

Safeguarding Children and Young People Reporting and Responding Policy

1. Purpose

Starlight Children's Foundation exists to brighten the lives of seriously ill children and young people. In every state and territory of Australia we provide positive experiences that support their wellbeing and resilience.

Our most important responsibility is to ensure Starlight programs are provided in an environment that is caring, nurturing and safe for all children and young people. Our National Board and Executive Team is committed to ensuring the safety of all children and young people who participate in our programs and approves, endorses, and actively ensures our commitment to safeguarding children and young people from abuse and neglect.

Starlight empowers children and young people by informing them of their rights and responsibilities and we support them to speak up about any matters of importance to them, including if something goes wrong. We work to include the participation of children and young people in decision making regarding our Programs or other matters affecting them.

We have developed this *SCYP Reporting and Responding Policy* to ensure all team members are aware of their responsibilities in this area.

Starlight team members are responsible for identifying, reporting, and responding to concerns regarding inappropriate behaviour, breaches of the Starlight Code of Conduct and concerns regarding the safety, welfare or wellbeing of children and young people. This includes responding to abuse or neglect perpetrated by people within our organisation or by any other persons.

Starlight will promote equity and respect the diversity of the children and young people who participate in our programs as part of our reporting policy. This includes Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, Lesbian, Gay, Bisexual, Transgender, or Intersex (LGBTI) children and those unable to live at home and children and young people with a disability.

2. Related Policies

The following Starlight policies must be considered in relation to this document:

- *Reporting and Responding Procedures*
- *Safeguarding Children and Young People Policy*
- *Safeguarding Children and Young People Code of Conduct Policy & Procedures*
- *Social Media Policy*
- *IT Policy*
- *Professional Boundaries Policy*
- *Incident Management Policy*

3. Related legislation

Our guidelines comply with the following relevant legislation:

- [Children and Young People Act 2008 \(ACT\)](#)



- [Working with Vulnerable People \(Background Checking\) Act 2011 \(ACT\)](#)
- [Ombudsman Amendment Bill 2018](#)
- [Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)](#)
- [Child Protection \(Working with Children\) Act 2012 \(NSW\) \(and the related Child Protection \(Working with Children\) Regulation 2013\)](#)
- [Ombudsman Act 1974 \[Part 3A\] \(NSW\)](#)
- [Care and Protection of Children Act 2007 \(NT\)](#)
- [Child Protection Act 1999 \(QLD\)](#)
- [Working with Children \(Risk Management and Screening\) Act 2000 \(QLD\)](#)
- [Children, Young Person is and their Families Act 1997 \(Tas\)](#)
- [Children and Young People \(Safety\) Act 2017 \(SA\)](#)
- [Child Safety \(Prohibited Persons\) Act 2016 \(SA\)](#)
- [Registration to Work with Vulnerable People Act 2013 \(Tas\)](#)
- [Working with Children's Act 2005 \(Vic\)](#)
- [Children Legislation Amendment \(Reportable Conduct\) Act 2017 \(VIC\)](#)
- [Child Wellbeing and Safety Act 2005 \(Vic\)](#)
- [Crimes Act 1958 \(Vic\)](#)
- [Children and Community Services Act 2004 \(WA\)](#)
- [Working with Children \(Criminal Record Checking\) Act 2004 \(WA\)](#)

4. Scope

All Starlight team members (i.e., the Starlight term used in SCYP for "involved personnel") are required to commit to and abide by this *SCYP Reporting and Responding Policy*. Team members include our Board Directors, Executive team, People Managers, all paid team members, and all programs' volunteers, including interns (i.e., all volunteers interacting with children and young people).

5. Definitions

See Appendix 1

6. Responsibilities

All Starlight team members must commit to this policy and the associated responsibility to safeguard children and young people.

It is the responsibility of each team member to:

- Ensure they understand the commitments and expectations of this policy
- Identify, report, and respond to any concerns about child abuse or neglect towards children or young people, including reporting any suspected child abuse to the relevant authorities and child protection offices as outlined in Diagram 1 – SCYP Reporting Flowchart
- Promote SCYP policies and practices and immediately report any concerns by following the steps in Diagram 1 – SCYP Reporting Flow Chart

Complete the SCYP training and participate in regular discussions in relation to SCYP.

Some Starlight team members have additional responsibilities, as outlined in the table below.



Position	Responsibility
Starlight Board of Directors	<ul style="list-style-type: none"> • Advocate and promote child rights, empower, and engage children and young people in support of this policy and its expectations • Ensure appropriate policies and practices are in place to minimise the risk of child abuse, and appropriately respond to suspected allegations • Understand and act in line with Starlight's Safeguarding Children and Young People policies including reporting any suspected child abuse (whether the suspected perpetrator is within or outside Starlight) • Promote best practice in Safeguarding Children and Young People and promptly respond to any advice received from any state/territory child protection authority or the Australian Childhood Foundation (ACF) • In conjunction with the Chief Executive Officer (CEO), ensure Safeguarding Children and Young People-related policies and practices are reviewed annually.
Starlight Executive	<ul style="list-style-type: none"> • Develop opportunities for regular discussion at all levels of the organisation to support a culture of openness and continued improvement and accountability to child protection and team member welfare • Promote the commitment to this policy and its expectations • Advocate and promote child rights, empower, and engage children and young people in support of this policy • Ensure adequate resources are allocated to allow for the development and effective implementation of this policy • Support policy review on a three-year cycle or at a time governed by legislation, regulations, or organisational learnings that promote a change to the policy and all relevant policy or procedural guidelines • Fully cooperate with all relevant state/territory child protection authorities or other recognised bodies in their investigations of suspected child abuse • Ensure that learning and development and emotional support (including access to the Employee Assistance Program (EAP) is provided to all team members • Manage all enquiries, including the media relating to suspected child abuse.
SCYP Representatives (Executive Sponsor: Head of People and Culture and Head of Programs)	<ul style="list-style-type: none"> • Develop opportunities for regular discussion throughout the organisation to support a culture of continuous improvement and accountability around safeguarding children and young people • Ensure appropriate learning and development is made available to support the Starlight team • Support team members involved in matters of concern for the safety and wellbeing of a child or young person. • Take calls from team members on the SCYP hotline and respond to all SCYP online logs within the expected time frame • Escalate serious breaches immediately to the Head of People and Culture • Support team members to make a mandatory report when and where applicable • Support the Head of People and Culture in serious breaches.



People Managers	<ul style="list-style-type: none"> • Ensure your team understand their obligations under this policy • Ensure the <i>SCYP Reporting, and Responding Policy</i> is implemented and adhered to across Starlight • Support team members when logging <i>SCYP Code of Conduct</i> breaches or when acting to protect a child or young person from abuse or neglect and harm or risk of harm • Support team members to meet mandatory reporting requirements • Proactively implement the <i>SCYP Reporting and Responding Policy</i>, for example ensuring it is a regular team meeting discussion point.
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7. Key Requirements

Every Starlight team member is responsible for identifying and reporting concerns regarding inappropriate behaviour, breaches of the Starlight Code of Conduct and concerns regarding the safety, welfare or wellbeing of children and young people.

If a child or young person is at immediate risk of harm or in immediate danger, team members are required to report the situation directly by calling the police on 000 then calling the Starlight SCYP hotline on 1800 951 150.

Consequences of breaching policy

Failure to report inappropriate behaviour, breaches of the Starlight Code of Conduct or concerns regarding the safety, welfare or wellbeing of the children and young people will result in disciplinary action, possible termination of the employment or volunteer agreement or possible legal implications.

To ensure privacy, confidentiality and natural justice, our policy requires that team members discuss any concerns or allegations with one of the SCYP Representatives or the Head of People and Culture.

Team members are obliged to raise any concerns they have in relation to our *SCYP Policy* or *SCYP Code of Conduct* and any breaches of them. Any concerns can be raised with an SCYP Representative or the Head of People and Culture.

What should be reported?

At Starlight, any breach of the *Code of Conduct* and any doubt, observation or concern involving inappropriate behaviour towards a child or young person is to be reported. This applies regardless of whether the breach has been made by a team member or someone external and includes:

- Any behaviour that does not seem appropriate or feel right, regardless of how minor or trivial the behaviour appears
- Any breach of the Starlight Code of Conduct, regardless of how minor or trivial a breach may appear, including their own breaches or those of others
- Any suspected grooming behaviours; and
- Any form of abuse towards a child or young person, including sexual, physical, emotional, or psychological abuse and neglect, including where this is occurring outside Starlight. Including if:
 - a child or young person tells you they have been abused
 - someone else tells you they know of or believe a child/young person has been abused
 - there are any signs of physical abuse
- Any complaint, observation or breach advised by a Starlight parent, family member or health professional



At Starlight, our approach is **Act don't Judge**. You must act on the basis there is no breach, doubt, observation, or concern too small or insignificant to report. You do not need to verify the validity of a breach. You need to take appropriate action as outlined in SCYP Reporting Flow Chart as shown in Diagram 1.

How do I report?

The SCYP flow chart in Diagram 1 outlines the steps to be taken to report breaches of the *Code of Conduct*. Details are as follows:

1. **Serious Breach – where there is abuse or neglect that has resulted in or is likely to result in, significant harm to a child or young person.**

In this situation team members need to take immediate action including calling the police if a child is at immediate risk of serious harm, calling the Starlight SCYP hotline, completing a serious incident report log and notifying authorities. The Head of People and Culture will then co-ordinate an Incident Management Plan.

2. **A breach to the *Code of Conduct* – where there is no immediate risk of harm to a child or young person.**

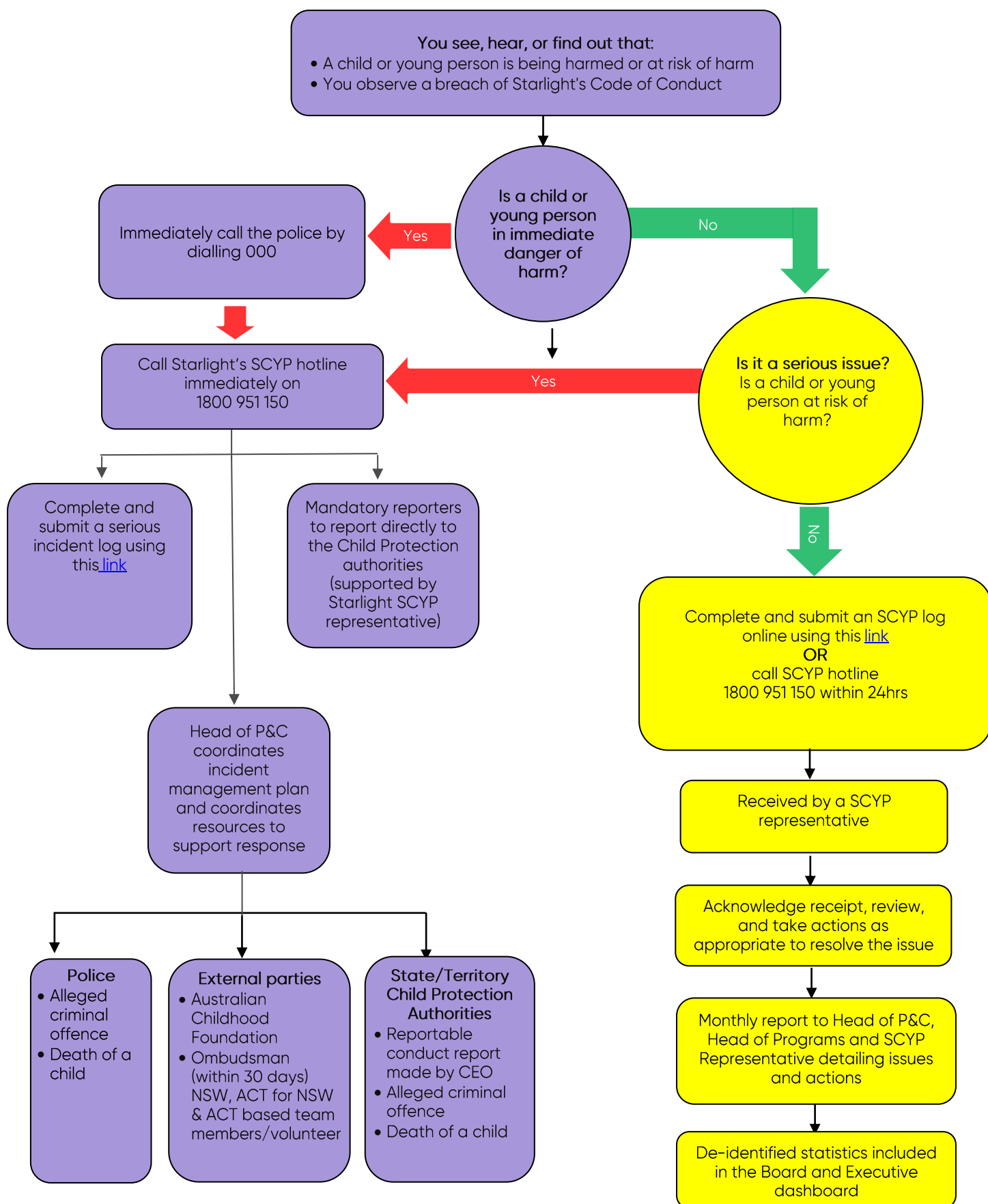
In this situation, team members need to complete and submit a SCYP log online or call the Starlight SCYP hotline within 24 hours. The receipt of the log will be acknowledged, and the team member will be informed when appropriate action has been taken.

If you are unsure if a breach is serious always err on the side of caution and call the SCYP hotline immediately.



Diagram 1

SCYP Reporting Flowchart



Starlight SCYP Representatives

There are five Starlight SCYP representatives responsible for taking calls on the SCYP hotline:

1. Paula Bonaccorsi – National Volunteer Manager, People & Culture
2. Ashlee Gunstone – HR Talent Manager, People & Culture
3. Jo Dann – National Program Manager
4. Kylie Johnson – National Program Manager
5. Beck Parker – Program Manager, Program Delivery

If none of these team members is available, the call is escalated to:

Susan Henry – Head of People and Culture

Legal Reporting Requirements for Team Members

Some team members have mandatory reporting responsibilities as part of their role, and they must make an external report if they have reasonable grounds to believe a child needs protection. Penalties may apply to those who fail to report suspected abuse.

As a national organisation, Starlight needs to comply with all state and territory mandatory reporting legislation, which in most states extends beyond sexual and physical abuse.

See Appendix 2 for the legally mandatory reporting requirements applying to Starlight team members.

You do not need to have proof to report any concerns about the safety of a child or a young person. Indicators that represent reasonable grounds to report a suspected offence include:

- A child or young person discloses that he or she has suffered or is suffering non-accidental physical injury or sexual abuse
- Someone else advises you that a child or young person has been sexually abused or non-accidentally injured, or
- Your own observations of the child or young person's physical condition or behaviours lead you to reasonably suspect that the child or young person has suffered or is suffering non-accidental physical injury or sexual abuse.

Team members can be supported by their manager or hospital contact; however, they must make the report themselves.

We ask that all team members inform a SCYP representative of any report they make to those authorities, to enable Starlight to provide support to the child or young person, their family, and our team members where appropriate.

All team members retain the right to report directly to relevant authorities – such as police or child protection – any concerns they may have in relation to the safety and welfare of a child or young person, regardless of whether they have also reported that matter internally.

In making a report of concern, or of an incident, our team members are:

- Not to assess the validity of such allegations or concerns, but to report all allegations or concerns to the nominated person within our organisation as described in this policy (the validity will then be assessed in the manner described in this policy)
- To disregard factors such as the authority or position of the persons involved and any pre-existing views about the good character or otherwise of any person involved or under investigation.

Responding to a disclosure from a Child or Young Person

Where concerns arise about a child or young person during discussion (whether in person or online) with the child or young person, it is particularly important that you play a supportive role and encourage the child or young person to link with available support. It is also important to reassure the child or young person without making promises that cannot be kept. This includes making promises to the child or young person that no one else will be told.

Below are some guidelines to follow if a child or young person discloses inappropriate behaviour or abuse to you directly:

- Listen to the allegation or disclosure supportively
- Remain calm and if the discussion occurs face to face, look directly at the person notifying you unless this would be culturally inappropriate
- Be honest and let them know you will need to tell someone who can help
- Show that you accept and believe what the person is telling you. Use statements like: "I believe you", "thank you for telling me", "it's not your fault" or "I will make sure that I find someone who can help you as soon as possible"
- Clarify the basic details but don't push for information, ask intrusive questions, or ask too many questions, to avoid the child or young person feeling uncomfortable, frightened, embarrassed, or overwhelmed. It is not your responsibility to determine the truth or investigate the report
- Don't make suggestions, statements or ask questions that may define or distort the person's experience (i.e., "This has been happening for a long time, hasn't it?")
- Be aware that the child or young person may have been bribed or threatened not to tell anyone and may be very fearful of the consequences of speaking out
- Let the child or young person know what you are going to do next but do not make promises or suggestions that are unrealistic
- Provide reassurance that Starlight will take immediate action in response to the allegation.

Reporting a disclosure

To report a disclosure from a child or young person, follow the process for a serious issue as in Diagram 1 – SCYP Reporting Flow Chart

- If the child is at risk of immediate harm, you must ensure their safety by calling 000 for urgent medical assistance and/or police assistance
- If there is no immediate harm, you should call Starlight's SCYP hotline or make a log online
- For mandatory reporters, make a report to the relevant authorities in your state
- When making a report, record what was said (where possible, noting the exact words used by the person making the allegation)
- Provide support for the child or young person and team members involved.



Rights of the child and those impacted by an allegation

When responding to reports that are regarded as a matter of urgency, Starlight will take immediate action to ensure the safety and support for all involved. This includes children, young people, families, guardians, Starlight team members and the alleged perpetrator. To assist in supporting the needs of those impacted by the allegation or disclosure, Starlight will:

- Ensure all reports are treated as confidential to ensure the privacy of team members and any children or young people involved
- Ensure appropriate support services are available (e.g., EAP) for all parties as appropriate, including team members who made the report
- Consider any specific support needs for those from an Aboriginal and Torres Strait Islander; culturally and linguistically diverse; or person with a disability background
- Ensure investigative responses to serious allegations against team members are timely, procedurally fair, managed by appropriately trained and supported managers and conducted with the interests of the child or young person as the paramount consideration
- Make clear to any team members who are aware of an allegation that:
 - the allegation does not mean the person is guilty, and that the allegation will be properly investigated and will include the right to a fair process; and
 - they are not to discuss the details of a report or incident with anyone who is not involved and investigating the report or incident.

Confidentiality and privacy

All matters relating to the safety of children and young people should be dealt with sensitively and in the strictest confidence. Team members must respect the privacy of all individuals involved and must not discuss the details of a report with anyone who is not involved in investigating the report.

Starlight maintains the confidentiality and privacy for those involved (including the alleged perpetrator), except if doing so would compromise the welfare of the child or young person and/or investigation of the allegation.

Starlight will only inform third parties as required by law, including the relevant state/territory child protection authority and police department.

Reporting incidents of suspected child abuse to the Starlight National Board and the Australian Childhood Foundation will include:

- Whether it was an employee or volunteer (no names will be provided)
- Instance/summary
- Disciplinary action taken.

External Reporting

All team members working at Starlight have an obligation to help to protect children and young people which extends beyond the workplace. As a team member, you must take appropriate action in responding to incidents, disclosures, and suspicions of child abuse in the community in the same way as you would report a serious breach internally. This includes reporting to police and the relevant state authorities as appropriate.

Team members can seek support from their manager; we also have an independent (Whistle-blower) reporting (Whistle-blower) service through Deloitte where team members can raise concerns outside of our normal processes. This includes SYCP and suspected incidents of misconduct.



Team members can contact this service in the following ways:

- Phone [1800 992 487](tel:1800992487)
- Email starlightreportingservice@deloitte.com.au
- Website www.starlightreportingservice.deloitte.com.au

Team members are free to make an anonymous disclosure; however, Starlight encourages team members to provide their name as this makes it easier for us to follow up and take appropriate action.

Documentation

As part of our *SCYP Reporting and Responding Policy*, we have developed an SCYP log which is to be used by any team member to document any allegation, disclosure, incident, or concern regarding child abuse.

In situations where our team becomes aware of abuse whether through observation of potential indicators, or by directly observing potentially abusive behaviour towards a child or young person, they are required to call the SCYP hotline, and then submit an online log. Team members must record their observations and concerns as accurately as possible.

To prevent access by unauthorised persons, Starlight stores any documentation associated with an allegation of abuse or neglect of a child or young person by having electronic documentation stored in the SCYP online portal which is password-protected and only accessible by the SCYP representatives.

We maintain and regularly monitor records of child abuse reports as part of our SCYP processes to ensure they are responded to effectively in accordance with this policy and that requirements for reporting to external authorities are complied with. These records will inform reviews of the policy as detailed in section 9.

8. Communication

We communicate our *SCYP Reporting and Responding Policy* with families and the Starlight team.

Families

- The Starlight website
- Information, including age-appropriate formats, provided when joining our Wishgranting and livewire.org programs and available when participating in our hospital-based programs.

Starlight Team

- During recruitment and on-boarding processes
- In our compulsory SCYP training
- During team meetings for our People Managers, in-hospital, livewire.org and Wishgranting teams
- When there are any updates or changes to this policy.

9. Monitoring and review

We review this policy in year two of our three-year strategy cycle. A review may also be undertaken due to circumstances such as legislative change, organisational change, including program changes, and insights gained from incidents. Reviews will incorporate feedback from the Starlight team and a record of changes will be kept.



10. Supporting resources

- SCYP Serious Incident Form
- SCYP Reporting Flowchart
- SCYP Log
- Reporting and Responding Procedures.

Approvals & Revisions:

Approver Name: Susan Henry
Approver Title: Head of People & Culture
Approval Date:
Effective Date:

Endorsed By:



For and on behalf of the Board
Murray Coleman OAM
Chair
Starlight Children's Foundation

Date: 28/09/2021



Louise Baxter
Chief Executive Officer
Starlight Children's Foundation

Date: 28/09/2021



Appendix 1 – Safeguarding Definitions

Term	Definition
Bullying	<p>Bullying involves the inappropriate use of power by one or more persons over another less powerful person or group and is generally an act that is repeated over time. Bullying has been described by researchers as taking many forms which are often interrelated and include:</p> <ul style="list-style-type: none"> • Verbal (name calling, put downs, threats) • Physical (hitting, punching, kicking, scratching, tripping, spitting) • Social (ignoring, excluding, ostracising, alienating); and/or • Psychological (spreading rumours, stalking, dirty looks, hiding or damaging possessions).
Child or young person	<p>Everyone at Starlight including our Board Directors, Executive team, People Managers, team members and volunteers are required to commit to and abide by this <i>SCYP Code of Conduct</i>.</p> <p>Starlight children and young people include:</p> <ul style="list-style-type: none"> • Those currently interacting with a Starlight program • Those who have interacted with a Starlight program in the past and are still below the upper age limit of our program delivery (i.e., their 22nd birthday) • Those accessing a program beyond their 22nd birthday, in which case this policy still applies until they are no longer interacting with the program • Siblings and those living with the Starlight family, e.g., foster children and cousins. • Volunteers under the age of 18 years.
SCYP Code of Conduct	<p>The <i>Safeguarding Code of Conduct</i> aims to identify and prevent behaviour that may be harmful to children and young people participating in Starlight programs. The <i>Safeguarding Code of Conduct</i> outlines what is, and what is not acceptable behaviour or practice when working with or engaging with children and young people.</p>
Emotional or psychological abuse	<p>Emotional or psychological abuse occurs when a child does not receive the love, affection, or attention they need for healthy emotional, psychological, and social development. Such abuse may involve repeated rejection or threats to a child, constant criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule and rejection or continual coldness are all examples of emotional abuse. These behaviours continue to an extent that results in significant damage to the child's physical, intellectual, or emotional wellbeing and development.</p>
Family Violence	<p>Family violence occurs when children are forced to live with violence between adults in their home. It is harmful to children. It can include witnessing violence or the consequences of violence. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person's life. Exposure to family violence places children and young people at increased risk of</p>



Term	Definition
	physical injury and harm and has a significant impact on their wellbeing and development.
Grooming	Grooming is a term used to describe what happens when a perpetrator of abuse builds a relationship with a child with a view to abusing them at some stage. There is no set pattern in relation to the grooming of children. For some perpetrators there will be a lengthy period before the abuse begins. The child may be given special attention and what starts as an apparently normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then into more serious sexual behaviour. Other perpetrators may draw a child in and abuse them relatively quickly. Some abusers do not groom children but abuse them without forming a relationship at all. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports, and religious activities, or in internet chatrooms, in social media or by other technological channels.
Harm	<p>Harm to a child, is any detrimental effect of a significant nature on the child's physical, psychological, or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:</p> <ul style="list-style-type: none"> • Physical, psychological, or emotional abuse or neglect • Sexual abuse or exploitation • A single act, omission, or circumstance; and • A series or combination of acts, omissions, or circumstances.
Neglect	Neglect is the persistent failure or deliberate denial to provide the child with the necessities of life. Such neglect includes the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, medical attention, or supervision to the extent that the child's health and development is, or is likely to be, significantly harmed. Categories of neglect include physical neglect, medical neglect, abandonment or desertion, emotional neglect, and educational neglect. The issue of neglect must be considered within the context of resources reasonably available.
Physical abuse	Physical abuse occurs when a person subjects a child to non-accidental physically aggressive acts. The abuser may inflict an injury intentionally or inadvertently because of physical punishment or the aggressive treatment of a child. Physically abusive behaviour includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, punching, biting, burning, excessive and physically harmful over training, and kicking. It also includes giving children harmful substances such as drugs, alcohol, or poison. Certain types of punishment, while not causing injury, can also be considered physical abuse if they place a child at risk of being hurt.



Term	Definition
Sexual abuse	Sexual abuse occurs when an adult or a person of authority (e.g., older) involves a child in any sexual activity. Perpetrators of sexual abuse take advantage of their power, authority or position over the child or young person for their own benefit. It can include making sexual comments to a child, engaging children to participate in sexual conversations over the internet or on social media, kissing, touching a child's genitals or breasts, oral sex, or intercourse with a child. Encouraging a child to view pornographic magazines, websites and videos is also sexual abuse. Engaging children to participate in sexual conversations over the internet is also considered sexual abuse.
Sexual exploitation	Sexual exploitation occurs when children are forced into sexual activities that are then recorded in some way and/or used to produce pornography. Such pornography can be in the form of actual photos or videos or published on the internet. Exploitation can also involve children who are forced into prostitution.
Serious Report	A serious report involves an incident where there is a risk of harm to a child or young person. These reports are treated as a matter of urgency and require urgent attention by the Head of People and Culture.
A breach of Code of Conduct	These are all other reports that are not a matter of urgency. They are actioned by the individuals and managers as appropriate and then reported to the Safeguarding Children & Young People Representatives as soon as possible and within 24 hours of the breach or concern occurring.
Mandatory Reporting	Describes the legal obligation of certain professional groups and community members to report incidents of child abuse. These people are called mandatory reporters and they must make a report if they believe, on reasonable grounds, that a child needs protection. Penalties may apply to those who fail to report suspected abuse. There are a number of roles within Starlight classified as mandatory reporting roles.
Reportable Conduct	a) Any sexual offence, or sexual misconduct, committed against, with or in the presence of a child (including a child pornography offence or an offence involving child abuse material) b) any assault, ill-treatment, or neglect of a child, or c) any behaviour that causes psychological harm to a child, whether or not, in any case, with the consent of the child.

Appendix 2 – Legal Reporting Requirements

The table below outlines the legal reporting requirements for Starlight team members:

State	Am I a Mandatory reporter?	Types of child abuse to be reported	How to report
NSW	Yes, all team members including volunteers	All types – including sexual abuse, physical abuse, emotional or psychological abuse, neglect and witnessing family violence.	Child Protection helpline 132 111 Online https://reporter.childstory.nsw.gov.au/s/
NT	Yes, all team members including volunteers	All types	Child Abuse Hotline 1800 700 250 Or call police on 131 444 or contact your local police station.
ACT	No		
SA	Yes, all team members including volunteers	All types	Department for Child Protection - Child Abuse Report Line 131 478 – 24 hours a day, 7 days a week. Online http://www.reportchildabuse.families.sa.gov.au/
TAS	No		
VIC	Only for team members who have a post-secondary qualification in youth, social or welfare work and work in the health, community, or welfare services.	All types	Child Protection Crisis Line 13 12 78. National Child Abuse Helpline: 1800 99 10 99. Monday to Friday, 9am–5pm AEST.
QLD	Yes	All types	PoliceLink 131 444
WA	No		

