

9.10	DUTY OF CARE & MANDATORY REPORTING
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Applies to: Staff, Management Committee, volunteers
Specific responsibility: Staff, Management Committee

Version: 2
Date approved: 20.2.18
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	Mandatory Reporters Guide Sept 2016
Contractual obligations	

POLICY STATEMENT

HECIS has a duty of care to all clients/families and recognises and supports our clients'/families' rights to self-determination, independence and dignity. HECIS will act to ensure that clients do not suffer harm or loss either physically, financially or psychologically due to any action, or inaction by this organisation and its employees.

HECIS acknowledges challenging behaviours that can lead to self-harm or harm of others occurs for many reasons (client's disability, developmental delay or specific diagnosis) and is committed to using a person-centered approach when dealing with challenging behaviours.

HECIS Staff and Management Committee members are *Mandatory Reporters* and as such are required by law to report to the Child Protection Helpline when a child is at **Risk of Significant Harm** (i.e. they have current concerns about the safety, welfare or wellbeing of a child or know that the child has been abused or sexually assaulted).

The *NSW Mandatory Reporters Guide* is held in the HECIS Main Office and will assist staff and Committee Members who have become concerned about possible abuse or neglect of a child and must make a decision whether or not to report their concerns to the Child Protection helpline.

The organisation will:

- Provide training and information for all staff on their duty of care, code of conduct and professional boundaries and managing challenging behaviours
- Seek client families consent and support in development of a plan of strategies for management of behaviour
- Involve the client's child care centre staff in the implementation of the strategic plan
- Follow Mandatory Reporting Guidelines for all incidents of abuse

PROCEDURES

Training and information

HECIS will provide and ensure all staff and volunteers receive information and training as part of their induction on duty of care, and how to deal with situations where a client is at risk of harm or abuse.

HECIS will provide and ensure all staff and volunteers receive information and training as part of their induction on Mandatory Reporting requirements.

Incident management/ Managing Challenging Behaviours

Where the client (child) is at risk of self harm/harm of others through their behaviour HECIS staff will be guided by the *9.18 Managing Challenging Behaviours policy*. All incidents are to be recorded in the clients file and be reviewed / evaluated with the aim to prevent or minimise any future risk of harm.

Mandatory Reporting Procedures

Where HECIS Staff have reasonable grounds (or are unsure) to suspect neglect or abuse of a client (child) they should discuss their concerns with the HECIS Co-Ordinator.

The HECIS Co-Ordinator will use the Mandatory Reporters Guide to assess if situation meets the threshold for reporting, and will assist the staff member to make a report (if required) to the Child Protection Helpline. Reporting is undertaken online via e-reporting (live) – refer <https://reporter.childstory.nsw.gov.au/s/> . Help guides are also available on website to assist staff.

Staff observations of matter/incident are to be recorded in the client file regardless of whether matter is reported to the Child Protection Helpline or not

DOCUMENTATION

Documents related to this policy	
Related policies	Managing Challenging Behaviours
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	4.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	6.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021