

Safeguarding Children & Young People Reporting & Responding Policy

1. Purpose

Starlight Children's Foundation exists to brighten the lives of seriously ill and hospitalised children, young people, and their families. In every state and territory of Australia, we provide positive and enriching experiences that support their well-being and resilience.

Our most important responsibility is to ensure Starlight programs are provided in a caring environment, nurturing and safe for all children and young people. Our National Board and Executive Team are committed to ensuring the safety of all children and young people who participate in our programs and approve, endorse, and actively ensure our commitment to safeguarding children and young people from harm, risk of harm, 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 harm, risk of harm, abuse and 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 access 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 (LGBTQIA+) children, children unable to live at home, and children and young people with a disability.

2. Who the Policy applies to

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).

3. Key Requirements

Every Starlight team member is responsible for identifying and reporting concerns regarding the safety, welfare, or well-being of children and young people.

a) What should be reported?

- Any suspected grooming behaviours; and
- Any form of abuse, neglect, harm, or risk of harm 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, neglected, harmed, or is at risk of harm.

- someone else tells you they know of or believe a child/young person has been abused, neglected, harmed, or at risk of harm.
- there are any signs of physical abuse

b) How do I report

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

All Team Members (except South Australia)

- If in immediate harm or risk of harm, contact police by calling 000
- Report immediately to a Starlight SCYP Representative by calling 1800 951 150. The Head of People & Performance will then coordinate an Incident Management Plan. If you are unsure if a breach is serious always err on the side of caution and call the SCYP hotline immediately
- Complete a SCYP Log online as soon as possible
- If you are a mandatory reporter inform authorities

All Team Members in South Australia

- If in immediate harm or risk of harm, contact police by calling 000
- Contact the Child Abuse Report Line (CARL) by calling 131 478
- Report to a Starlight SCYP Representative by calling 1800 951 150. The Head of People and Performance will then coordinate an Incident Management Plan. If you are unsure if a breach is serious, always err on the side of caution and call the SCYP hotline immediately
- Complete a SCYP Log online as soon as possible

Diagram 1: SCYP Reporting Flowchart
(all states except South Australia)

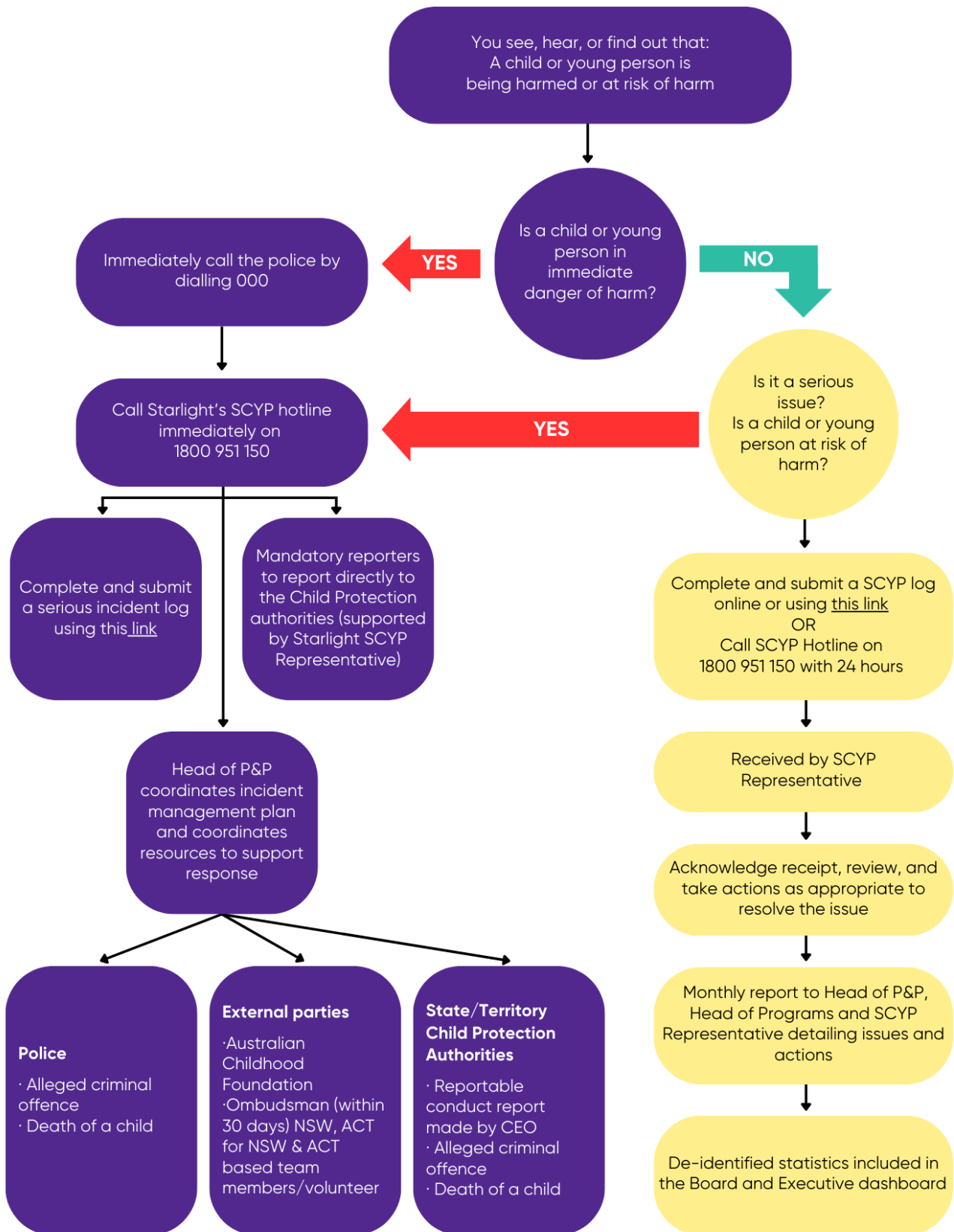
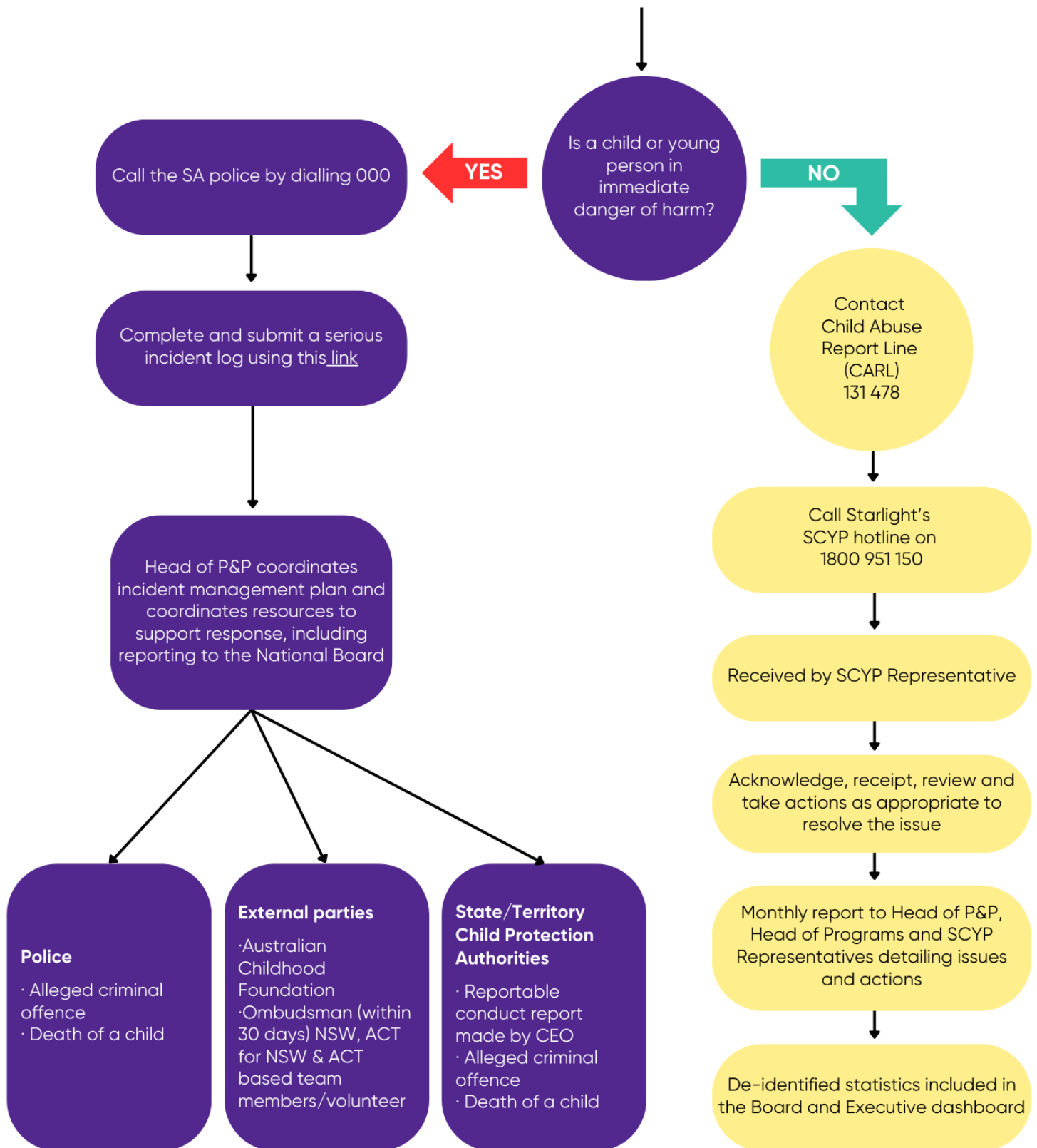


Diagram 2: SCYP Reporting Flowchart
(South Australia only)



c) Starlight SCYP Representatives

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

1. National Volunteer Manager, Programs
2. Talent Manager, People & Performance
3. Talent Manager, People & Performance
4. National Program Manager, Programs
5. National Program Manager, Programs

If none of these team members are available, the call is escalated to the Head of People & Performance.

d) 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, neglect, harm, or risk of harm.

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 legal 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 suspect may 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 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

Please refer to Appendix D for additional indicators of harm or risk of harm.

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 about 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 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.

[Additional Reporting Requirements for Team Members Based in Victoria.](#)

[Additional Reporting Requirements for Team Members Based in Western Australia.](#)

[Additional Reporting Requirements for Team Members Based in New South Wales](#)

[Additional Reporting Requirements for Team Members Based in Australian Capital Territory](#)

Additional Reporting Requirements for Team Members Based in Tasmania

e) Responding to a disclosure from a Child or Young Person

Where concerns arise about a child or young person during a 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, abuse, neglect, harm, or risk of harm 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.

f) Reporting a disclosure

To report a disclosure from a child or young person, follow the process for a serious issue as noted in the state-based SCYP Reporting Flow Chart

- If the child is at immediate harm, risk of harm, abuse, and neglect, you must ensure their safety by calling 000 for urgent medical assistance and/or police assistance
- 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.

g) Rights of the child and those impacted by the allegation

When responding to reports that are regarded as a matter of urgency, Starlight will take immediate action to ensure the safety and support of 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 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 investigate the report or incident

h) Cultural Responsiveness

Starlight recognises that cultural differences may influence the ways in which abuse is reported, particularly for Aboriginal children and their families. Our organisation is committed to ensuring a culturally safe environment where Aboriginal children feel supported and empowered to report abuse.

- All Starlight team members are required to complete cultural competency or cultural awareness training
- We communicate our *SCYP Reporting and Responding Policy* to Aboriginal and Torres Strait Islander children and their families in a clear and accessible manner.

i) Complaints Handling

Starlight Children's Foundation prioritises children and young people's rights, safety, and well-being, including the right to make a complaint via formal or informal mechanisms. A complaint can include expressions of dissatisfaction about:

- the Starlight Children's Foundation services or dealings with individuals
- allegations of abuse or misconduct by personnel or another individual associated with the organisation
- disclosures of abuse or harm made by a child
- the conduct of a child at Starlight Children's Foundation
- the inadequate handling of a prior concern
- general concerns about the safety of a group of children or activity

j) 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) in line with privacy legislation and information sharing provisions, except if doing so would compromise the welfare of the child or young person and/or investigation of the allegation, or other reporting legislative requirements [such as, but not limited to, mandatory reporting/criminal offence/reportable conduct scheme].

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, neglect, harm, or risk of harm 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

After an incident of suspected child abuse has been reported and where appropriate, the information-sharing process with the child/ young person, their families, and involved team members will begin as soon as reasonably possible. The process will be adapted to fit the child/ young person, family, and team member needs, and the requirements of any investigation processes and any relevant confidentiality, privacy, and employment law obligations.

Where appropriate to the circumstances and nature of the report, information will be provided to the child and family about:

- What was done to respond to the report/complaint including any investigation
- The decision or finding, including the main evidence that was obtained or unable to be obtained, and reasons why this decision was made
- Action was taken, or that will be taken, to address the report/complaint, including by whom and when the family will be provided with regular progress updates even where limited information can be provided

k) External Reporting

All team members working at Starlight must 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, neglect, harm, or risk of harm in the community in the same way as you would report a serious breach internally. This includes reporting to the police and the relevant state authorities as appropriate.

Team members can seek support from their manager; we also have an independent (Whistle-blower) reporting 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 names as this makes it easier for us to follow up and take appropriate action.

l) Documentation

As part of our *SCYP Reporting and Responding Policy*, we have developed a SCYP log which is to be used by the SCYP representatives to document any serious allegation, disclosure, incident, or concern regarding child abuse, neglect, harm, or risk of harm.

To prevent access by unauthorised persons, Starlight stores any documentation associated with an allegation of abuse, neglect, harm, or risk of harm to a child or young person 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 process to ensure they are responded to in line with this policy and have complied with reporting requirements to external authorities. These records will inform reviews of the policy as detailed in section 9.

4. Communications and Training

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

Families

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

Starlight Team

- During recruitment and onboarding 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.

5. Monitoring & Review

This Policy will be reviewed every two years. A review may be required due to legislative change, organisational change or insights gained from incidents.

Review and administration of this Policy is facilitated by the Head of People and Performance

6. Supporting resources

- ACF Report Form
- SCYP Reporting Flowchart
- SCYP Log
- Reporting and Responding Procedures
- Additional Reporting Requirements for Team Members in Victoria
- Additional Reporting Requirements for Team Members in Western Australia

7. Related Documents

The following Starlight policies, procedures, and guidelines must be considered in this document:

- Reporting and Responding Procedures
- Safeguarding Children and Young People Policy
- Code of Conduct Policy & Procedures
- Social Media Policy
- IT Policy
- Incident Management Policy
- Additional Reporting Requirements for Team Members in Victoria
- Additional Reporting Requirements for Team Members in Western Australia
- Additional Reporting Requirements for Team Members in New South Wales
- Additional Reporting Requirements for Team Members in Australian Capital Territory
- Additional Reporting Requirements for Team Members in Tasmania

8. 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 Persons, 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)
- The Worker Screening Act 2020 (VIC)
- Children Legislation Amendment (Reportable Conduct) Act 2017 (VIC)
- Children, Youth and Families Act 2005 (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)
- Adoption Act 1994 (WA)
- Child Care Services Act 2007 (WA)
- Children and Community Services Act 2004 (WA)
- Children and Community Services Amendment Act 2021 (WA)

- Commissioner for Children and Young People Act 2006 (WA)
- Community Protection (Offender Reporting and Registration) Act 2004 (WA)
- Family Court Act 1997 (WA)
- Parliamentary Commissioner Amendment (Reportable Conduct) Act 2022 (WA)
- Restraining Orders Act 1997 (WA)
- Working with Children (Criminal Record Checking) Act 2004 (WA)
- Young Offenders Act 1994 (WA)
- Ombudsman Act 1989 (ACT)
- Children's Guardian Act 2019 (NSW)
- Child and Youth Safe Organisations Act 2023 (TAS)

9. Approvals & Revisions

Approver Name:	Louise Baxter
Approver Title:	Chief Executive Officer (CEO)
Approval Date:	3rd December 2024
Effective Date:	4th December 2024
Review Date:	December 2026

Endorsed By:



For and on behalf of the Board
 Courtenay Smith

Chair
 Starlight Children's Foundation

Date: 10/11/2024



Louise Baxter

Chief Executive Officer
 Starlight Children's Foundation

Date: 10/12/2024

Appendix A: Roles and 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:

- Complete the SCYP training and participate in regular discussions about SCYP
- Ensure they understand the commitments and expectations of this policy
- Promote SCYP policies and practices
- Identify, report, and respond to any concerns about harm, risk of harm, or abuse and neglect towards children or young people, including reporting any suspected child abuse to the relevant authorities or child protection offices as outlined in the state based SCYP Reporting Flowchart
- Complete the SCYP training and participate in regular discussions about SCYP

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

Starlight Board of Directors	• 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, neglect, harm, and risk of harm 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, neglect, harm, or risk of harm (whether or not the suspected perpetrator is a Starlight team member). • Promote best practices 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 • Receive incident report trends from the Executive team. • Receive incident reports for serious incidents and reports of harm, risk of harm, abuse, and neglect from the Incident Communication Team
Starlight Executive	• Develop opportunities for regular discussion at all levels of the organisation to support a culture of openness and continuous improvement and accountability to child protection and 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 triennial 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 recognized bodies in their investigations of suspected child abuse, neglect, harm, or risk of harm • Ensure that learning and development and emotional support (including access to the Employee Assistance Program [EAP]) is provided to all team members.

	• Manage all inquiries, including media related to suspected child abuse, neglect, harm, or risk of harm
SCYP Representatives (Executive Sponsor: Head of People and Performance and Head of Programs)	• Develop opportunities for regular discussion throughout the organisation to support a culture of continuous improvement and accountability around safeguarding children and young people. • Lodge a child-safe environment statement with the Department for Human Services in SA providing evidence of Starlight's commitment to safeguarding children. • Ensure appropriate learning and development are made available to support the Starlight team. • Support team members involved in matters of concern for the safety and well-being 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 Performance. • Support team members to make a mandatory report when and where applicable. • Support the Head of People & Performance in serious breaches
People Managers	• Ensure your team understands their obligations under this policy. • Ensure the SCYP Reporting and Responding Policy is implemented and adhered to across Starlight. • Support team members when logging SCYP Code of Conduct breaches or when acting to protect a child or young person from abuse, neglect, harm, or risk of harm. • Support team members to meet mandatory reporting requirements. • Proactively implement the SCYP Reporting and Responding Policy, for example, ensuring it is a regular team meeting discussion point

Appendix B: Safeguarding Definitions

Term	Definition
Bullying	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: • 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	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>. Starlight children and young people include: • Those currently interacting with a Starlight program • Those who have interacted with a Starlight program in the past and are 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	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.
Emotional or psychological abuse	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. Examples include rejection or threats, criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule, and coldness. These behaviours continue to an extent, resulting in significant damage to the child's physical, intellectual, or emotional well-being and development.
Family Violence	Family violence is defined as violence between members of a family or extended family or those fulfilling the role of the family in a child or young person's life. It can include witnessing violence or the consequences of violence. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their well-being and development.
Grooming	Grooming is a term used to describe what happens when a perpetrator of abuse builds a relationship with a child to abuse them at some stage. There is no set pattern concerning 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 a normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then onto 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. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports, and religious activities, or in internet chatrooms, on social media, or by other technological channels.

Term	Definition
Harm	Harm to a child is any detrimental effect of a significant nature on the child's physical, psychological, or emotional well-being. Harm can be caused by: - 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.
Risk of harm	The likelihood of future harm occurring is based on the presence of risk factors.
Neglect	Neglect is the persistent failure or deliberate denial to provide the child with the necessities of life. It 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 are, or are 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 aggressive treatment. Physically abusive behaviour includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, kicking, punching, biting, burning, and excessive over-training. 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.
Sexual abuse	Sexual abuse occurs when an adult or a person of authority 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 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, having oral sex, or having intercourse with a child. Encouraging a child to view pornographic magazines, websites, and videos is also sexual abuse.
Sexual exploitation	Sexual exploitation occurs when children are forced into sexual activities that are then recorded, and/or used to produce pornography. Such pornography can be in the form of 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 harm, risk of harm, abuse, and neglect 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 the 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, neglect, harm, or risk of harm. 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, neglect, harm, or risk of harm. There are several 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 physical violence, assault, ill-treatment, or neglect of a child or young person, or in the presence of a child or young person

Term	Definition
	c) any behaviour that causes significant emotional or psychological harm to a child, whether or not, in any case, with the consent of the child.

Appendix C: 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 the police on 131 444 or contact your local police station.
ACT	No		
SA	Yes, all team members including volunteers	All types, including harm and risk of harm	Department for Child Protection – Child Abuse Report Line (CARL) 131 478 – 24 hours a day, 7 days a week. Online https://www.childprotection.sa.gov.au/reporting-child-abuse
TAS	No		
VIC	For all Registered medical practitioners, nurses, midwives, a person registered as a teacher or early childhood teachers, principals of school's police officers, a person in religious ministry, out-of-home care workers (excluding voluntary foster	All types	Child Protection Crisis Line 13 12 78. National Child Abuse Helpline: 1800 99 10 99. Monday to Friday, 9 am–5 pm AEST.

	and kinship carers), early childhood workers, youth justice workers, and registered psychologists.		
QLD	Yes	All types	PoliceLink 131 444
WA	For all Doctors; nurses and midwives; teachers and boarding supervisors; and police officers Staged implementation. Ministers of religion, Assessors, School Counsellors, Registered psychologists, early childhood workers, Out of Home Care workers, Youth justice officers, Departmental officers of the Department of Communities	Physical abuse Sexual abuse Neglect Psychological harm including (but not limited to) harm caused by being subjected or exposed to family violence	Central Intake Team; 1800 273 889 or email cpduty@communities.was.gov.au After hours: (08) 9223 1111 or Country free call: 1800 199 008

Appendix D: Indicators of harm

Possible indicators of abuse, harm, risk of harm, and neglect			
Sexual abuse	Physical abuse	Emotional abuse	Neglect
• Genital injuries • Bite marks • Sexually transmitted diseases • Persistent soiling or bedwetting • Sleep disturbance • Inappropriate sexual behaviour based on the child's age • Promiscuous seeking affection-seeking behaviour • Excessive masturbation which does not respond to boundaries or discipline • Obsessive and compulsive washing • Wary of physical contact with others • Unusually fearful of having their nappy changed	• Bruises in unlikely places (face, back, ears, hand buttocks, upper thighs, and soft parts of the body) • Inconsistent or absent explanation of bruises • Any bruising on a baby • Pressure marks from fingers on the face, chest, or back • Weal, ligature, or bite marks • Skull fracture, subdural bleeding, multiple fractures of different ages • Suspicious burns • Poisoning or significant over-medicating	• Avoiding home (particularly if the abuser is in the family home) • Running away or continually staying at friend's houses • Fear of the dark, not wanting to go to bed, bedwetting, or nightmares • Lying or stealing • Lack of trust in adults • Poor self-image/self-esteem, poor academic performance, poor peer relationships • Secretive, demanding, or disruptive behaviour	• Failure to thrive • Developmental delay • Prone to illness • Sallow or sickly appearance • Abnormally high appetite, stealing or hoarding food • Smelly or dirty appearance • Untreated medical conditions