

Child Safety Advice for Attendant Care Providers

Lifetime Schemes is committed to promoting the health, safety and wellbeing of children and young people its schemes interact with. This includes children that are scheme participants, as well as children who are in the household of scheme participants while services are being delivered.

Mandatory Reporting

As an Attendant Care Provider, your staff must be trained and understand their obligations as a Mandatory Reporter under the Children and Young Persons (Care and Protection) Act 1998 (NSW). Under the Act, mandatory reporters are those who, in the course of their professional work or other paid employment delivers healthcare, welfare, education, children's services, residential services, or law enforcement, wholly or partly, to children, and are required to make a report if they have reasonable grounds to suspect that a child or young person is at risk of significant harm.

Detailed information to help train your staff to fulfill their duty as a Mandatory Reporter is available on the NSW Department of Communities and Justice (DCJ) website [Protecting our kids | Communities and Justice \(nsw.gov.au\)](https://www.nsw.gov.au/protecting-our-kids).

The DCJ website also contains a Mandatory Reporter Guide (MRG) <https://reporter.childstory.nsw.gov.au/s/> to assist service providers in determining whether they need to report a matter they are concerned about.

The MRG supports Mandatory Reporters to:

- determine whether a report to the **Child Protection Helpline on 132 111** is needed for concerns about possible abuse or neglect of a child (including unborn) or young person
- identify alternative ways to support vulnerable children, young people and their families where a Mandatory Reporter's response is better served outside the statutory child protection system.

The DCJ recommends that mandatory reporters complete the MRG on each occasion they have risk concerns, regardless of their level of experience or expertise. Attendant Care Providers are required to inform icare of a Mandatory Report as an Adverse Event report. Adverse Events are to be reported within 24 hours to the frontline staff and the Attendant Care Team.

Child Protection Training

- Child protection training is required to strengthen the skills of support workers as they are mandatory reporters when working in an environment with children present in the home.
- We encourage you to regularly update your staff training in child protection, for example every 2 years.
- The NSW government provides free on-line training on a range of child protection subjects: <http://ngolearning.com.au/courses/online-classroom/>
- Your staff should be encouraged to use the Mandatory Reporting Guide (MRG) to determine if they need to report a matter they are concerned about.

Working with Children Check

Lifetime Schemes requires all support workers to have a current Working with Children Check (WWCC) and be trained in the responsibilities of Mandatory Reporting. This is a requirement in our contract with approved attendant care providers.

We do not make recommendations about which course/s to attend. We do, however, expect you to take child protection and mandatory reporting obligations seriously, ensure your support worker's knowledge and understanding is current, and they are confident in managing this important aspect of their work.

Services outside of NSW

Attendant Care Providers working with children need to comply with the legislated requirements of other states and territories if delivering services in those locations.

Providers must follow the relevant reporting obligations and processes in those locations and ensure that support workers have the relevant state security checks, equivalent to the WWCC in NSW, such as the Blue Card in Queensland, or the Working with Vulnerable People (WWVP) registration in the Australian Capital Territory (ACT).

Information on Mandated Reporters in the ACT under the *Children and Young People Act 2008* and the *Crimes Act 1900* to Police and/or Child and Youth Protection Services can be found here:

<https://www.act.gov.au/community/child-protection-and-youth-justice/reporting-child-abuse-the-law>

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