

## **Child Protection – Procedures**

The following document needs to be read in conjunction with the school's Child Protection Policy and related policies and procedures.

### **Part 1 - Working With Children Check - Verification**

*This procedure needs to be read in conjunction with the Child Protection Policy – Section 4.*

#### **Purpose:**

This procedure outlines the process for obtaining, verifying, and maintaining Working With Children Check (WWCC) clearance details for all new employees, existing employees, volunteers, and individuals engaged in child-related work, in accordance with NSW legislation.

This includes verification through the Office of the Children's Guardian (OCG) <https://ocg.nsw.gov.au/working-children-check/who-needs-check> and systematic record keeping.

#### **Applies to:**

Any individual undertaking child-related work, including:

- Employees (new /existing)
- Contractors (Co-curricular Program Providers, Tutors etc.)
- Volunteers (Interns, etc.)
- For exemptions, refer to <https://ocg.nsw.gov.au/working-children-check/who-needs-check#section-target-3>

#### **Responsible officer for verification:**

- HR Services Manager

#### **Verification Timing:**

- Prior to employment and WWCC expiry / renewal date for:
  - New employees / Employees / Volunteers
- HR Service Manager reviews WWCC expiry dates at beginning and end of each term

#### **Record keeping:**

The following information will be kept in a WWCC register:

- Full name (including first, middle and last name)
- Date of birth
- WWC number
- Employment start date
- Verification date
- Verification outcome (clearance, barred, interim barred or not found)
- Expiry date (when the WWC number expires)

- Status of the worker (paid or volunteer)

All clearance verification certificates are to be saved in:

- Employment Hero
- Compass
- HR folder "Personnel files"

Multiple WWCC certificates (history) are to be saved for each person in both, EH and Compass.

### **Verification & Renewal Process:**

The following steps apply equally to:

- New WWCC applications
- WWCC renewals
- All staff, volunteers, external providers / contractors, and Interns

### WWCC Verification Steps:

Log into **OCG Employer Portal** <https://wwccemployer.ocg.nsw.gov.au/Login>

- Enter required details: family name, DOB, WWC reference number
- "Verify" and check result
- If WWCC is not found - double check correct data entry (correct spelling of family name, correct DOB / WWC number) and re-attempt verification
- If WWCC is "cleared"
  - Save WWCC verification certificate as pdf document in HR folder "Personnel Files" for employees / volunteers etc.
  - Enter all information into the WWCC register for all new employees/volunteers and add information about renewal status and new expiry date for those you are re-verifying WWCCs for.
- If WWCC is not cleared:
  - Escalate to relevant Manager and inform the Employee/Volunteer and discuss further steps (depending on conduct - temporary or general suspension from child-related work)
  - Advise the OCG 's WWCC Directorate of the reportable conduct

Log into **Employment Hero** – [https://secure.employmenthero.com/users/sign\\_in?ref=](https://secure.employmenthero.com/users/sign_in?ref=)

- Select Employee in Employment Hero
- Upload cleared current verification certificate
- Update expiry date

Log into **Compass** - <https://germanschoolsydney-nsw.compass.education/login.aspx?sessionstate=disabled&url=https%3a%2f%2fgermanschoolsydney-nsw.compass.education%2fCommunicate%2fKnowledgeBase%2fdefault.aspx%3farticle%3dEvents>

- Select Employee / external provider / Intern in Compass

- Upload cleared current verification certificate
- Update expiry date, 'verified by' and 'verification date' (keep 'start date')

### Monitoring & Reminders:

- Run regular reports in Employment Hero and Compass to track WWCC expiry dates
- HR Service Manager reviews WWCC expiry dates in each term (beginning of each school year and end of each term) by:
  - Checking certification / compliances reports in Employment Hero / Compass
  - Checking the WWCC register
- HR Services Manager sends reminders to all employees / volunteers whose WWCC will expire in that year.
- Employment Hero generates several automated WWCC expiry reminders (90 days, 31 days, 14 days, 7 days before) for both - HR Services Manager and employees / volunteers.
- OCG also sends renewal reminders directly to WWCC holders.
- Employee / volunteers need to renew their WWCC before expiry date and inform the HR Services Manager after completing the renewal by sending through the confirmation from OCG.
- HR Service Manager verifies WWCC and enters new WWCC expiry date and verification date in the WWCC register by adding another column to the register to prevent overwriting of the original verification date.
- Employees / volunteers who fail to renew their WWCC status before the expiry date will not be able to return to child-related work and there may be other consequences for employment, as determined by the Principal.

## Part 2 - Mandatory Reporting of Risk of Significant Harm

This procedure refers to the Child Protection Policy – Section 5.

### How to Make a Report

#### Step 1: Internal Reporting

All staff members must immediately report their concerns to the Principal (verbally and via email).

The staff member should:

- Provide all relevant information and observations
- Avoid questioning the child beyond what is necessary for clarification

#### Step 2: Determining Whether a Report is Required

The Principal will follow the Mandatory Reporter Guide (MRG)

<https://reporter.childstory.nsw.gov.au/s/mrg> provided by the NSW Department of Communities and Justice (DCJ) to determine whether the concern meets the threshold for significant harm.

#### Step 3: Making the Report

If the MRG indicates the threshold for ROSH is met, the Principal will make a report to:

- Child Protection Helpline – 132 111 (available 24/7)

In emergencies or where a child is at immediate risk (or the Principal is not contactable), staff should also call 000.

If the MRG outcome does not indicate significant harm, the school may still:

- Refer the matter to child wellbeing services (e.g. School Counsellor, external support agencies)
- Monitor the situation and record concerns

### Record Keeping, Security and Confidentiality

- A confidential written record of the concern, MRG outcome, and any reports made must be kept.
- These records are securely stored by the Principal in a restricted-access location (secure digital system).
- Access to these records is strictly limited to authorised personnel (Chair of Board, Principal, School Counsellor – on request only).
- All information is to be treated with the strictest confidentiality. No information about the report or child should be shared beyond those involved in the reporting process, unless required by law.

### Training

- All mandatory reporters will participate in annual training each December / January to recognise signs of harm and understand the school's reporting procedures by completing the AIS course "Identifying and Responding to Children and Young People at Risk."

**Part 3 – Reportable Conduct**

All relevant information about Reportable Conduct (scope, definitions, process, risk management) are included in the Child Protection Policy - Section 6.

## Part 4 – Informing Staff Annually

### **Purpose:**

To ensure all staff are informed of their legal and procedural responsibilities in relation to child protection at the time of induction (prior to commencing child-related work) and at least every 12 months thereafter.

### **Roles and Responsibilities:**

HR Services Manager is responsible for implementing this procedure, maintaining records, and ensuring compliance with mandatory training and policy acknowledgements.

### **Induction and Ongoing Requirements**

#### New Employees (prior to the commencement of child-related work):

- The induction program run by the HR Services Manager includes, but is not limited to, the following topics: (refer to 'Checklist Staff Onboarding'):
  - Legal obligations for child protection and specific school expectations (e.g. codes of conduct)
  - Obligations for Mandatory reporters and the school's procedures of how to make a report for ROSH
  - School's policies and procedures to prevent, identify and report allegations of reportable conduct
- Employees are required to:
  - Sign the 'Checklist Staff Onboarding' (including date) after completion of the induction process
  - Complete the AIS online course "Identifying and Responding to Children and Young People at Risk, which outlines the following:
    - Obligations under the NSW Children and Young Persons (Care and Protection) Act 1998
    - Types and indicators of child abuse and neglect
    - Reporting process for Risk of Significant Harm (ROSH) matters
    - Responsibilities of staff in identifying and responding to at-risk children and young people
  - Read and acknowledge electronically the receipt and understanding of all mandatory policies within Employment Hero (annually), and specifically relevant for Child Protection:
    - Child Protection Policy
    - Employee Code of Conduct
    - Grievance Policy

#### All Staff (Annually)

Annually (typically in January, or prior to the commencement date for new staff):

- All staff are required to complete the AIS online course "Identifying and Responding to Children and Young People at Risk."
- Employees must review and acknowledge all mandatory policies in Employment Hero.

If a staff member has not completed any part of the annual training, the HR Service Manager will follow up with the Principal who decides on the next steps.

## **Recordkeeping**

### Training Records

- AIS course certificates are stored on the AIS website and are trackable over time.
- Staff must upload their course certificate and add the issue date into their Employment Hero account; multiple certificates can be stored for each employee.
- HR Services Manager tracks compliance via:
  - Certifications Register (Employment Hero)
  - Online Course Completion Register (AIS)

### Policy Acknowledgement

- All school policies are accessible to employees through their Employment Hero account.
- Employees must review and acknowledge all relevant policies annually in Employment Hero.
- Policy acknowledgements, including the date, are recorded for each employee and policy in Employment Hero.
- The HR Services Manager monitors acknowledgements via the Policy Acknowledgement Register in Employment Hero and sends reminders when necessary.

**Part 5 – Stakeholder complaints about staff conduct**

- Complaints or allegations about staff misconduct will follow the procedures in the school's Complaints Handling Policy and Procedures.
- Complaints or allegations that the school defines as reportable conduct will follow the procedures in the school's Child Protection Policy.

**Document Management**

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