

KEEPING CHILDREN SAFE

We all share responsibility for keeping children and young people in our care safe. As a Support worker it is a legal requirement to report suspected or any sign of abuse.



MANDATORY REPORTERS GUIDE (MRG)

The MRG is a tool to determine what steps to follow when there is suspicion or signs of abuse of a child or young person. You will need to answer a series of questions and it will tell you what to do such as: observe and document your concerns or make a Child Protection Helpline Report.

IF YOU SUSPECT ABUSE OF A CHILD/YOUNG PERSON

You may hear something, see something or just feel things aren't right
Don't investigate—act immediately!

STEP 1

If at risk of immediate harm, call 000. If not:

1. **Listen**
2. **Assure**—say 'I believe you'
3. Ask "**Can you tell me more?**" Do not ask leading questions. If age appropriate, tell them you will need to tell someone to keep them safe



STEP 2

Contact Zest Office on 1300 824 177



STEP 3

Complete MRG at [MRG \(nsw.gov.au\)](https://www.nsw.gov.au/mrg)



STEP 4

Follow MRG directions eg: make a Child Protection Helpline Report on **132 111** and note reference number **OR** Observe and write down your concerns



STEP 5

Enter an incident report at report.zestcare.com.au and include Helpline #



STAFF WELLBEING

For support, please contact us or [Access Employee Assistance](#) for free, confidential counselling.