

152 Child Protection Policy

1. Policy

Where Link Housing staff identify a child at risk of harm or potentially at risk of harm, they will consult the 'Keep Them Safe' website to determine what action is required using the Mandatory Reporter Guide.

The Mandatory Reporter Guide can be found at: <https://reporter.childstory.nsw.gov.au/s/mrg>

Staff will discuss the outcome of the Mandatory Reporter Guide with their senior manager or above.

2. Principles

- The welfare of the child or the young person is paramount.
- Link Housing will, with government and non-government agencies work in partnership with the child, or young person and their family to ensure their safety, welfare and wellbeing is addressed.

3. Reporting

The Mandatory Reporter Guide will inform the user what action should be taken. These include:

- Referring the household to specialist support services
- Contacting Child Protection Helpline

Mandatory Reporters who are advised to make an immediate report to the Child Protection Hotline should do so on **133 627**. Reports can be made for an unborn child and children up to 18 years of age.

4. Third party reports of child abuse or neglect

Where a neighbour or contractor contacts Link Housing to report suspected child abuse or neglect they will be advised to contact the Child Protection Helpline on **132 111** or the Police if the concern is immediate.

Link Housing will complete the Mandatory Reporter Guide if concerns are raised by other third parties regarding the welfare of a child or young person. Link Housing will also meet with the tenant if there has not been a recent meeting.

5. Children and young people in supported housing

Where Link Housing has concerns about the welfare of a child or young person living in supported accommodation it will complete the Mandatory Reporter Guide AND contact the support agency within 24 hours to raise its concerns and will follow this up in writing.

6. Information Exchange

Chapter 16A of the *Children and Young Persons (Care and Protection) Act 1998* allows government agencies and non-government organisations who are prescribed

bodies to exchange information that relates to a child's or young person's safety, welfare or wellbeing, whether or not the child or young person is known to Community Services, and whether or not the child or young person consents to the information exchange.

7. Legislative Framework and Related Policies

- Children and Young Persons (Care and Protection) Act 1988
- 419 Privacy and Confidentiality Statement (Link Housing)

8. Privacy & Confidentiality

Link Housing will keep applicants', tenants' and residents' information and feedback confidential, in line with privacy laws and standards.

9. Complaints and appeals

A tenant who is not happy with a decision made by Link Housing or who believes that Link Housing has not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Housing website www.linkhousing.org.au or by phoning Link Housing on 9412 5111.

A tenant or applicant who is not happy with a decision made by Link Housing or who believes that Link Housing has not followed this policy can complain or appeal using the complaints and appeals policies.

10. Quality Assurance

This policy will be reviewed every three (3) years unless there is a relevant change in legislation or operation or if good practice information become available.