Joyful Journey
OCCUPATIONAL THERAPY
adding life to days

Mandatory Reporting Policy

Joyful Journey OT

Welcome

At Joyful Journey OT, your child's safety, wellbeing, and rights are our highest priority. We are committed to creating a safe, supportive environment where children, young people, and families feel respected, heard, and protected.

As part of this commitment, our team follows mandatory reporting laws in Victoria.

What is Mandatory Reporting:

Mandatory reporting is a legal requirement for certain professionals to report concerns when they believe a child or young person may be:

- At risk of harm
- Experiencing abuse or neglect
- Not safe in their home or care environment

This law exists to help protect children and ensure they receive the support they need.

When do we need to make a report?

Our clinicians are required to make a report if they form a reasonable belief that a child or young person is being:

- Physically harmed or at risk of physical harm
- Emotionally or psychologically harmed
- Sexually abused or at risk of sexual abuse
- Neglected (not receiving basic care such as food, shelter, supervision, or medical care)

A report may also be made if we believe a child is in immediate danger.

What happens if we make a report?

If a report is made:

1. We prioritise the safety of the child above all else
2. We may contact Child Protection Services (DFFH) or the police if required
3. We will document our concerns in line with legal and professional requirements
4. We may or may not be able to inform families before the report is made, depending on safety risks

Our aim is always to act carefully, respectfully, and in the best interests of the child.

Mandatory Reporting

Will families be told?
Where it is safe and appropriate, we will aim to be open and transparent with families. However, in some situations, we may not be able to inform families before making a report if:

- It may place the child or another person at further risk
- It may interfere with an investigation
- We are advised not to by Child Protection or police

Confidentiality
We respect your privacy and treat all information with care.
However, mandatory reporting is a legal exception to confidentiality. This means we are required by law to share information if a child is at risk.
We only share information that is necessary to ensure safety and wellbeing.

Our Approach
If concerns arise, we will always aim to:

- Act in the best interests of the child
- Work in a calm, respectful, and non-judgemental way
- Support families wherever possible
- Follow all legal and ethical obligations

Support Services
If you need support, you can contact:

- Child Protection (Victoria): 1300 360 462
- Child FIRST / Orange Door (local family support services)
- Police: 000 (emergency)

Our team can also help connect you with appropriate supports if needed.