

RIGHT2REPORT PROCEDURE

The Right2Report Procedure provides a clear, confidential process for reporting and managing child safety concerns. Key stakeholders are the Child Safe Officer (CSO) and Assistant Operations Managers (AOMs), who coordinate risk assessment, investigation, staff support, and compliance with external reporting requirements.

REPORTING	
1	Assess the risk. If the child/children are in immediate danger, call emergency services on 000
2	<p>If an educator forms a reasonable belief that a child has been, or is at risk of being, sexually abused:</p> <ul style="list-style-type: none"> Refer to the REED Mandatory Reporting Procedure and/or Department of Communities Mandatory Reporting helpline. Lodge a written report via the Department's secure Mandatory Reporting Web System (MRWeb).
3	<p>Contact the REED Right2Report (phone, email, online form), making a report as soon as is practicable.</p> <ul style="list-style-type: none"> Phone Number: 9852 1234 Email: right2report@reedwa.org.au Online Form: Scan the QR code on the Right2Report poster <p>Anonymity can be maintained by calling the dedicated phone number or scanning the QR code on the poster</p> <p>Families are also able to use this platform to report concerns confidentially.</p>
4	Provide as much detail about the incident or incidents as possible.

RECEIVING A REPORT	
1	<p>Ensure the report is reviewed promptly by the Child Safe Officer if available, and/or allocated team members. The risk level will be assessed (mild, moderate, severe) to determine immediate actions. Examples:</p> <ul style="list-style-type: none"> <i>Mild</i>: Low-level concern, no immediate danger. <i>Moderate</i>: Potential risk of harm, prompt action required. <i>Severe</i>: Immediate threat to child safety, urgent action required. <p>If children are in immediate danger, call 000.</p>
2	Maintain strict confidentiality. Only share details with those directly involved in the review and response process. Staff must not discuss the report outside appropriate channels.
3	Add report to the central confidential log (maintained by Child Safe Officer).
4	<p>Notify remaining key stakeholders and:</p> <ul style="list-style-type: none"> Corresponding Cluster Manager and Operations Manager Human Resource Admin (who will escalate to the appropriate duty manager)

	Method: Primarily via phone. Confidential email acceptable for mild risk. Provide details of: report received, service location, and risk level.	
5	Meet other reporting requirements <ul style="list-style-type: none"> • ECRU - Cluster Manager within 24hrs • Ombudsman – Approved Provider within 7 days • Mandatory Reporting (Sexual Abuse) – As soon as the belief is formed 	
6	Conduct Risk Management Meeting (Child Safe Officer, Assistant Operations Manager and Cluster Manager in collaboration with Human Resource) to determine immediate actions. <ul style="list-style-type: none"> • Assess current risk to children. • Determine if staff stand-downs are required (implement immediately). • If children are suspected victims, Cluster Manager to notify families with HR support. 	
7	Commence investigation as per level Mild – 24-48hrs Moderate – 24hrs Severe - Immediate	

INVESTIGATION		
1	The Child Safe Officer or Assistant Operations Manager and Service Cluster Manager will conduct an internal review, limiting alerting suspected individuals until risk and confidentiality are managed	
2	Moderate/severe cases: Cluster Manager may be required to attend the service on the same day, depending on availability and location.	
3	Human Resource, Child Safe Officer, Assistant Operations Manager, and/or Cluster Manager will organise relevant meetings with staff while ensuring confidentiality.	
4	Adjust investigation timelines and actions if the risk level changes. <ul style="list-style-type: none"> • Mild: 24–48 hours • Moderate: 24 hours • Severe: Immediate 	
5	If at any point sexual abuse is suspected, refer immediately to the Mandatory Reporting Procedure.	
6	The allocated Team and Operations Manager determine outcomes and actions.	
7	Human Resource finalises the investigation report and stores documentation securely in line with regulations.	
8	Operation Manager ensures the Approved Provider is informed and all required reports are lodged	
9	Child Safe Officer maintains a secure cloud log of all cases.	

RELATED DOCUMENTS

RESOURCES	POLICIES	PROCEDURES
Mandatory Reporting Guidelines (Dept of Communities WA)	Child Safe Environment Policy Code of Conduct Child Protection Policy Mandatory Reporting Policy	Right2Report Procedure Mandatory Reporting Procedure Child Protection Procedure

PROCEDURE REVIEWED	MODIFICATIONS	NEXT PLANNED REVIEW DATE
September 2025	<ul style="list-style-type: none"> <li data-bbox="507 353 708 376">• New Procedure 	September 2028