abuse and reporting

- Report suspicions, disclosures or witness of harm regardless of who is responsible and where the harm occurred. Understand that you have a duty of care to report harm that occurs within the service as well as outside.
- **Where there are concerns for the well-being of a child or young person the Nominated Supervisor should consult with the Approved Provider.**
- Use the Mandatory Reporter Guide (MRG) to guide their decision making, such as whether or not to report.
- Where there is even the slightest cause for suspicion or concern the Nominated Supervisor must report either by:
 - calling the Child Protection Helpline on 132 111.
 - By eReport through the ChildStory Reporter Website
- If urgent call the Child Protection Helpline as a priority and if the child is at immediate risk of harm contact police on 000
- Refer to the Mandatory Reporter Guide (MRG): [Mandatory Reporter Guide](#) to help you to decide whether you should call or not.
- Where a child or young person discloses harm, you should LISTEN, REASSURE AND RESPECT – see background for details.
- The Approved Provider and Nominated Supervisor must report any incident or allegation of physical or sexual abuse of a child or children which has occurred while the child was being cared for at the service to the Regulatory Authority within 24hrs (from 1 September 2025).
- Complete and display for staff and leadership the ACECQA “Reporting and Responding Schemes” page outlining the key contacts and information when responding to complaints

and disclosures https://www.acecqa.gov.au/sites/default/files/2025-06/CSCG_Reporting%20and%20Responding%20Schemes%20-%20Template_AttD.pdf

Allegations of harm within the service

If the suspected harm has occurred at the service and involves an educator or other adult working with children, the following must be followed by the Nominated Supervisor after collaboration with the Approved Provider:

- Respond to the person raising the concern that all abuse allegations are taken very seriously and that you will respond.
- Ask about the wellbeing of the child.
- Allow the person disclosing their concern to talk through the incident in their own words.
- Advise them that you will take notes during the discussion to capture all details.
- Explain to them the information may need to be repeated to authorities or others, such as the organisation's management or Child Safety Officer, the police or child protection.
- Do not make promises at this early stage, except that you will do your best to keep the child safe and find out further information.
- Ask them what action they would like to take and advise them of what the immediate next steps will be.
- Ensure the report is recorded accurately, and that the record is stored securely.
- Advise the team member, volunteer or student of the allegation and allow them the opportunity to respond. Follow the Discipline and Procedure Policy and Procedure.
- Ensure procedural fairness and natural justice is followed:
 - the right to be heard fairly
 - the right to an unbiased decision made by an objective decision maker
 - the right to have the decision based on relevant evidence.
- It may be appropriate to ask that educator to stand down from duties with children while the investigation is conducted and may be asked to "show cause". If this occurs the team member should remain on full pay and may be relocated to another suitable position. The team member must be considered innocent of allegations until an investigation is concluded.
- The Approved Provider, or a person nominated by the Approved Provider must notify the family of the child involved and advise of the prompt action being taken and seek their assistance in any aspects which may be required, for example, any questioning of a child.
- The Approved Provider must **notify the Office of the Children's Guardian within seven business days and conduct an investigation into the allegations**
<https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme/reportable-conduct-fact-sheets>
- The Approved Provider, Nominated Supervisor and other persons involved in the investigation must make a finding about the reportable allegation (see FS8 Making a Finding of reportable conduct) and submit a final entity report within 30 calendar days. If the final entity report is not completed within 30 calendar days, an interim report with information about the progress of the investigation and an expected timeframe for completion must be submitted.
- The Approved Provider and Nominated Supervisor must report any incident or allegation of physical or sexual abuse of a child or children which has occurred while the child was being cared for at the service to the Regulatory Authority within 24hrs (from 1 September 2025).
- The Approved Provider and Nominated Supervisor must notify the regulatory authority within **24 hours** of any complaint alleging that a serious incident has occurred while the child is educated and cared for or complaints alleging that the Law has been contravened.
- Where there is an actual, potential or reasonably perceived conflict of interest, for instance the person raising the allegation or the person the allegation or concern is about:
 - acknowledge any conflict of interest

- consider if another person is able to conduct the investigation and/or respond to the person raising the concern.
- where this is not possible, include another person who does not have a conflict of interest to conduct the investigation and/or respond to the person raising the concern or allegation.
- ensure the allegation is still followed through regardless of any actual, perceived or potential conflict of interest.

Documents confidentially and securely maintained:

- The initial allegation (an accurate and as close to verbatim account as possible of what has been said and by whom).
- The initial response to the person making the allegation, the alleged victim(s) and the employee who is the subject of the allegation.
- A plan detailing how the investigation is to be carried out, including whether any organisations require notifying.
- All interviews, including details of the questions and responses. This should also include the location of the interview, who was present and the start and finish times of the interview. Where possible, records should be verbatim, verified, signed and dated by all involved.
- Any decisions made, both during and at the conclusion of the investigation, including their rationale, the position and name of the person making the decision and the date the decision was made.
- Any personal contact, discussions or emails with anyone about the matter. This should include the date, details of the discussions, questions, advice and outcome, the name of the person making the contact, details of their position and where appropriate, the reason for the contact.
- A summary report that details the allegation, the investigation process, the findings in relation to each allegation (including the rationale for the finding), the final assessment (which includes any final decision about the employee and the factors that have been considered) and any subsequent action that is to be or has been taken.
- Documents relating to notifications and reporting to external organisations.
- An initial risk assessment on receipt of a reportable allegation based on all relevant information known at the time. Reviewed throughout process if information received requires this.
- A final risk assessment at the end of the investigation to minimise future instances.

Risk Assessments should:

- identify and plan to avoid or minimise the risks to:
 - the child(ren) who are the subject of the allegation
 - other children with whom the employee may have contact
 - the employee against whom the allegation has been made
 - the employing entity
 - other parties to the alleged incident (such as witnesses or reporters); and
 - the proper investigation of the allegation.
- take into consideration the needs of the employee against whom the allegation is made
- where possible, ensure the child's daily circumstances remain unchanged (except where further risk may occur)
- consider support which may need to be provided the employee or other employees
- Where an allegation is reported the Nominated Supervisor should refer in full the factsheets for guidance in conducting an investigation including conducting risk assessments, planning and conducting an investigation and record keeping

<https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme/reportable-conduct-fact-sheets>

- When deciding what information should be shared the Nominated Supervisor should consult with the involved entities and refer to “The NSW Reportable Conduct Scheme – Fact Sheet 7 – Disclosing Information to Children, Parents and Carers” this can be found at <https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme/reportable-conduct-fact-sheets>

Educators and Other Team Members will:

- Ensure the safety, rights and best interests of children are paramount to all decision making and practices.
- Immediately notify the Approved Provider or Nominated Supervisor if they witness, suspect or receive any allegation or disclosure that a staff member, student, volunteer or other person is engaging in or has engaged in inappropriate conduct.
- Never subject a child to conduct that a reasonable person would consider to be inappropriate in an education and care service.
- Never engage in inappropriate conduct in the presence of a child, including between another adult.
- Be proactive in fulfilling the requirements of this service policy and related legislative requirements.
- Seek further guidance where required to fulfil your requirements.
- Report any concerns or non-compliance immediately to the Nominated Supervisor or Approved Provider.
- Participate in the review of documents and provide constructive feedback to the Nominated Supervisor or Approved Provider.
- Be proactive in understanding your obligations as a mandatory reporter, ensure you are clear of your responsibilities under child protection laws and this policy.
- Complete injury on intake forms where there are injuries noticed upon arrival at care.
- Complete the required child safety and child protection training and any refreshers as required and requested for your role and provide evidence of completion, including, but not limited to any certificates and/or knowledge check documents.
- Follow the service policies and procedures and be an advocate for children, support families and engage with community agencies.
- Be aware of and follow all responsibilities set out in the “Safe Use of Digital Technologies and Online Environments Policy and Procedure” in relation to taking, accessing and storing of images and videos of children including only using service-supplied devices.
- Complete the Digital Imagery Requirements Form and if required the Electronic Device Authorisation Form.
- Uphold the Child Safe and Wellbeing Policy and Procedures.
- Where there is an actual, potential or reasonably perceived conflict of interest, for instance the person raising the concern/allegation or the person the concern/allegation is about, acknowledge any conflict of interest to the Nominated Supervisor when passing on the concern/allegation.
- Ensure any complaint/allegation is still followed through and reported regardless of any actual, perceived or potential conflict of interest or any relationship you may have with the person raising the concern/allegation or the person whom the concern/allegation relates to.
- Avoid being alone with a child in a private space.

Working with Children Check

- Maintain a current NSW Working with Children Check and provide details and copies to the Nominated Supervisor prior to commencing employment and at any time requested.

- Ensure your relevant working with children check is renewed in advance of the expiry date.
- Understand that you will not be able to work unless you have a current card.
- Update any change to personal details, including any name or address changes, within three months for their WWCC with the Office of Children's Guardian. Penalties now apply for people who don't update.
- Immediately notify the Nominated Supervisor of any changes to your working with children check.
- Staff under 18yrs must apply for a WWCC from 17yrs and 9mths, understanding they cannot work once they turn 18yrs unless the WWCC has been granted. an application is not sufficient.

Suspicion and Disclosure

- Understand you must report if you have 'reasonable grounds' to suspect harm, this may include:
 - A child tells you they have been harmed.
 - Someone else, for example another child, a parent or a staff member, tells you that harm has occurred or is likely to occur.
 - A child tells you they know someone who has been harmed (it is possible that they may be referring to themselves).
 - You are concerned at significant changes in the behaviour of a child or the presence of new unexplained injuries.
 - You see the harm happening.
- Take all reasonable steps where you suspect that a child has been harmed, or is at risk of being harmed, including:
 - being alert to any warning signs that a child is experiencing.
 - observing the child and making written notes as soon as you begin to have concerns - pay attention to changes in their behaviour, ideas, feelings and the words they use.
 - having gentle, non-judgemental discussions with the child - expressing your concern that a child looks sad or unwell can result in disclosures.
 - not pressuring the child to respond.
 - not asking questions that put words into a child's mouth.
 - using only open-ended questions.
 - assure the child that they can come and talk to you when they need to, and listen to them when they do.
- Where a child or young person discloses harm, you should LISTEN, REASSURE AND RESPECT – see background for details.
- Immediately ask to be relived and write word for word what you were told, what you said/asked, where you were and who else was present.
- Discuss with the Nominated Supervisor and complete any further details required.
- Do not discuss with any other person at the service or the family.
- When children share concerns, stop and listen attentively.
- Take a strengths-based, trauma informed approach to supporting children.
- Be vigilant in noticing and responding promptly to concerns.
- Refer to the ACECQA document "Common signs of child maltreatment, abuse and neglect"
https://www.acecqa.gov.au/sites/default/files/2025-06/CSG_Tools_ProtectiveBehavioursAndChildSafePedagogicalPractices_CommonSignsOfChildMaltreatmentAbuseAndNeglect_0.pdf

Reporting

- Report suspicions, disclosures or witness of harm regardless of who is responsible and where the harm occurred. Understand that you have a duty of care to report harm that occurs within the service as well as outside.
- Immediately and confidentially report any concerns for a child's safety to the Nominated Supervisor or Responsible Person in day-to-day charge responsible for the service who will use the Mandatory Reporter Guide (MRG) to guide their decision making, such as whether or not to report.
- Not discuss any suspicions, disclosures or concerns with any person other than the Nominated Supervisor or Responsible Person in day-to-day charge responsible for the service.
- Understand that, as a mandatory reporter, you must report any reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse or any other type of abuse or neglect.
- While the first contact should be with the Nominated Supervisor, you are also able to report directly to child safety:
 - Use the Mandatory Reporter Guide (MRG) to guide their decision making, such as whether or not to report.
 - Where there is even the slightest cause for suspicion or concern the Nominated Supervisor must report either by:
 - calling the Child Protection Helpline on 132 111.
 - By eReport through the ChildStory Reporter Website.
 - If urgent, call the Child Protection Helpline as a priority and if the child is at immediate risk of harm contact police on 000.
- In the event that the Nominated Supervisor is unable to be reached the Responsible Person who has been placed in day-to-day charge of the service must follow the above steps.
- Refer to the Mandatory Reporter Guide (MRG): [Mandatory Reporter Guide](#) to help you to decide whether you should call or not.
- **NOTE: you have a duty of care to follow through until you are happy with the process and response.**

Education and Learning Programs

- Include learning experiences which support early intervention including for example:
 - Teaching children to trust their "feelings".
 - Encouraging children to look after their friends/buddy .
 - Building and maintaining open communication and trust with children so they feel they can communicate important messages to you.
 - Activities designed to identify people children can trust or talk to.
 - Privacy and body parts (consult with the Nominated Supervisor and families were discussing sensitive content such as correct body part names).
 - Involving families in activities around child safety.
 - Access child suitable resources for teaching about child safety and emotions.
- Use the SAFE Series resources to support children's safety learning
https://ocg.nsw.gov.au/resources?combine=&field_published_date_value=&field_topic_target_id%5B173%5D=173
- Promote a culture of child safety and wellbeing and the safe use of online environments.

Students and Volunteers are asked to:

- Ensure the safety, rights and best interests of children are paramount to all decision making and practices.
- Immediately notify the Approved Provider or Nominated Supervisor if they witness, suspect or receive any allegation or disclosure that a staff member, student, volunteer or other person is engaging in or has engaged in inappropriate conduct.

- Never subject a child to conduct that a reasonable person would consider to be inappropriate in an education and care service.
- Never engage in inappropriate conduct in the presence of a child, including between another adult.
- Fulfil responsibilities under this policy and related legislative requirements.
- Understand that the service must take steps as required under legislative requirements and follow advice from recognised authorities.
- Participate in the review of documents and provide constructive feedback to the Nominated Supervisor or Approved Provider.
- Discuss any questions with the Nominated Supervisor or Responsible Person in charge.
- Report to the Nominated Supervisor or Responsible Person in charge immediately any concerns for a child's welfare, including any suspicions, disclosures or any harm witnessed regardless of who was responsible.
- If a child starts to disclose information which concerns, you ask a staff member to come over and join the conversation so they can take the lead.
- Where required, maintain a current WWCC and provide to the Nominated Supervisor.
- Update any change to personal details, including any name or address changes, within three months for their WWCC with the Office of Children's Guardian. Penalties now apply for people who don't update.
- Students and volunteers under 18yrs must apply for a WWCC from 17yrs and 9mths, understanding they cannot work once they turn 18yrs unless the WWCC has been granted. an application is not sufficient.
- Immediately notify the Nominated Supervisor of any changes to your working with children check.
- Follow the service policies and procedures and be an advocate for children, support families and engage with community agencies.
- Promote a culture of child safety and wellbeing and the safe use of online environments.
- Be aware of and follow all responsibilities set out in the "Safe Use of Digital Technologies and Online Environments Policy and Procedure" in relation to taking, accessing and storing of images and videos of children including only using service-supplied devices.
- Complete the Digital Imagery Requirements Form and if required the Electronic Device Authorisation Form.
- Complete the required child safety and child protection training and any refreshers as required and requested for your role and provide evidence of completion, including, but not limited to any certificates and/or knowledge check documents.
- Where there is an actual, potential or reasonably perceived conflict of interest, for instance the person raising the concern/allegation or the person the concern/allegation is about, acknowledge any conflict of interest to the Nominated Supervisor when passing on the concern/allegation.
- Ensure any complaint/allegation is still followed through and reported regardless of any actual, perceived or potential conflict of interest or any relationship you may have with the person raising the concern/allegation or the person whom the concern/allegation relates to.

Communication

- Educators, students and volunteers and families will have access to this policy at all times.
- Information will be included in induction for new educators, students and volunteers and be included in service handbooks
- Educators and families will be provided with opportunities to be involved in the review of this policy.

- Educators, students and volunteers and families will be provided with information from this policy at the time of employment and orientation.
- Changes to this policy and procedure document will be shared with families, students and volunteers and educators.

Enforcement

The failure of any person to comply with this policy in its entirety may lead to:

- Termination or modification of child enrolment
- Restriction of access to the service
- Performance management of an employee which may lead to termination

Related Policies and Forms

- Recruitment, Selection and Employment Policy and Procedure
- Interactions with Children Policy and Procedure
- Positive Behaviour Guidance Policy and Procedure
- Protected Disclosures Policy and Procedure
- Discipline and Procedures Policy and Procedure
- Safe Use of Digital Technologies and Online Environments Policy and Procedure
- WWCC Record Keeping Form
- Staff Schedule
- Staff Personal Details Form
- Determining Suitability for Responsible Person in Charge
- Student and Volunteer Record Form
- Relief Staff, Student and Volunteer Induction
- Staff Induction Form
- Student, Volunteer and Visitor Policy and Procedure
- Injury on Intake Form
- Nominated Supervisor Working with Children Confirmation Form
- Child Safe and Wellbeing Policy and Procedures
- Mandatory Reporting Guide
- NSW WWCC Record Keeping Template
https://ocg.nsw.gov.au/resources?combine=&field_published_date_value=&field_topic_target_id%5B36%5D=36
- Digital Imagery Requirements Form
- Electronic Device Authorisation Form
- ACECQA “NQF Child Safety Guides - Reporting and Responding Schemes” key contacts and information when responding to complaints and disclosures
https://www.acecqa.gov.au/sites/default/files/2025-06/CSCG_Reporting_and_Responding_Schemes_-_Template_AttD.pdf
- “Responding to incidents, disclosures and suspicions of child abuse” NSW Department of Education <https://education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/child-safety/responding-to-incidents-reporting-flowchart.pdf>

Legislation, Recognised Authorities and Sources

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- “Recognising and managing conflicts of interests, The NSW Reportable Conduct Scheme – Fact Sheet 5” NSW Office of the Children’s Guardian” (accessed on-line April 2026) https://ocg.nsw.gov.au/sites/default/files/2022-02/fs_rc_recognising_managing_conflicts_of_interest.pdf
- “Reporting incidents and concerns” NSW Early Learning Commission (accessed on-line April 2026) <https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety/reporting-incidents-and-concerns>
- “Compliance Focus – Child Safe Environments” NSW Government, Education (accessed on-line April 2026) https://education.nsw.gov.au/early-childhood-education/leadership/news/compliance-focus---child-safe-environments?utm_source=sfmc&utm_medium=email&utm_campaign=20260216_Commission+EEEC+Update&utm_term=https%3a%2f%2feducation.nsw.gov.au%2fearly-childhood-education%2fleadership%2fnews%2fcompliance-focus---child-safe-environments&utm_id=260893&sfmc_id=69079223
- “Child Protection and Child Safety Training Requirements” NSW Government (accessed on-line April 2026) <https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety/child-protection-training-requirements>
- “Strengthened NQF child safety and protections” ACECQA (accessed on-line April 2026) <https://www.acecqa.gov.au/child-safety-changes-national-quality-framework-strengthening-safety-education-and-care>
- GECKO Training Website https://www.education.gov.au/early-childhood/providers/howto/online-learning?utm_source=ecec2025-08-20&utm_medium=email&utm_campaign=gecko
- “Understanding Paramount Consideration” ACECQA (accessed on-line April 2026) https://www.acecqa.gov.au/information-sheet-understanding-paramount-consideration?fbclid=IwRIRTSAQK9GZleHRuA2FlbQlxMQBzcnRjBmFwcF9pZAo2NjI4NTY4Mzc5AAEeLLXVm8sqmNik2vTImjMuwsTU4TDxJ8t0AsE2_3T7QpXpCn3P4suvvMQtmxs_aem_v6Rfo0EubY7K8zvZz5Ehig
- “National Principles for Child Safe Organisations” Australian Human Rights Commission 2018 (accessed on-line April 2026) <https://www.childsafety.gov.au/resources/national-principles-child-safe-organisations>
- “Implementing the Child Safe Standards” NSW Department of Education (accessed on-line April 2026) https://education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/Guide_Child_Safe_Standards.pdf
- “Responding to incidents, disclosures and suspicions of child abuse” NSW Department of Education (accessed on-line April 2026) <https://education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/child-safety/responding-to-incidents-reporting-flowchart.pdf>
- “Guide to the Child Safe Standards” NSW Office of the Children’s Guardian (accessed on-line April 2026) https://ocg.nsw.gov.au/sites/default/files/2021-12/g_CSS_GuidetotheStandards.pdf
- “Updated Record Keeping Requirements to Support Child Protection” NQF Review Information Sheet ACECQA (accessed on-line April 2026) https://www.acecqa.gov.au/sites/default/files/2026-01/QA7_Best_practice_record_keeping_Supporting_child_protection.pdf
- “Embedding the National Child Safe Principles” NQF Review Information Sheet (accessed on-line April 2026) https://www.acecqa.gov.au/sites/default/files/2023-08/InfoSheet_EmbeddingTheNationalChildSafePrinciples_1.pdf
- “Child Protection Training Requirements – Government Protocol” NSW Government (accessed on-line April 2026) <https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety/child-protection-training-requirements>

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- “Who are Mandatory Reports?” Communities & Justice NSW Government (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/mandatory-reporters/who-are-mandatory-reporters.html>
- “Mandatory Reporters” Communities & Justice NSW Government (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/mandatory-reporters/mandatory-reporters--what-to-report-and-when.html> “What is Mandatory Reporting?” ChildStory Reporter (accessed on-line April 2026) <https://reporter.childstory.nsw.gov.au/s/article/ka42800000057L8AAI/What-is-Mandatory-Reporting>
- “ChildStory Reporter” Communities & Justice NSW Government (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/childstory/childstory-reporter.html>
- “Child at risk of harm or neglect” Communities & Justice NSW Government (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/reporting-a-child-at-risk/child-at-risk-of-harm-and-neglect.html>
- “Recognising Child Abuse” NSW Communities and Justice (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/information-for-multicultural-families-and-communities/recognising-child-abuse.html>
- “Mandatory Reporter Guide” NSW Communities and Justice (accessed on-line April 2026) <https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/mandatory-reporters/mandatory-reporters--what-to-report-and-when/the-mandatory-reporter-guide--mrg-.html>
- “The NSW Reportable Conduct Scheme – Fact Sheet 10 – Information for Employers” Office of the Children’s Guardian NSW Government (accessed on-line April 2026) <https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme/reportable-conduct-fact-sheets>
- “The NSW Reportable Conduct Scheme – Fact Sheet 1 “Identifying Reportable Allegations” Office of the Children’s Guardian NSW Government (accessed on-line April 2026) <https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme/reportable-conduct-fact-sheets>
- “The NSW Reportable Conduct Scheme – Fact Sheet 2 – Heads of entities and reportable conduct responsibilities” Office of the Children’s Guardian NSW Government (accessed on-line April 2026) <https://ocg.nsw.gov.au/organisations/reportable-conduct-scheme/reportable-conduct-fact-sheets>
- “Who needs a Check” Office of the Children’s Guardian NSW Government (accessed on-line April 2026) <https://ocg.nsw.gov.au/working-children-check/who-needs-check>
- “Role of an Employer with the Working with Children Check” Office of the Children’s Guardian NSW Government (accessed on-line April 2026) <https://ocg.nsw.gov.au/working-children-check/wwcc-information-organisations/role-employer-working-children-check#:~:text=Organisations%20must%20verify%20Working%20with,Check%2C%20updated%20after%205%20years.>
- “Responding to children and young people’s disclosures of abuse” Australian institute of family studies, child family community Australia, (accessed on-line April 2026) <https://aifs.gov.au/resources/practice-guides/responding-children-and-young-peoples-disclosures-abuse>
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- “Challenging myths about child abuse and sexual abuse to children with facts” ACECQA (accessed on-line April 2026) https://www.acecqa.gov.au/sites/default/files/2025-06/CSG_Tools_ProtectiveBehaviours_ChallengingMythsAboutChildAbuseAndSexualAbuseToChildrenWithFacts_0.pdf
- NAPCAN Website for child safe and child protection training <https://www.napcan.org.au> (accessed on-line April 2026)
- ACECQA “NQF Child Safety Guides - Reporting and Responding Schemes” (accessed on-line April 2026) https://www.acecqa.gov.au/sites/default/files/2025-06/CSCG_Reporting%20and%20Responding%20Schemes%20-%20Template_AttD.pdf
- “Guide to the National Quality Framework” Australian Children’s Education & Care Quality Authority
- [NSW Children \(Education and Care Services National Law Application\) Amendment ACT](#)
 - 5AA meaning of “inappropriate conduct” in relation to child [NSW]
 - 166A Offence to subject child to inappropriate conduct [NSW]
 - 168(2)(i) (ia) child-safe recruitment practices
 - 168 (2) (i) (ib) child-safe employment practices
 - 174AA Educators and other staff members of education and care service to notify certain information [NSW]
 - 174AB Approved provider must notify Regulatory Authority of event under section [NSW]
 - 188A False or misleading information about certain notices [NSW]
- [Education and Care Services National Law Act 2010](#)
 - S2A Paramount consideration—safety, rights and best interests of children
 - Division 4a – National Early Childhood Worker Register s269A-F
 - 162A Child protection training
 - 162B Child safety training
 - 165 Offence to inadequately supervise children
 - 166 Offence to use inappropriate discipline
 - 166A Offences relating to inappropriate conduct
 - 175D Requirement to use service-supplied device in education and care service (other than family day care service)
 - 175F Offences relating to capturing, storing or transmitting images of children175J authorisation to have possession or control of personal device while working directly with children
- [Education and Care Services National Regulations](#)
 - 84 Awareness of child protection law
 - 149 Volunteers and Students
 - 168 Education and care service must have policies and procedures
 - 170 Policies and procedures to be followed
 - 171 Policies and procedures to be kept available
 - 172 Notification of change in policies or procedures affecting ability of family to utilise service

- [Education and Care Services National Regulations \(NSW\)](#)
 - 84 (3) obligations under awareness of child protection law
- National Quality Standards
 - 2.2.3 Child Protection
 - 7.1.2 Management systems

Review Information

Dates of Revisions:

March 2020, May 2021, March 2022, March 2023, September 2023, Feb 2024, April 2024, May 2024, July 2024, Feb 2025, July 2025, September 2025, Feb 2026, April 2026, May 2026

Changes in this revision:

- Clarification on volunteers in relation to mandatory child safety training
- Included requirement to complete a risk assessment to determine which volunteers are required to complete the mandatory child safety training
- When possible, roster to minimise the times that educators are left working alone with children for long periods of time.
- Ensure staff know how to report concerns and keep the NSW Early Learning Commission's Reporting Guide in a place accessible by all staff.
- Included Protected Disclosures Policy and Procedure in related documents.
- Educators - Avoid being alone with a child in a private space.

I _____ have been provided with this policy and the opportunity to ask questions. I have read and understand my responsibilities under this policy and procedure. I will ensure I ask questions if I am unsure. I also understand the importance of supporting other educators and families in fulfilling their responsibilities. I will seek support from my supervisor if needed to comply.

Signed: _____

Date: _____