



Sisters of Saint Joseph
of the Sacred Heart

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Safeguarding Complaints Handling Policy and Reporting Procedure

Policy Name	Safeguarding Complaints Handling Policy and Reporting Procedure		
Version	v.1.0	Approved by the Congregational Leadership Team on	February 2021
Responsible person	Safeguarding Co-ordinator	Scheduled review date	February 2024



Safeguarding Complaints Handling Policy and Reporting Procedure

Sisters of Saint Joseph of the Sacred Heart

Mission Statement

The Sisters of Saint Joseph of the Sacred Heart continue God's mission by immersing themselves in the midst of life to empower others and bring hope.

Complaints Handling Policy

1. Introduction

- 1.1 The Sisters of Saint Joseph of the Sacred Heart (**SOSJ**) take all allegations of child abuse and child safety complaints seriously.
- 1.2 SOSJ has a zero tolerance of child abuse. It will be guided by its Child Safeguarding Commitment Statement and broader values and strategic vision.
- 1.3 This document sets out SOSJ's policy for managing child safety complaints and the procedure that Workplace Participants and SOSJ must follow in relation to reporting and responding to child safety complaints.

2. Scope

- 2.1 Everyone is responsible for creating and maintaining a child safe culture.
- 2.2 This policy applies to every person in relationship with SOSJ including Congregational Leadership, Sisters in nominated roles, lay employees, clergy in nominated roles, and formal volunteers (**Workplace Participants**). This policy also applies to Sisters, Josephite Affiliates, Advisory committee members and Child Safeguarding committee members. It should be read in conjunction with SOSJ's Child Safeguarding Policy and the Child Safeguarding Code of Conduct.
- 2.3 A 'complaint' includes any allegation, suspicion, concern, disclosure, or report:
 - (a) of a breach of SOSJ's Child Safeguarding Code of Conduct or other Safeguarding policy or procedure;
 - (b) that any person included at 2.2 of this policy, has engaged in child abuse or inappropriate behaviour towards a child (regardless of whether the child is associated with SOSJ);
 - (c) about, or relating to, child abuse in an institutional context;

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- (d) regarding abuse between two or more children associated with SOSJ;
 - (e) of historical allegations of child abuse; and
 - (f) regarding alleged abuse towards a child associated with SOSJ.
- 2.4 A complaint can be made by anyone – including a child, adult survivor, parent, trusted adult, independent support person, community member or any person included at 2.2 of this policy (complainant).

3. Principles

- 3.1 SOSJ takes all child safety complaints seriously and will respond to each complaint in accordance with this policy and the relevant procedure.
- 3.2 Any person who in good faith, raises a complaint or discloses an allegation of child abuse will not be disadvantaged or prejudiced and will be protected from victimisation. Reports will be dealt with in a timely and confidential manner.
- 3.3 SOSJ and persons listed at 2.2 of this policy will be guided by the following principles:
- (a) the safety of all children will be the upmost priority when responding to any child safety complaints;
 - (b) it is difficult for all individuals, particularly children, to disclose abuse and an appropriate response to any disclosure is critical for the recovery process of a survivor;
 - (c) it is important that SOSJ and all persons listed at 2.2 of this policy reduce barriers that are in place for individuals who disclose, such as by publicising information on how to raise concerns, providing different pathways and allowing different methods of raising concerns;
 - (d) SOSJ will support any person listed at 2.2 of this policy who makes a complaint or report regarding suspected child abuse and state that they do not need SOSJ's consent to make an external report;
 - (e) in responding to complaints, persons listed at 2.2 of this policy and SOSJ, will pay particular attention to the needs of First Nations children, children with disability, and children from culturally and linguistically diverse backgrounds, those who are unable to live at home, and children with diverse needs;
 - (f) when responding to complaints, SOSJ will be mindful of any conflicts of interests that may exist; and
 - (g) SOSJ will investigate any complaints in accordance with the principles of natural justice and procedural fairness.

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4. Roles and responsibilities

4.1 In relation to responding to child safety complaints, the relevant roles and responsibilities are set out below.

Role	Key Responsibilities
Workplace Participants, Sisters, Josephite Affiliates, Advisory committee members and Child Safeguarding committee members	<ul style="list-style-type: none"> Comply with obligations under this policy and procedure Immediately report child safety complaints and concerns to the state-based child protection legislative agency. Report child safety complaints and concerns to a Safeguarding Co-ordinator and / or Professional Standards Officer. Workplace Participants, Sisters, and Josephite Affiliates within the Regions are to also report concerns to the Regional Leader. Congregational Administration Centre Workplace Participants are to also report concerns to the Chief Operating Officer/General Manager. Immediately report child safety complaints and concerns regarding the Safeguarding Co-ordinator and / or Professional Standards Officer, directly to the Congregational Leader Complete risk assessments as required Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious. Comply with their reporting obligations to regulatory authorities Be cognisant of red flags and indicators of abuse Maintain confidentiality of the complainant, child and all individuals involved Raise any perceived or actual conflicts of interest Cooperate with all directions from SOSJ and internal and external investigations
Safeguarding Co-ordinator and Professional Standards Officer	<ul style="list-style-type: none"> First responder to complaints Provide assistance and support to persons listed at 2.2 of this policy, when making a report to external authorities in compliance with procedures Escalate complaints to the Congregational Leader as needed Advise the Child Safeguarding Committee of non-identifying details of complaints Provide recommendations to the Congregational Leader in relation to reports under Reportable Conduct Schemes in relevant States and Territories Manage any historical allegations or claims Manage any internal investigation and engage an external investigator if required Provide and / or arrange support and pastoral care to any persons listed at 2.2 of this policy, implicated in a child safety complaint Ensure compliance with confidentiality and privacy obligations. Co-ordinate training and education to persons listed at 2.2 of this policy, regarding their obligations under this policy and the procedures

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	<ul style="list-style-type: none"> • Complete and / or support people listed at 2.2 of this policy, to complete the initial risk assessment when a child safety complaint or concern is raised • Provide and / or arrange support and care to children involved and any relevant witnesses • Be mindful of and raise any conflict of interest concerns • Co-ordinate and co-operate with any external regulatory body involved • Ensure this policy and its procedures are publicly available in a variety of formats including in a format appropriate for children
Child Safeguarding Committee	<ul style="list-style-type: none"> • Support the Safeguarding Co-ordinator in responding to child safety complaints • Provide recommendations to the Congregational Leader in relation to reports under Reportable Conduct Schemes in relevant States and Territories • Support the Safeguarding Co-ordinator to update this policy and the procedures as legislation and best practice changes • Review the initial risk assessment as required • Ensure proper records are kept in accordance with this policy
Regional Leader, Leader or Manager	<ul style="list-style-type: none"> • Oversee child safety complaints and any disciplinary action against workplace participants as needed and in consultation with the Manager, People and Culture • Provide and / or arrange support and pastoral care to any person implicated in a child safety complaint • Ensure compliance with confidentiality and privacy obligations
Assistant Congregational Leader	<ul style="list-style-type: none"> • Manages any complaints made against the Congregational Leader • Follows civil and canonical requirements and processes in relation to complaints made against the Congregational Leader
Congregational Leader	<ul style="list-style-type: none"> • Manage any complaints made against the Safeguarding Co-ordinator and / or Professional Standards Officer • Comply with reporting requirements under relevant Reportable Conduct Schemes as the head of the entity • Manage any internal investigation and engaging an external investigator if required, if the complaint or allegations relates to the Safeguarding Co-ordinator or Professional Standards Officer • Ensure compliance with confidentiality and privacy obligations • Provide reports to the Congregation as needed • Approve this policy and procedures

5. Responding and reporting

5.1 This section sets out the process persons listed at 2.2 of this policy and SOSJ will follow when a child safety complaint is received.

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Step One – First Response

- 5.2 When a person listed at 2.2 of this policy becomes aware of a complaint through a disclosure, the person must be mindful of their first response. They should:
- (a) let the complainant use their own words to explain what has occurred;
 - (b) reassure them that you take what they are saying seriously, and it is not their fault and that they are doing the right thing;
 - (c) do not leave them in a distressed state. If they seem at ease in your company stay with them, otherwise get support from the Congregational Safeguarding Co-ordinator;
 - (d) keep a clear written record of the conversation (either during if possible or immediately after);
 - (e) offer the child or adult complainant support or pastoral care as appropriate;
 - (f) if the complainant is the child survivor:
 - (i) try to separate them from other children discreetly and listen to them carefully;
 - (ii) If you believe that the child is at immediate risk of harm, do all within your legal power to ensure the child's immediate safety, such as calling 000. Explain to the child that this information may need to be shared with others, such as with their parent / care giver (if safe to do so), specific people in your organisation, or to regulatory authorities; and
 - (iii) do not make promises to the child such as promising not to tell anyone about the incident, except that you will do your best to keep them safe.
 - (g) refer to and comply with this policy and the relevant state-based procedure below.

Step Two – Assess your reporting obligations

- 5.3 Persons listed at 2.2 of this policy must refer to the relevant state-based procedure below and assess whether they are a mandatory reporter and therefore required by legislation to make an external report to a regulatory authority.
- 5.4 SOSJ requires Workplace Participants and other persons listed within the scope of this policy, to report information pertaining to alleged child abuse, to

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the relevant state based statutory child protection service, regardless of whether they are listed as a mandatory reporter.

- 5.5 Persons listed at 2.2 of this policy are encouraged to seek support from the Congregational Safeguarding Co-ordinator but are not required to do so before making a report.

Step Three – Internal report

- 5.6 As soon as possible after the disclosure, record the information using the complainant or survivor's words. Persons listed at 2.2 of this policy must then notify the Safeguarding Co-ordinator (if not already completed). The Safeguarding Co-ordinator will report to the Congregational Leader and advise the Child Safeguarding Committee as required.
- 5.7 If the complaint relates to alleged abuse by a person listed at 2.2 of this policy, this must immediately be reported to the Safeguarding Co-ordinator who will then escalate this to the Congregational Leader with a recommendation regarding whether a report needs to be made under any State or Territory Reportable Conduct Scheme.
- 5.8 The Safeguarding Co-ordinator will advise the Child Safeguarding Committee of the complaint. The Child Safeguarding Committee will provide a recommendation to the Congregational Leader whether a report needs to be made under any State or Territory Reportable Conduct Scheme.
- 5.9 The Safeguarding Co-ordinator, the Child Safeguarding Committee, and the Congregational Leader are to be conscious of and comply with the prescribed timeframes under the relevant State and Territory Reportable Conduct Schemes.
- 5.10 If the complaint relates to alleged abuse by the Safeguarding Co-ordinator and / or Professional Standards Officer, the Workplace Participant must immediately report this to the Congregational Leader.
- 5.11 Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious.
- 5.12 If the matter is a historical allegation (including under the National Redress Scheme) or involves a claim of compensation, or contacts the Professional Standards Officer directly, the Professional Standards Officer will advise the Congregational Leader and Child Safeguarding Committee of the complaint, and will respond to the matter promptly, ensuring all parties are regularly updated with the progress of the matter.

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Step Four – Initial risk assessment

- 5.13 The Safeguarding Co-ordinator will complete or support an initial risk assessment to identify and minimise any risk to children, the respondent and the proper investigation of the complaint. This will include considering and mitigating any conflicts of interest.
- 5.14 The risk assessment should be updated throughout the response and investigation process.
- 5.15 If the complaint or disclosure of child abuse involves allegations against a person listed at 2.2 of this policy, and there is a risk that the person may come into contact with children, the Safeguarding Co-ordinator must immediately notify the Workplace Participant's Leader or Manager, and / or Regional Leader or Congregational Leader.
- 5.16 The Leader or Manager, or Regional Leader, or Congregational Leader, must then remove the accused person from active duty, which could entail standing down (with pay, where applicable), re-assignment to other duties that do not have direct contact with children, or to work under increased supervision while the matter is being investigated. This decision will be made in consultation with the Manager, People and Culture, and consider the advice of the Safeguarding Co-ordinator / Professional Standards Officer, and the Child Safeguarding Committee as required with the safety of children as the guiding factor.
- 5.17 Complaints against Workplace Participants will be managed with reference to the Managing Underperformance and Disciplinary Policy.

Step Five – Internal investigations

- 5.18 All persons listed at 2.2 of this policy and SOSJ will cooperate with any investigation by a regulatory authority. No internal investigation or interview will commence until clearance has been provided by the relevant state regulator and / or police.
- 5.19 Once clearance has been provided, SOSJ may investigate allegations relating to an incident of abuse in accordance with its obligations and to the extent reasonably practicable. In some circumstances, it may be necessary for SOSJ to conduct an investigation in addition to any investigation conducted by authorities (e.g. under state Reportable Conduct Schemes).
- 5.20 All persons listed at 2.2 of this policy must co-operate fully with any internal investigation by SOSJ.
- 5.21 SOSJ will make every effort to keep any investigation confidential; however, from time-to-time other people may need to be consulted in conjunction with the investigation (e.g. to provide witness statements). SOSJ will ensure that any conflicts of interest are considered and managed.

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- 5.22 An investigation conducted by SOSJ will be conducted in accordance with procedural fairness to protect the integrity of the investigation and the interests of all the participants involved in the investigation. Any person listed at 2.2 of this policy who is implicated in a complaint will be given an opportunity to respond.
- 5.23 In some circumstances, it may be appropriate for SOSJ to engage a person (or persons) from outside SOSJ to conduct an independent investigation or provide advice in relation to allegations, such as a legal representative.
- 5.24 Following any internal investigation, findings and recommendations should be made. SOSJ will assess whether the allegation is substantiated on the balance of probabilities and if any substantiated allegations amount to a breach of its Child Safeguarding Code of Conduct or any other policy or procedure. The complainant will be notified of the outcome.
- 5.25 Where a complaint related to child sexual abuse against a SOSJ Sister is substantiated, they will be removed from ministry. If a Sister or individual participating in formation is convicted of an offence relating to child sexual abuse, the Sister will be permanently removed from ministry and will not be permitted to hold themselves out as being a person with religious authority. SOSJ may also refer the complaint to the relevant dicastery. Where a complaint related to child sexual abuse against an individual participating in formation is substantiated, the formation process will be discontinued, and the complaint referred to the local civil authority and relevant child protection agency.
- 5.26 Following any investigation, an updated risk assessment should be undertaken to ensure risks to children are managed.
- 5.27 SOSJ has full discretion to put in place safety management plans or take disciplinary action (including increased supervision, disciplinary action, dismissal or summary dismissal) where it forms a reasonable belief that it is not safe for a person listed at 2.2 of this policy, to interact with children in accordance with its duty of care.

Step 6 – Support and communication with complainant

- 5.28 As part of SOSJ's duty of care and commitment to pastoral care, SOSJ will provide support to children impacted by abuse. This may include:
- (a) observing and monitoring the child's behaviour;
 - (b) referring the child to support and pastoral care where appropriate;
 - (c) arranging a support person for the child; and
 - (d) liaising with appropriate professionals.

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- 5.29 SOSJ will also offer adult complainants pastoral care, a personal meeting or a direct personal response, or support as required.
- 5.30 SOSJ will ensure that complaints are responded to promptly and procedural fairness is applied. SOSJ will provide complainants with updates regarding its response to the complaint as appropriate.

Step 7 – Monitoring, Support and Communication with respondents (if respondent is a person listed at 2.2 of this policy)

- 5.31 As part of SOSJ's duty of care and commitment to pastoral care, SOSJ will provide support to respondents who have been identified within the context of a complaint or allegation. This may include:
- a) monitoring and supporting the wellbeing of the respondent;
 - b) arranging a support person for the respondent;
 - c) referring the respondent to counselling and / or pastoral care where appropriate;
 - d) ensuring the respondent has a safe place to stay and consideration given to other practical and financial needs; and / or
 - e) ensuring access to Spiritual Direction.
- 5.32 SOSJ will ensure that all complaints are responded to promptly and procedural fairness is applied.
- 5.33 SOSJ will ensure that the respondent is informed of the allegation with sufficient detail.
- 5.34 SOSJ will remain in regular contact with the respondent and ensure that the respondent is kept informed of the progress of the investigation as appropriate.
- 5.35 SOSJ will inform the respondent in writing of the outcomes of the investigations and also inform the respondent of their right to a review.

Step 8 - Evaluation

- 5.36 The Congregation will be notified as needed and policies and procedures may need to be reviewed.
- 5.37 A final risk assessment should be undertaken to ensure risks to children are managed.

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6. Privacy and record keeping

- 6.1 All child abuse complaints, incidents, allegations, disclosures, concerns and referrals must be carefully recorded. This confidential information must be stored, protected and retained for fifty (50) years.
- 6.2 At all times, the confidentiality of all individuals involved, particularly children, must be maintained and information regarding the complaint should only be shared on a need to know basis. Persons listed at 2.2 of this policy and SOSJ must comply with its Privacy Policy.

7. Breach of this Policy

- 7.1 Any breach of this policy may result in disciplinary action, including up to termination of engagement or employment.

8. Review

- 8.1 A review of this policy shall be conducted every three (3) years or earlier if required, such as due to changes in legislation.
- 8.2 The Congregational Leader or her delegate, is responsible for ensuring that this policy and its procedures are reviewed and updated as needed.

9. Related policies, procedures, documents, annexures and legislation

- 9.1 This Policy should be read in conjunction with the following related documents:
- (a) Reporting Procedure and listed legislation contained within
 - (b) Annexure 1 Child Safety Reporting Form
 - (c) Child Safeguarding Commitment Statement
 - (d) Child Safeguarding Policy
 - (e) Child Safeguarding Code of Conduct
 - (f) Safeguarding Risk Management Policy and Framework
 - (g) Safeguarding Information Sharing and Record Keeping Policy
 - (h) Privacy Policy
 - (i) Managing Underperformance and Disciplinary Policy
 - (j) Vos Estis Lux Mundi

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(k) Integrity in the Service of the Church

(l) Integrity in Ministry

9.2 Relevant legislation is listed in the procedures below.

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Approval Date:	February 2021
Review Date:	February 2024

CLT approval date: 24 / 2 / 2021

Signature:

M. M. Cavanagh

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Reporting Procedures

This section sets out the relevant state-based reporting procedures. Persons listed at 2.2 of this policy must comply with their reporting obligations which apply to them personally and should refer to the relevant state's procedure.

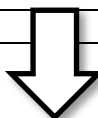
These procedures must be read in conjunction with the Complaints Handling Policy.

AUSTRALIAN CAPITAL TERRITORY REPORTING FLOWCHART

Step 1: Is the child in immediate danger?

Persons listed at 2.2 of this policy will stay with the child (if within their presence) and take all reasonable steps to ensure the child's safety.

Any person that believes a child is at immediate risk of abuse should telephone 000.



Step 2: Is there a requirement to report?

Mandatory reporters must make a report to the Child and Youth Protection Services (CYPS) if they believe on reasonable grounds that a child or young person has experienced or is experiencing sexual abuse or non-accidental physical injury and the belief is formed in the course of that person's work (*Children and Young People Act 2008*).

Mandatory reporters include ministers of religion, doctors, dentists, nurses, midwives, psychologists, teachers, police officers, school counsellors, public advocate and childcare centre workers that care for a child.

Any person that obtains information that leads them to reasonably believe that a sexual offence has been committed against a child **must** give that information to a police officer as soon as practicable after forming the belief (*Crimes Act 1900*).

Any person that is aware that there is a substantiation risk that a sexual offence will be committed against a child or young person in SOSJ's care, supervision or control by a person associated with SOSJ **must not** intentionally or negligently fail to reduce or remove the risk. Making a report to the CYPS or the police is one such way of reducing or removing the risk (*Crimes Act 1900*).

Any person that believes or suspects that a child or young person is being abused or neglected or is at risk of abuse or neglect may report the belief or suspicion and reasons to the CYPS and / or police (*Children and Young People Act 2008*).

SOSJ requires Workplace Participants and other persons listed within the scope of this policy, to report information pertaining to alleged child abuse, to the relevant state based statutory child protection service, regardless of whether they are listed as a mandatory reporter.



Step 3: Internal reporting

Persons listed at 2.2 of this policy must notify the Safeguarding Co-ordinator of the complaint by submitting the Child Safety Reporting Form (Annexure 1) to [ChildSafeGuarding@sosj.org.au].

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If a Safeguarding Co-ordinator and / or Professional Standards Officer is implicated, the person must immediately notify the Congregational Leader of the complaint by submitting the Child Safety Reporting Form directly to the Congregational Leader.

If the matter involves an allegation against a person listed at 2.2 of this policy, the Safeguarding Co-ordinator will report the matter to the Congregational Leader with a recommendation regarding whether the Reportable Conduct Scheme applies (*Ombudsman Act 1989*). The Safeguarding Co-ordinator will also report the matter to the Child Safeguarding Committee who will make a recommendation to the Congregational Leader regarding whether the Reportable Conduct Scheme applies.

Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious.

The Safeguarding Co-ordinator must complete or support the completion of an initial risk assessment when a child safety complaint or concern is reported.

If deemed necessary, any person listed at 2.2 of this policy alleged to have committed an offence may be stood down while the investigation is conducted.

Step 4: Make an external report

To make a report, please call the CYPS on 1300 556 729 or 1300 556 728 if you are a mandatory reporter.

AND/OR

Ring the police on 000.

Request that if an interview is to take place at a SOSJ, the visiting police officer/CYPS representative is in plain clothes.

AND/OR

If the Reportable Conduct Scheme applies, the Congregational Leader will make a report to the ACT Ombudsman within 30 days of being made aware of the allegation of reportable conduct by filling out a notification form and emailing to act@ombudsman.gov.au.

Step 5: Co-operate with regulatory authorities

All persons listed at 2.2 of this policy and SOSJ will cooperate with any investigation by the police/the CYPS/ACT Ombudsman. Support will be provided to the child(ren) as appropriate. All correspondence from regulatory authorities should be directed to a Safeguarding Co-ordinator.

SOSJ will not interview the child further or otherwise investigate until the police/the CYPS/ACT Ombudsman have provided it with permission to do so.

Step 6: Internal investigation

Once clearance has been provided to SOSJ by relevant regulatory authorities, SOSJ may conduct its own internal investigation. SOSJ will be required to conduct an internal investigation if the Reportable Conduct Scheme applies.

If an internal investigation is conducted, the Safeguarding Co-ordinator or Professional Standards Officer (or Congregational Leader if the allegations relate to the Safeguarding Co-ordinator or

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Professional Standards Officer) will appoint a relevant person to manage the internal investigation. If required, an external investigator will be appointed. The investigation will be undertaken in accordance with procedural fairness and natural justice.

Following any internal investigation, findings and recommendations should be made and findings of the investigation will also be reported to any external body as required (e.g. the ACT Ombudsman if the Reportable Conduct Scheme applies).

Following any investigation, the Safeguarding Co-ordinator will conduct or support an updated risk assessment, to ensure risks to children are managed.

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NEW SOUTH WALES REPORTING FLOWCHART

Step 1: Is the child in immediate danger?

Persons listed at 2.2 of this policy will stay with the child (if within their presence) and take all reasonable steps to ensure the child's safety.

Any person that believes a child is at immediate risk of abuse should telephone 000.

Step 2: Is there a requirement to report?

Mandatory Reporters that have reasonable grounds to suspect that a child is at risk of significant harm and those grounds arise from their work with SOSJ **must** make a report to the Department of Communities and Justice. Mandatory reporters include an employee or a manager who are involved in the provision of health care, welfare, education, children's services, residential services or law enforcement, wholly or partly, to children (*Children and Young Persons (Care and Protection) Act 1998*).

Any person that knows, believes or reasonably ought to know that child abuse has been committed against a child under the age of 18 and their information might be of assistance to police in apprehending, prosecuting or convicting the offender, **must** make a report to the police as soon as practicable (*Crimes Act 1900*).

Any person that knows that there is a serious risk that another person listed at 2.2 at SOSJ will commit child abuse against a child who is or may come under the care, supervision or authority of the organisation **must not** negligently fail to reduce or remove the risk. Reporting to the police or the Department of Communities and Justice is one way to reduce or remove the risk (*Crimes Act 1900*).

Any person that has reasonable grounds to suspect that a child is at risk of significant harm, **may** disclose that information to the Department of Communities and Justice (*Children and Young Persons (Care and Protection) Act 1998*).

SOSJ requires Workplace Participants and other persons listed within the scope of this policy, to report information pertaining to alleged child abuse, to the relevant state based statutory child protection service, regardless of whether they are listed as a mandatory reporter.

Step 3: Internal reporting

Persons listed at 2.2 of this policy must notify the Safeguarding Co-ordinator of the complaint by submitting the Child Safety Reporting Form (Annexure 1) to [ChildSafeGuarding@sosj.org.au].

If a Safeguarding Co-ordinator and / or Professional Standards Officer is implicated, the person must immediately notify the Congregational Leader of the complaint by submitting the Child Safety Reporting Form directly to the Congregational Leader.

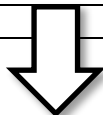
If the matter involves an allegation against a person listed at 2.2 of this policy, the Safeguarding Co-ordinator will report the matter to the Congregational Leader with a recommendation regarding whether the Reportable Conduct Scheme applies (*Children's Guardian Act 2019*). The Safeguarding Co-ordinator will also report the matter to the Child Safeguarding Committee who will make a recommendation to the Congregational Leader regarding whether the Reportable Conduct Scheme applies.

Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious.

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The Safeguarding Co-ordinator must complete or support the completion of an initial risk assessment when a child safety complaint or concern is reported. If deemed necessary, any person listed at 2.2 of this policy alleged to have committed an offence may be stood down while the investigation is conducted.



Step 4: Make an external report

To make a report, please contact the Child Protection Helpline on 132 111.

AND/OR

Ring the police on 000.

Request that if an interview is to take place at SOSJ, the visiting police officer / Department of Communities and Justice representative is in plain clothes.

AND/OR

If the Reportable Conduct Scheme applies, the Congregational Leader will make a report to the Office of the Children's Guardian within seven business days after becoming aware of the reportable allegation.



Step 5: Co-operate with regulatory authorities

All persons listed at 2.2 of this policy and SOSJ will cooperate with any investigation by the police/Department of Communities and Justice/Office of the Children's Guardian. Support will be provided to the child(ren) as appropriate. All correspondence from regulatory authorities should be directed to a Safeguarding Co-ordinator.

SOSJ will not interview the child further or otherwise investigate until the police/Department of Communities and Justice have provided it with permission to do so.



Step 6: Internal investigation

Once clearance has been provided to SOSJ by relevant regulatory authorities, SOSJ may conduct its own internal investigation. If the Reportable Conduct Scheme applies, SOSJ must conduct an internal investigation.

If an internal investigation is conducted, the Safeguarding Co-ordinator or Professional Standards Officer or Congregational Leader (if the allegations relate to the Safeguarding Co-ordinator or Professional Standards Officer), will appoint a relevant person to manage the internal investigation. If required, an external investigator will be appointed. The investigation will be undertaken in accordance with procedural fairness and natural justice.

All persons listed at 2.2 of this policy must cooperate fully with any internal investigation.

Following any internal investigation, findings and recommendations should be made. The findings of the investigation will also be reported to any external body as required (e.g. if the Reportable Conduct Scheme applies, SOSJ will provide an interim or final report to the Office of the Children's Guardian within 30 calendar days of making the report).

Following any investigation, the Safeguarding Co-ordinator will conduct or support an updated risk assessment to ensure risks to children are managed.

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Responsible person	Safeguarding Co-ordinator	Scheduled review date	February 2024



NORTHERN TERRITORY REPORTING FLOWCHART

Step 1: Is the child in immediate danger?

Persons listed at 2.2 of this policy will stay with the child (if within their presence) and take all reasonable steps to ensure the child's safety.

Any person that believes a child is at immediate risk of abuse should telephone 000.



Step 2: Is there a requirement to report?

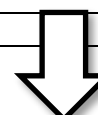
Any person must make a report to Territory Families or the police if the person believes on reasonable grounds that:

- (a) A child under 18 years old has suffered or is likely to suffer harm or exploitation;
- (b) A child under 14 years old has been or is likely to be a victim of a sexual offence occurring in the context of a special care relationship; or
- (c) A child under 18 has been or is likely to be a victim of a sexual offence occurring in the context of a special care relationships.

(Care and Protection of Children Act 2007).

Any person that believes on reasonable grounds that another person has caused, or is likely to cause, harm to someone else (the victim) with whom the other person is in a domestic relationship and / or the life or safety of another person is under serious or imminent threat because domestic violence has been, is being or is about to be committed **must** report their concerns to the police (Domestic and Family Violence Act 2007).

SOSJ requires Workplace Participants and other persons listed within the scope of this policy, to report information pertaining to alleged child abuse, to the relevant state based statutory child protection service.



Step 3: Internal reporting

Persons listed at 2.2 of this policy must notify the Safeguarding Co-ordinator of the complaint by submitting the Child Safety Reporting Form (Annexure 1) to [ChildSafeGuarding@sosj.org.au].

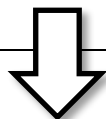
The Safeguarding Co-ordinator should notify the Congregational Leader and the Child Safeguarding Committee.

If a Safeguarding Co-ordinator and / or Professional Standards Officer is implicated, the person must immediately notify the Congregational Leader of the complaint by submitting the Child Safety Reporting Form directly to the Congregational Leader.

Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious.

The Safeguarding Co-ordinator must complete or support an initial risk assessment when a child safety complaint or concern is reported. If deemed necessary, any person listed at 2.2 of this policy alleged to have committed an offence may be stood down while the investigation is conducted.

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Step 4: Make an external report

To make a report, please call the Department on 1800 700 250.

AND/OR

Ring the police on 000.

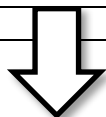
Request that if an interview is to take place at a SOSJ, the visiting police officer/Territory Families representative is in plain clothes.



Step 5: Co-operate with regulatory authorities

All persons listed at 2.2 of this policy will cooperate with any investigation by the police/Territory Families. Support will be provided to the child(ren) as appropriate. All correspondence from regulatory authorities should be directed to a Safeguarding Co-ordinator.

SOSJ will not interview the child further or otherwise investigate until the police/Territory Families have provided it with permission to do so.



Step 6: Internal investigation

Once clearance has been provided to SOSJ by relevant regulatory authorities, SOSJ may conduct its own internal investigation.

If an internal investigation is conducted, the Safeguarding Co-ordinator or Professional Standards Officer or Congregational Leader (if the allegations relate to the Safeguarding Co-ordinator or Professional Standards Officer) will appoint a relevant person to manage the internal investigation. If required, an external investigator will be appointed. The investigation will be undertaken in accordance with procedural fairness and natural justice.

All persons listed at 2.2 of this policy must cooperate fully with any internal investigation. Following any internal investigation, findings and recommendations should be made. The findings of the investigation will also be reported to any external body as required.

Following any investigation, the Safeguarding Co-ordinator will conduct or support an updated risk assessment to ensure risks to children are managed.

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QUEENSLAND REPORTING FLOWCHART

Step 1: Is the child in immediate danger?

Persons listed at 2.2 of this policy will stay with the child (if within their presence) and take all reasonable steps to ensure the child's safety.

Any person that believes a child is at immediate risk of abuse should telephone 000.



Step 2: Is there a requirement to report?

Mandatory Reporters must make a report to the Department of Child Safety, Youth and Women (**Department**) if they form a 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 and the child's parents are able or unwilling to protect the child from the harm (*Child Protection Act 1999*).

Any person that reasonably suspects a child may be in need of protection or an unborn child may be need in protection after he or she is born **may** disclose that information to the Department.

Any person that forms a belief on reasonable grounds that a child is in need of protection from child abuse (physical, sexual, emotional, psychological or neglect), **may** disclose that information to the police.

SOSJ requires Workplace Participants and other persons listed within the scope of this policy, to report information pertaining to alleged child abuse, to the relevant state based statutory child protection service, regardless of whether they are listed as a mandatory reporter.



Step 3: Internal reporting

Person's listed at 2.2 of this policy must notify the Safeguarding Co-ordinator of the complaint by submitting the Child Safety Reporting Form (Annexure 1) to [ChildSafeGuarding@sosj.org.au].

The Safeguarding Co-ordinator should notify the Congregational Leader and the Child Safeguarding Committee.

If a Safeguarding Co-ordinator and / or Professional Standards Officer is implicated, the person must immediately notify the Congregational Leader of the complaint by submitting the Child Safety Reporting Form directly to the Congregational Leader.

Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious.

The Safeguarding Co-ordinator must complete or support an initial risk assessment when a child safety complaint or concern is reported.

If deemed necessary, any persons listed at 2.2 of this policy alleged to have committed an offence may be stood down while the investigation is conducted.



Step 4: Make an external report

To make a report, please call the Department on:

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- Brisbane – 1300 682 254
- Central Queensland – 1300 703 762
- Far North Queensland – 1300 684 062
- Ipswich – 1800 316 855
- North Coast – 1300 703 921
- North Queensland – 1300 706 147
- South East – 1300 679 849
- South West (Darling Downs) – 1300 683 390
- After hours – 1800 177 135

AND/OR

Ring the police on 000.

Request that if an interview is to take place at SOSJ, the visiting police officer/Department representative is in plain clothes.

Step 5: Co-operate with regulatory authorities

All persons listed at 2.2 of this policy will cooperate with any investigation by the police/the Department. Support will be provided to the child(ren) as appropriate. All correspondence from regulatory authorities should be directed to a Safeguarding Co-ordinator.

SOSJ will not interview the child further or otherwise investigate until the police/the Department have provided it with permission to do so.

Step 6: Internal investigation

Once clearance has been provided to SOSJ by relevant regulatory authorities, SOSJ may conduct its own internal investigation.

If an internal investigation is conducted, the Safeguarding Co-ordinator or Professional Standards Officer or Congregational Leader (if the allegations relate to the Safeguarding Co-ordinator or Professional Standards Officer) will appoint a relevant person to manage the internal investigation. If required, an external investigator will be appointed. The investigation will be undertaken in accordance with procedural fairness and natural justice.

All persons listed at 2.2 of this policy must cooperate fully with any internal investigation. Following any internal investigation, findings and recommendations should be made. The findings of the investigation will also be reported to any external body as required.

Following any investigation, the Safeguarding Co-ordinator will conduct or support an updated risk assessment to ensure risks to children are managed.

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SOUTH AUSTRALIAN REPORTING FLOWCHART

Step 1: Is the child in immediate danger?

Person's listed at 2.2 of this policy will stay with the child (if within their presence) and take all reasonable steps to ensure the child's safety.

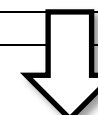
Any person that believes a child is at immediate risk of abuse should telephone 000.



Step 2: Is there a requirement to report?

All person's listed at 2.2 of this policy must make a report to the Department for Child Protection (**Department**) via the Child Abuse Report Line (CARL) if they suspect on reasonable grounds that a child or young person is, or may be, at risk and that suspicion is formed during the course of their engagement with SOSJ (*Child and Young Person (Safety) Act 2017*).

Any person that suspects on reasonable grounds that a child or young person may be at risk **may** make a report to the Department or the police.



Step 3: Internal reporting

Person's listed at 2.2 of this policy must notify the Safeguarding Co-ordinator of the complaint by submitting the Child Safety Reporting Form (Annexure 1) to [ChildSafeGuarding@sosj.org.au].

The Safeguarding Co-ordinator should notify the Congregational Leader and the Child Safeguarding Committee.

If a Safeguarding Co-ordinator and / or Professional Standards Officer is implicated, the person must immediately notify the Congregational Leader of the complaint by submitting the Child Safety Reporting Form directly to the Congregational Leader.

Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious. The Safeguarding Co-ordinator must complete or support an initial risk assessment when a child safety complaint or concern is reported.

If deemed necessary, any person listed at 2.2 of this policy alleged to have committed an offence may be stood down while the investigation is conducted.



Step 4: Make an external report

To make a report, please call the Child Abuse Report Line (CARL) on 13 14 78 or if the concern is not serious, via the online reporting system eCARL.

AND/OR

Ring the police on 000.

Request that if an interview is to take place at SOSJ, the visiting police officer/Department representative is in plain clothes.



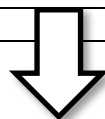
Step 5: Co-operate with regulatory authorities

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All persons listed at 2.2 of this policy will cooperate with any investigation by the police/the Department. Support will be provided to the child(ren) as appropriate. All correspondence from regulatory authorities should be directed to a Safeguarding Co-ordinator.

SOSJ will not interview the child further or otherwise investigate until the police/the Department have provided it with permission to do so.



Step 6: Internal investigation

Once clearance has been provided to SOSJ by relevant regulatory authorities, SOSJ may conduct its own internal investigation.

If an internal investigation is conducted, the Safeguarding Co-ordinator, Professional Standards Officer or Congregational Leader (if the allegations relate to the Safeguarding Co-ordinator or Professional Standards Officer), will appoint a relevant person to manage the internal investigation. If required, an external investigator will be appointed. The investigation will be undertaken in accordance with procedural fairness and natural justice.

All persons listed at 2.2 of this policy must cooperate fully with any internal investigation. Following any internal investigation, findings and recommendations should be made. The findings of the investigation will also be reported to any external body as required.

Following any investigation, the Safeguarding Co-ordinator will conduct or support an updated risk assessment to ensure risks to children are managed.

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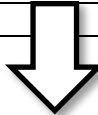


TASMANIA REPORTING FLOWCHART

Step 1: Is the child in immediate danger?

Person's listed at 2.2 of this policy will stay with the child (if within their presence) and take all reasonable steps to ensure the child's safety.

Any person that believes a child is at immediate risk of abuse should telephone 000.



Step 2: Is there a requirement to report?

Mandatory reporters must make a report to the Department of Health and Human Services – Child Safety Service (**Department**) if in the course of carrying out their duties they believe or suspect on reasonable grounds, or know that a child has been or is likely to suffer being abused or neglected or there is a reasonable likelihood of a child being killed, abused or neglected by a person with whom the child resides (*Children, Young Persons and Their Families Act 1997*).

All adults that have information that leads the person to form a reasonable belief that an abuse offence has been committed against another person who was a child at the time of the alleged abuse **must** not fail without reasonable excuse to disclose that information to a police officer as soon as practicable (*Criminal Code Act 1924*).

Any person may inform the Department that they believe or suspect on reasonable grounds or knows that a child has been or is being abused or neglected or there is a reasonable likelihood of a child being killed, abused or neglected.

SOSJ requires Workplace Participants and other persons listed within the scope of this policy, to report information pertaining to alleged child abuse, to the relevant state based statutory child protection service, regardless of whether they are listed as a mandatory reporter.



Step 3: Internal reporting

Persons listed at 2.2 of this policy must notify the Safeguarding Co-ordinator of the complaint by submitting the Child Safety Reporting Form (Annexure 1) to [ChildSafeGuarding@sosj.org.au].

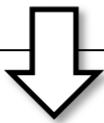
The Safeguarding Co-ordinator should notify the Congregational Leader and the Child Safeguarding Committee.

If a Safeguarding Co-ordinator and / or Professional Standards Officer is implicated, the person must immediately notify the Congregational Leader of the complaint by submitting the Child Safety Reporting Form directly to the Congregational Leader.

Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious. The Safeguarding Co-ordinator must complete or support an initial risk assessment when a child safety complaint or concern is reported.

If deemed necessary, any person listed at 2.2 of this policy alleged to have committed an offence may be stood down while the investigation is conducted.

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Step 4: Make an external report

To make a report, please call the Department's Advice and Referral Line on 1800 000 123.

AND/OR

Ring the police on 000.

Request that if an interview is to take place at SOSJ, the visiting police officer/Department representative is in plain clothes.



Step 5: Co-operate with regulatory authorities

All persons listed at 2.2 of this policy will cooperate with any investigation by the police/the Department. Support will be provided to the child(ren) as appropriate. All correspondence from regulatory authorities should be directed to a Safeguarding Co-ordinator.

SOSJ will not interview the child further or otherwise investigate until the police/the Department have provided it with permission to do so.



Step 6: Internal investigation

Once clearance has been provided to SOSJ by relevant regulatory authorities, SOSJ may conduct its own internal investigation.

If an internal investigation is conducted, the Safeguarding Co-ordinator or Professional Standards Officer or Congregational Leader (if the allegations relate to the Safeguarding Co-ordinator or Professional Standards Officer) will appoint a relevant person to manage the internal investigation. If required, an external investigator will be appointed. The investigation will be undertaken in accordance with procedural fairness and natural justice.

All persons listed at 2.2 of this policy must cooperate fully with any internal investigation. Following any internal investigation, findings and recommendations should be made. The findings of the investigation will also be reported to any external body as required.

Following any investigation, the Safeguarding Co-ordinator will conduct or support an updated risk assessment to ensure risks to children are managed.

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VICTORIA REPORTING FLOWCHART

Step 1: Is the child in immediate danger?

Persons listed at 2.2 of this policy will stay with the child (if within their presence) and take all reasonable steps to ensure the child's safety.

Any person that believes a child is at immediate risk of abuse should telephone 000.



Step 2: Is there a requirement to report?

Mandatory reporters that form a belief on reasonable grounds that a child is in need of protection from child abuse (physical, sexual, emotional, psychological or neglect), **must** disclose that information to the police or the Department of Health and Human Services (DHHS) or anyone **may** do so voluntarily (*Children, Youth and Families Act 2005*).

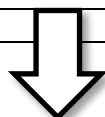
Mandatory reporters include registered medical practitioners, nurses, midwives, registered teachers and early childhood teachers, school principals, school counsellors, police officers, out of home care workers, early childhood workers, youth justice workers, registered psychologists and people in religious ministry.

Any person (aged 18 or over) that forms a belief, on reasonable grounds, that a sexual offence has been committed in Victoria against a child (under the age of 16 years) by another person (aged 18 or older), **must** make a report to the police as soon as practicable (*Crimes Act 1958*).

Any person that know that there is a substantial risk that a relevant child will become the victim of a sexual offence committed by another adult associated with SOSJ **must not** negligently fail to reduce or remove that risk. Reporting to the DHHS and / or police is one way to reduce or remove that risk (*Crimes Act 1958*).

Any person may disclose a reportable allegation to the Commission for Children and Young People (**Commission**) (*Child Wellbeing and Safety Act 2005*).

SOSJ requires Workplace Participants and other persons listed within the scope of this policy, to report information pertaining to alleged child abuse, to the relevant state based statutory child protection service, regardless of whether they are listed as a mandatory reporter.



Step 3: Internal reporting

Persons listed at 2.2 of this policy must notify the Safeguarding Co-ordinator of the complaint by submitting the Child Safety Reporting Form (Annexure 1) to [ChildSafeGuarding@sosj.org.au].

If a Safeguarding Co-ordinator and / or Professional Standards Officer is implicated, the person must immediately notify the Congregational Leader of the complaint by submitting the Child Safety Reporting Form directly to the Congregational Leader.

If the matter involves an allegation against a person listed at 2.2 of this policy, the Safeguarding Co-ordinator will report the matter to the Congregational Leader with a recommendation regarding whether the Reportable Conduct Scheme applies (*Child Wellbeing and Safety Act 2005, amended 2017*). The Safeguarding Co-ordinator will also report the matter to the Child Safeguarding Committee who will make a recommendation to the Congregational Leader regarding whether the Reportable Conduct Scheme applies.

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Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious.

The Safeguarding Co-ordinator must complete or support an initial risk assessment when a child safety complaint or concern is reported.

If deemed necessary, any person listed at 2.2 of this policy alleged to have committed an offence may be stood down until an investigation can be completed.

Step 4: Make an external report

To make a report during business hours – contact the appropriate local government area for DHHS:

- North Division intake: 1300 664 977
- South Division intake: 1300 655 795
- East Division intake: 1300 360 391
- West Division intake - metropolitan: 1300 664 977
- West Division intake - rural and regional: 1800 075 599

For after hours, call 13 12 78. Ask for Child Protection.

AND/OR

Ring the police on 000.

AND/OR

If the Reportable Conduct Scheme applies, the Congregational Leader will ring the Commission on (03) 8601 5281 and submit a form within 3 business days of forming a reasonable belief that reportable conduct has occurred.

Request that if an interview is to take place at a SOSJ, the visiting police officer/DHHS/Commission representative is in plain clothes.

Step 5: Co-operate with regulatory authorities

All persons listed at 2.2 of this policy will cooperate with any investigation by the police/DHHS/Commission. Support will be provided to the child(ren) as appropriate. All correspondence from regulatory authorities should be directed to a Safeguarding Co-ordinator.

SOSJ will not interview the child further or otherwise investigate until the police/DHHS have provided it with permission to do so.

Step 6: Internal investigation

Once clearance has been provided to SOSJ by relevant regulatory authorities, SOSJ may conduct its own internal investigation. If the Reportable Conduct Scheme applies, SOSJ must conduct an internal investigation.

If an internal investigation is conducted, the Safeguarding Co-ordinator or Professional Standards Officer or Congregational Leader (if the allegations relate to the Safeguarding Co-ordinator or Professional Standards Officer) will appoint a relevant person to manage the internal investigation.

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If required, an external investigator will be appointed. The investigation will be undertaken in accordance with procedural fairness and natural justice.

All persons listed at 2.2 must cooperate fully with any internal investigation.

Following any internal investigation, findings and recommendations should be made. The findings of the investigation will also be reported to any external body as required (e.g. to the Commission if the Reportable Conduct Scheme applies).

Following any investigation, the Safeguarding Co-ordinator will conduct or support an updated risk assessment to ensure risks to children are managed.

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WESTERN AUSTRALIA REPORTING FLOWCHART

Step 1: Is the child in immediate danger?

Persons listed at 2.2 of this policy will stay with the child (if within their presence) and take all reasonable steps to ensure the child's safety.

Any person that believes a child is at immediate risk of abuse should telephone 000.



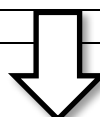
Step 2: Is there a requirement to report?

Mandatory Reporters must make a report to the Department of Communities – Child Protection and Family Support (**the Department**) if in the course of their work, they believe on reasonable grounds that a child has been or is the subject of sexual abuse (*Children and Community Services Act 2004*).

Mandatory reporters include doctors, nurses and midwives, teachers, police officers and boarding supervisors.

Any person that has concerns about the wellbeing of a child may make a report to the Department.

SOSJ requires Workplace Participants and other persons listed within the scope of this policy, to report information pertaining to alleged child abuse, to the relevant state based statutory child protection service, regardless of whether they are listed as a mandatory reporter.



Step 3: Internal reporting

Person's listed at 2.2 of this policy must notify the Safeguarding Co-ordinator of the complaint by submitting the Child Safety Reporting Form (Annexure 1) to [ChildSafeGuarding@sosj.org.au].

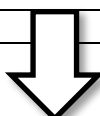
The Safeguarding Co-ordinator should notify the Congregational Leader and the Child Safeguarding Committee of the complaint.

If a Safeguarding Co-ordinator and / or Professional Standards Officer is implicated, the person must immediately notify the Congregational Leader of the complaint by submitting the Child Safety Reporting Form directly to the Congregational Leader.

Sisters and clergy are also obliged to follow the canonical reporting processes and procedures for complaints involving the alleged sexual abuse committed by a Sister, clergy, or other religious.

The Safeguarding Co-ordinator must complete or support an initial risk assessment when a child safety complaint or concern is reported.

If deemed necessary, any person listed at 2.2 of this policy alleged to have committed an offence may be stood down while the investigation is conducted.



Step 4: Make an external report

To make a report, please call the Department on 1800 273 889 or lodge an online written report through the Mandatory Reporting Information System (MRWeb).

AND/OR

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Ring the police on 000.

Request that if an interview is to take place at SOSJ, the visiting police officer/Department representative is in plain clothes.

Step 5: Co-operate with regulatory authorities

All persons listed at 2.2 of this policy will cooperate with any investigation by the police/the Department. Support will be provided to the child(ren) as appropriate. All correspondence from regulatory authorities should be directed to a Safeguarding Co-ordinator.

SOSJ will not interview the child further or otherwise investigate until the police/the Department have provided it with permission to do so.

Step 6: Internal investigation

Once clearance has been provided to SOSJ by relevant regulatory authorities, SOSJ may conduct its own internal investigation.

If an internal investigation is conducted, the Safeguarding Co-ordinator or Professional Standards Officer or Congregational Leader (if the allegations relate to the Safeguarding Co-ordinator or Professional Standards Officer) will appoint a relevant person to manage the internal investigation. If required, an external investigator will be appointed. The investigation will be undertaken in accordance with procedural fairness and natural justice.

All persons listed at 2.2 of this policy must cooperate fully with any internal investigation. Following any internal investigation, findings and recommendations should be made. The findings of the investigation will also be reported to any external body as required.

Following any investigation, the Safeguarding Co-ordinator will conduct or support an updated risk assessment to ensure risks to children are managed.

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Annexure 1

Child Safety Reporting Form

Please click to access a digital [Child Safety Reporting Form](#).

A copy of the form is included overleaf.

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Sisters of Saint Joseph of the Sacred Heart Child Safety Reporting Form

If you believe a child is at immediate risk of abuse phone 000.

Send completed form to childsafeguarding@sosj.org.au. Additionally;

- If person making report is a Workplace Participant, form must be sent to local Regional Leader if located within the Region.
- Workplace Participants at the Congregational Administration Centre must send report to the Interim Chief Operations Officer / General Manager.
- Report must be made to relevant state-based statutory child protection service (see contact details page 4).

All incident reports must be stored confidentially and securely.

Details of the child

Name:	
Date of birth (if known):	
Address (if known):	
Child's contact number (if known and age appropriate):	
Resides with (if known):	

Details of the child's parents

Name:	
Address (if known):	
Contact number (if known):	

Details of person filling in this form

Name:	
Contact Details:	
Role	Indicate selection via X <input type="checkbox"/> Child <input type="checkbox"/> Workplace Participant <input type="checkbox"/> Parent / carer / guardian <input type="checkbox"/> Concerned member of the community <input type="checkbox"/> Anonymous

Alleged incident details

Date of alleged incident:	
Time of alleged incident:	
Location of alleged incident:	
Date Identified (if different from date of incident)	

Policy Name	Safeguarding Complaints Handling Policy and Reporting Procedure		
Version	v.1.0	Approved by the Congregational Leadership Team on	February 2021
Responsible person	Safeguarding Co-ordinator	Scheduled review date	February 2024



Please describe the alleged incident

Overview: What do you understand to have occurred? Please provide as much detail as possible. If a child has made a disclosure, please include the words the child used to disclose the alleged incident.	
Who is the child allegedly at risk from? Identifying details if possible, including name and relationship to child and frequency of contact.	
Where did the alleged incident occur?	
Witnesses to the alleged incident?	
Other information:	

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Please categorise the incident

	Make Selection	Comments
Physical violence	<input type="checkbox"/>	
Sexual offence	<input type="checkbox"/>	
Sexual misconduct	<input type="checkbox"/>	
Serious emotional or psychological abuse	<input type="checkbox"/>	
Serious neglect	<input type="checkbox"/>	
Grooming	<input type="checkbox"/>	
Breach of SOSJ's Child Safeguarding Code of Conduct	<input type="checkbox"/>	
Reportable Conduct	<input type="checkbox"/>	

Proposed corrective action and mitigation plan

Action	Responsible Person	Date (Completion)	Status

Does the child identify as Aboriginal or Torres Strait Islander?

(Mark with an 'X' as applicable)

No ☐ Yes, Aboriginal ☐ Yes, Torres Strait Islander ☐

Is the child from a culturally or linguistically diverse background?

(Mark with an 'X' as applicable)

No ☐ Yes, please provide details:

Does the child have a disability?

A disability can be any physical, sensory, neurological disability, acquired brain injury, intellectual disability, or developmental delay that affects a child's ability to undertake everyday activities.

(Mark with an 'X' as applicable).

No ☐ Yes, please provide details:

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Office use only

Date incident report received:		
Person managing incident:		
Incident ref. number:		
Has the incident been reported?	Date Notified	Comments
Child protection		
Police (Event number if known)		
Another third party (please specify):		

State

Contact

Australian Capital Territory	CYPS on 1300 556 729 or 1300 556 728 if you are a mandatory reporter
New South Wales	Child Protection Helpline on 132 111
Northern Territory	Department on 1800 700 250
Queensland	
Brisbane	1300 682 254
Central Queensland	1300 703 762
Far North Queensland	1300 684 062
Ipswich	1800 316 855
North Coast	1300 703 921
North Queensland	1300 706 147
South East	1300 679 849
South West (Darling Downs)	1300 683 390
After hours	1800 177 135
South Australia	Child Abuse Report Line (CARL) on 13 14 78
Tasmania	Department's Advice and Referral Line on 1800 000 123
Victoria	
North Division intake	1300 664 977
South Division intake	1300 655 795
East Division intake	1300 360 391
West Division intake - metropolitan	1300 664 977
West Division intake - rural and regional	1800 075 599
For after hours	call 13 12 78. Ask for Child Protection
Western Australia	Department on 1800 273 889 or lodge an online written report through the Mandatory Reporting Information System (MRWeb)

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