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Wesley Dalmar Services procedure

Responding to allegations of reportable conduct or risk of harm to a child in Out of Home Care

1. Purpose

To outline the process to respond to allegations of reportable conduct or risk of harm to a child whilst in Out of Home Care.

2. Scope

All Wesley Dalmar staff at Out of Home Care.

This procedure shall be read in conjunction with Wesley Mission's procedure "Responding to Allegations of Reportable Conduct MP-HR-09B" and "Responding to children at Risk of Harm MP-HR-09A".

3. Process owner

Executive Manager, Wesley Dalmar services

4. Procedure

Stage 1 – Records of allegation

Process step	Process and responsibility	Documents
1. Ensure children's safety	Residential worker <ul style="list-style-type: none"> Ensure immediate safety of the child or young person should they receive information concerning possible reportable conduct or risk of harm towards a child in care. 	
2. Notification of relevant departments	Residential worker <ul style="list-style-type: none"> Notifies the Program Manager of the information received. Program Manager <ul style="list-style-type: none"> Notifies Operations Manager and Principal Officer that an allegation has been made and confirms this via e-mail. 	
3. Records allegations into the database	QRC Administrator <ul style="list-style-type: none"> Records the allegation on Child Protection Database and highlights it as incomplete 	
4. Risk analysis and action	Program Manager or delegate <ul style="list-style-type: none"> Conducts an initial Risk of Harm analysis Document discussion and decision onto Checklist for Reportable Conduct and Risk Assessment 	Checklist for Reportable Conduct OOHCF 16-8



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Process step	Process and responsibility	Documents
	<p>Forms</p> <ul style="list-style-type: none"> Directs case worker to notify FaCS Help-line and FaCS office which holds the child or young person's file if appropriate Completes Part A of the Investigation Report 	Risk Assessment OOHCF16-5
5. Review of documents	<p>Manager or delegates</p> <ul style="list-style-type: none"> Completes Part A of the Ombudsman Notification Form within 14 days. Forwards the form with <ul style="list-style-type: none"> a. Allegation b. Initial Risk Assessment c. Checklist for Reportable Conduct d. Investigation Plan e. Part A Ombudsman Notification Form to the Operations Manager for review Forwards the case to QRC Administrator to finalise the documents 	Ombudsman Notification Form
6. Finalisation and maintenance of documentation	<p>QRC Administrator</p> <ul style="list-style-type: none"> Completes Part A of the Checklist for Child Protection Database and Investigation Files Updates the allegation on the Child Protection database Opens a Child Protection file for original documents Forward copies of the documents to General Manager Wesley Mission Ensures all original documentation is kept on file by the Principal Officer at Carlingford. 	

Stage 2

Process step	Process and responsibility	Documents
1. Investigation plan	<p>Manager or delegate</p> <ul style="list-style-type: none"> Liaises with FaCS (if they chose to be involved) to formulate an investigation plan 	Investigation Plan OOHCF16-6
2. FaCS Interview	<p>Wesley Dalmar</p> <ul style="list-style-type: none"> Makes a request for the record of interview under s.248 if FaCS conducts an interview with the child as the child is considered at risk of harm. Ensures the FaCS Information Exchange Unit be contacted if there is any difficulty is experienced in obtaining this information. 	
3. Internal interviews	<ul style="list-style-type: none"> Dalmar's Manager or delegate Conducts an interview with the child or young person in conjunction with another staff member if FaCS considers the child is not at risk of harm but there is still an issue of possible reportable 	Letter advising carer of allegation OOHCF16-7



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Process step	Process and responsibility	Documents
	<p>conduct.</p> <ul style="list-style-type: none"> • Ensures workers assigned to conduct the investigation should not be a person who has worked with, or who already has an opinion of the integrity of, the person against whom the allegation has been made. • Ensures the carers are interviewed separately. • Notify the person against whom the allegation has been made in writing of the detail of the allegation(s) and of their right to a support person. • Ensures the carers are asked to respond in detail to such allegation. • Ensures the person(s) against whom the allegation has been made are not to be told information which may lead them being able to identify the notifying person. <p>Notes:</p> <ol style="list-style-type: none"> 1. These interviews may be done jointly with FaCS 2. If the matter is considered sufficiently serious or Dalmar may be placed in a situation where conflict of interest may occur, an external investigator may be employed to conduct the investigation. 	
<p>4. Interviewing the carers</p>	<p>Operations Manager</p> <ul style="list-style-type: none"> • Ensures the worker to take detailed notes during the interview. • Ensure the worker who is not involved in the actual discussion to take notes during the interview. • Ensures the report of the interview be as close as possible to verbatim and when typed should be signed by those present as an accurate account. 	
<p>5. Post-interview report and action</p>	<p>Program manager</p> <ul style="list-style-type: none"> • Gather all documentation relating to the investigation and make a recommendation as to the finding onto report on investigations of reportable conduct • Meets with FaCS to review the investigation and make decision regarding risk of harm to the child and determine what action if any needs to be taken, should appropriate. • Determines the Findings for the Reportable Conduct investigation and determines what action needs to be taken if any. 	
<p>6. Communication of the outcome</p>	<p>Manager or delegate</p> <ul style="list-style-type: none"> • Discuss with the carers the outcome of the investigation and what action will be taken to ensure the child or young person's safety with the carers 	



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Process step	Process and responsibility	Documents
	<ul style="list-style-type: none"> Completes Part B of the Ombudsman's notification and Report of Investigation of Reportable Conduct and forwards them to the Operations Manger with all original, signed supporting documentation for review. 	
<p>7. Review and sign off</p>	<p>Operations Manager</p> <ul style="list-style-type: none"> Forwards all documentation to Principal Officer <p>QRC Administrator</p> <ul style="list-style-type: none"> Completes Checklist for Child Protection Database and Investigation Files and checks all other documentation is complete and accurate. <p>Principal Officer</p> <ul style="list-style-type: none"> Reviews the Investigation, Findings, signs-off on the Notification Form Notify the Commission of Children and Young People if required. <p>Notes: All sustained allegations receive a Category One notification and allegations which have a "not-sustained – insufficient evidence" finding are reported as a Category Two notification. If the Operations Manager considers there is sufficient cause for the Category to be changed he/she can request a change in the Category assigned.</p> <p>Category One does trigger an estimate of risk for child related employment. Category Two does not trigger an estimate of risk Findings of false, not reportable, Not sustained – Lack of evidence of weight or unable to make a finding should not be reported to the CCYP</p>	<p>Checklist for Child Protection database and investigation files OOHC16-2</p>



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Review of carer authorisation after sustained allegations of Reportable Conduct

Process step	Process and responsibility	Documents
1. Review of carer's authorisation	<p>Program Manager</p> <ul style="list-style-type: none"> Ensures carer's authorisation and placements be reviewed in light of the allegation should an allegation of reportable conduct is sustained. 	Supervision, Support and Review of Carers OOHC06
2. Conduct formal risk assessment	<p>Program Manager</p> <ul style="list-style-type: none"> Ensures a formal risk assessment be undertaken and strategies put in place to minimise the possibility of a repeat of the incident, should the allegation is serious (e.g. not Trivial and Reportable Conduct) and the finding is "sustained" or "not sustained - insufficient evidence". Record these strategies onto a Risk Management Plan including review dates and the person responsible, to ensure they are acted upon in a timely manner. 	Allegation of Reportable Conduct – Final Risk Assessment OOHCF16-10 Risk Management Plan OOHCF16-11
3. Informing the results of the review	<p>Principal Officer</p> <ul style="list-style-type: none"> Writes to carer informing the results of the investigation and of any implication for their authorisation. 	Letter to carer – end of investigation OOHCF16-4
4. Documentation	<p>QRC Administrator</p> <ul style="list-style-type: none"> Places the originals of all documentation on the Child Protection Investigation file and completes the Child Protection database. Completes the Child Protection allegation records for the child and the carer's files and forwards them to the Program Manager <p>Principal Officer or delegate</p> <ul style="list-style-type: none"> Forwards the Ombudsman Notification and copies of all other documentation to the General Manager Wesley Mission <p>General Manager Wesley Mission</p> <ul style="list-style-type: none"> Forwards all documentation to Head of Agency for signature and presentation to the Ombudsman's Office Ensures all original documentation is held in the Child Protection file at Carlingford 	Allegation Records for the child and carers' files OOHCF16-9 and OOHCF16-9A



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Requests for additional information from the Ombudsman's Office

Process step	Process and responsibility	Documents
1. Provide the information	<ul style="list-style-type: none"> • Operations Manager • Obtains the information required and provides it in writing to the person in the Ombudsman's Office • Ensure the request from the Ombudsman's officer for additional information be responded within the timeframe set and if possible immediately 	
2. Forward the letter to the Ombudsman's Office	<p>General Manager</p> <ul style="list-style-type: none"> • Forwards through the letter to the Head of Agency and to the Ombudsman's Office 	
3. Documentation	<p>Operations Manager</p> <ul style="list-style-type: none"> • Ensures the documentation and the letters are added to the Child Protection File at Carlingford 	

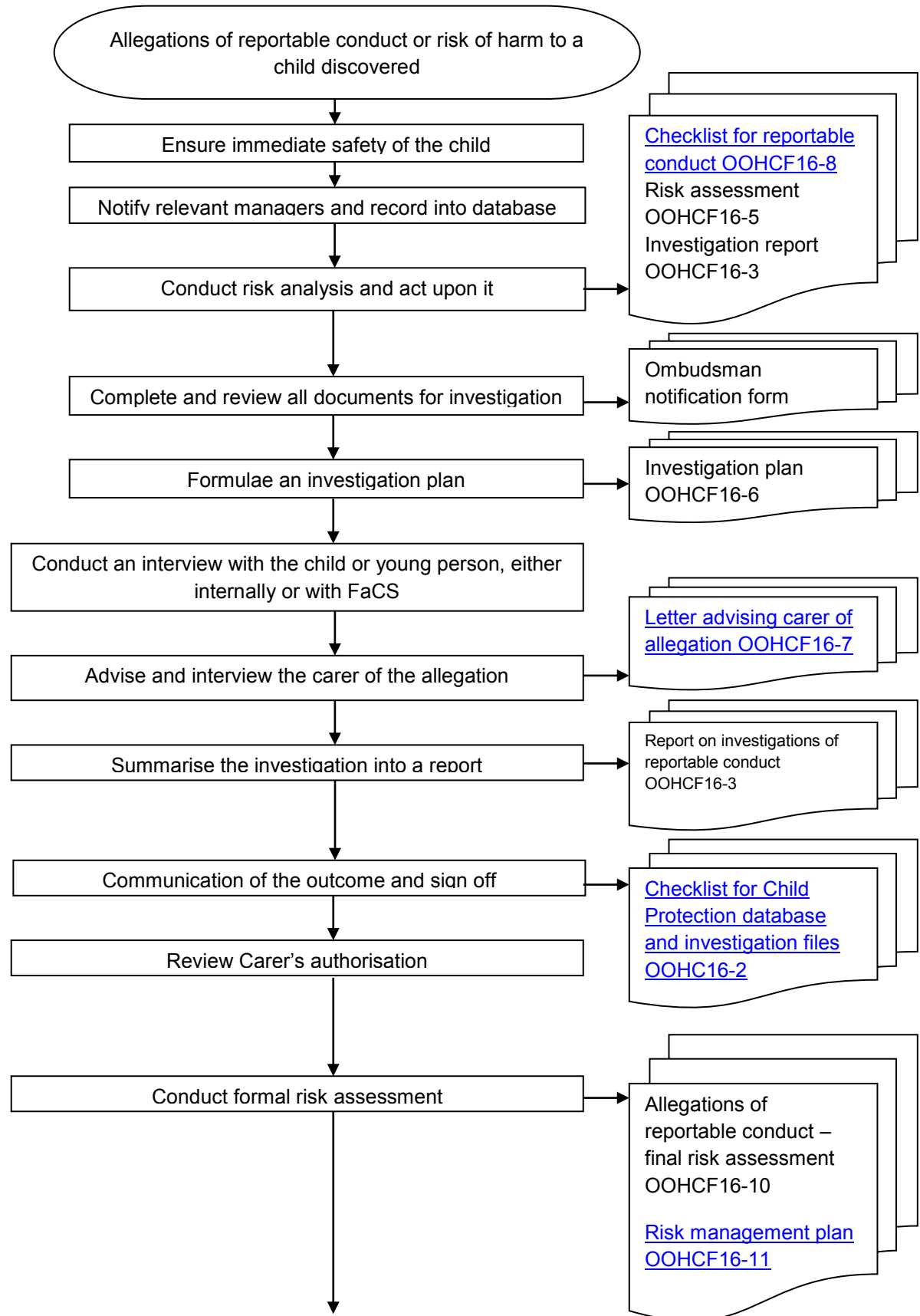
5. Associated documents

- Responding to allegations of Reportable Conduct MP HR-09B
- Responding to Children at Risk of Harm MP HR-09A
- [OOHCF16-2 Checklist for Child protection and Investigation Files](#)
- [OOHCF16-4 End of Investigation letter to carer.](#)
- [OOHCF16-5 Risk Assessment](#)
- [OOHCF16-6 Investigation Plan](#)
- [OOHCF16-7 Letter Advising carer of Allegation](#)
- [OOHCF16-8 Checklist for Reportable Conduct](#)
- [OOHCF16-9 Child Protection Allegation Record](#)
- [OOHCF16-9a Child Protection Allegation Recor \(carer/employee\)](#)
- [OOHCF16-10 Allegation of Reportable Conduct – Final Risk Assessment](#)
- [OOHCF 16-11 Risk Management Plan](#)
- CSF-31 Child Protection Incident Form
- Ombudsman Notification Form



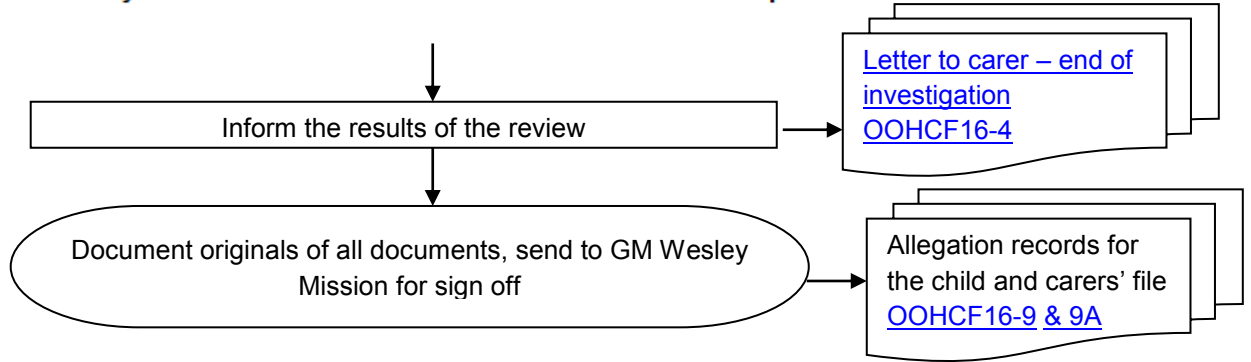
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6. Process map

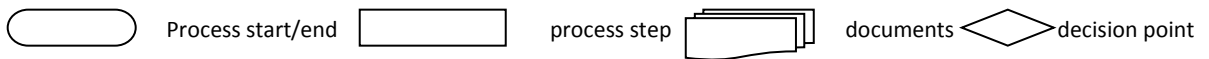




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Legend :



7. Consultation & Approval

Nigel Lindsay, Executive Manager, Wesley Dalmar Services