



Child Safety Incident Response Flowchart

Australian Agricultural Centre

(Aligned to NSW Office of the Children's Guardian – Reportable Conduct Scheme)

A CHILD SAFETY CONCERN, INCIDENT OR ALLEGATION IS IDENTIFIED

(Observed, disclosed, suspected or reported)



1. IS THE CHILD IN IMMEDIATE DANGER?

YES

- ➔ Call **000** immediately
- ➔ Ensure the child is safe
- ➔ Contact AAC Child Safety Officer / Manager



NO

- ➔ Proceed to Step 2



2. RESPOND TO THE CHILD (IF A DISCLOSURE)

- Stay calm and listen
- Reassure the child they have done the right thing
- Do **not** promise confidentiality
- Do **not** investigate or ask leading questions



3. REPORT INTERNALLY (MANDATORY)

- ➔ Report **as soon as possible** to:
AAC Child Safety Officer or Program Manager

(All staff, volunteers and contractors must report — even if unsure)



4. RECORD THE INCIDENT

- ➔ Complete a **Child Safety Incident Report Form**
 - Record facts only
 - Include date, time, people involved
 - Store securely





5. DOES THE INCIDENT MEET REPORTING THRESHOLDS?

A. Risk of Significant Harm to a Child?

➡ YES → Report to NSW Child Protection Helpline (132 111)



B. Allegation Against an Employee, Volunteer or Contractor?

(Sexual misconduct, physical abuse, grooming, serious psychological harm)

➡ YES → Notify Office of the Children's Guardian (OCG)



C. Possible Criminal Offence?

➡ YES → Notify NSW Police



(Multiple reports may be required)

6. SUPPORT THE CHILD

- Prioritise the child's safety and wellbeing
- Involve parents/carers unless advised otherwise
- Provide access to support services



7. MANAGE INVOLVED ADULTS

- Stand down or reassign if required
- Follow procedural fairness
- Maintain confidentiality



8. REVIEW & IMPROVE

- Review supervision, policies and controls
- Update training if required
- Implement risk mitigation actions

IMPORTANT REMINDERS

- ✓ You **do not need proof** to report
- ✓ Child safety overrides confidentiality
- ✓ When in doubt — **report it**
- ✓ Failure to report may be a breach of law and policy



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Emergency: 000
NSW Child Protection Helpline: 132 111
AAC Child Safety Officer: Jo Marshall 0408 976 070
Office of the Children's Guardian: 132 111