

# **Adelaide Quality Care Core Standards Policy Manual**

Phone: 0449150234

Version: 1

Approval date: 16/04/2019

Review date: 16/04/202

# **Working with Children Policy and Procedures**

## **PURPOSE AND SCOPE**

Adelaide Quality Care recognises the right of clients to feel safe and to live in an environment where they are protected from assault, neglect, exploitation and / or any other form of abuse. This policy specifically looks at the requirements when working with clients under the age of 18 years.

Adelaide Quality Care will encourage and support any person who has witnessed abuse of a service user or, who suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution.

Adelaide Quality Care must make reports as a mandatory reporter.

Adelaide Quality Care acknowledges that prevention is the best protection from abuse and neglect, and recognises the duty of care obligations to implement prevention strategies.

## **PROCEDURE**

### **How to report**

As mandated notifiers, our [Manager.Position] will use the online child protection reporting system to report less serious concern(s) ( [www.reportchildabuse.families.sa.gov.au](http://www.reportchildabuse.families.sa.gov.au)) .

The [Manager.Position] will use their professional understanding and knowledge of child protection to contact the required reporting body. The Service Supervisor will undertake the following:

- Report a suspected case of child abuse or neglect, on call to the child abuse report line (CARL): 13 14 78 at the time when it is determined that there is a risk of harm.
- All serious concerns must be reported via the report line and not via the online reporting system.

To access the system, go to: [www.reportchildabuse.families.sa.gov.au](http://www.reportchildabuse.families.sa.gov.au).

# **Adelaide Quality Care**

## **Working with Children Policy and Procedure**

---

### **Details to provide**

The Service Supervisor will give the following information to the child abuse report line including all of the current information:

- Child's name, age, date of birth, address
- Description of injury, abuse and/or neglect (current and previous)
- The child's current situation
- The location of the child, parent or caregiver and alleged perpetrator
- When and how did you find out about the abuse.

If the child is Aboriginal you should also provide the Clan group of the child, if known.

### **Child identification details and context**

Service Provider will need to provide enough detail to identify the child or young person, and give context to your report, including:

- The child's full name as well as their:
  - Date of birth or age
  - Current address
  - Contact number
  - School/ kindergarten/ child care centre
  - Ethnicity (i.e. Aboriginal, kinship group, non-English speaking)
- Who are the parents? Do they all live in the same house, are there siblings in the house?
- Alleged perpetrator's name, age, address, relationship(s) to the child or children, and current whereabouts.
- Current whereabouts of the child or children of concern.
- Details of; when the next expected contact with the alleged perpetrator will occur
- Family court orders, apprehended violence orders and / or domestic violence orders, if in place.

### **When to Report an Abusive Situation**

# Adelaide Quality Care

## Working with Children Policy and Procedure

---

It is important to always search for the cause of a change in a client's behaviour or unexplained physical symptoms. If a client shows one or more of the possible signs of abuse (as listed below), it does not automatically mean she or he is being abused, but it must be reported.

[Manager.Position] will then report to the Child Abuse Reporting Line (CARL) <https://www.childprotection.sa.gov.au/reporting-child-abuse/report-child-abuse-or-neglect>

### Defining Child Maltreatment, abuse and neglect

Child abuse and neglect refers to any behaviour by parents, caregivers, other adults and / or older adolescents that is outside the norms of conduct and entails a substantial risk of causing physical or emotional harm to a child or young person. Such behaviours may be intentional or unintentional and can include acts of omission (i.e. neglect) and commission (i.e. abuse).

#### Physical Abuse

*Signs & Symptoms:* Bruising, lacerations, welts, rashes, broken or healing bones, burns, weight loss, facial swelling, missing teeth, pain or restricted movements, crying, acting fearful, agitation, drowsiness, hair loss and / or poor physical well-being.

*Causes:* Hitting, slapping, pushing, punching and / or burning, which entails an incident that is non-accidental resulting in pain or injury.

#### Psychological / Emotional Abuse

*Signs & Symptoms:* Loss of interest in self-care, helplessness, withdrawn, apathy, insomnia, fearfulness, reluctant to communicate openly, chooses not to maintain eye contact, paranoia and / or confusion.

*Causes:* Intimidation, humiliation, harassment, threatening, sleep deprivation, withholding affection, and / or not allowing the person to maintain their own decision-making powers, which leads to a pattern repeated over time.

#### Financial Abuse

## Adelaide Quality Care

### Working with Children Policy and Procedure

---

*Signs & Symptoms:* Unpaid accounts, withholding funds, loss of jewellery and/or personal belongings, removal of cash from wallet or purse, agitated when discussing money, not providing money for outings and personal items, and / or a person who takes over the care of someone's money without permission.

*Causes:* Misuse of person's money, valuables or property, forced changes to legal documents (such as a will) denying access to or control of personal funds, stealing, fraud, forgery, embezzlement, misuse of power of attorney and / or taking away the decision making powers of a person. Sexual Abuse

*Signs & Symptoms:* Unexplained sexual transmitted disease, vaginal/anal bleeding, fearful of certain people or places, bruising to genital areas, inner thigh and / or around breasts, anxiety, torn or bloody underclothes, difficult in walking or sitting, change in sleep pattern and / or repeating nightmares.

*Causes:* Rape (penetration and/or oral-genital contact), interest in older person's bodies, inappropriate comments and sexual references, inappropriate (possible painful) administration of enemas or genital cleansing, indecent assault, sexual harassment, which is mainly about violence and power over another person, rather than sexual pleasure.

#### Neglect

*Signs & Symptoms:* Poor hygiene or personal care, unkempt appearance, lack of personal items, absence of health aids, weight loss, agitation, and inappropriate clothing and / or lack of food.

*Cause:* The intentional failure to provide basic life necessities.

#### Social Abuse

*Signs & Symptoms:* Sadness & grief because people are not visiting, anxiety after a certain person's visit, withdrawal, low self-esteem, appearing ashamed, passivity, and / or listlessness.

*Causes:* Prevention of people having contact with friends or family, preventing access to social activities.

#### **A report must be made if:**

- A client shows a change in behaviour or mood that may indicate they are being abused.

# **Adelaide Quality Care**

## **Working with Children Policy and Procedure**

- 
- ~~• You observe someone behaving towards a client in a way that makes you feel uncomfortable.~~
  - A client tells you that they are being abused by another person.
  - A person tells you that they are abusing a client.
  - A client or visitor tells you that they have observed abusive acts.
  - You observe an action or inaction that may be considered abusive.
  - You suspect or have any reason to believe a client is being abused

Failure to report an abusive situation may result in a Criminal Offence.

### **RELATED DOCUMENTS**

- Incident Form
- Code of Ethics and Conduct Form
- Client Notes
- Risk Management Form
- Policies and Procedures

### **REFERENCES**

- The Child Protection (working with children) Act 2012
- United Nations Convention on the Rights of the Child 1989
- The National Framework for protecting Australia's Children
- Children and Young People (Safety) Act 2017

**Adelaide Quality Care**  
**Working with Children Policy and Procedure**

---