

A Child's Voice in Reportable Conduct Investigations

Children have a right to be heard.

When concerns are raised about an employee, organisations should create safe and appropriate opportunities for children to provide their account and ensure their views are properly considered

A Child's Voice: Four Different Ways



Good Investigation Practices

- 1 Create a safe opportunity to be heard**
Plan when, where and how the child can participate. Consider whether a trusted support person, interpreter or communication aid is needed.
- 2 Respond to the individual child**
Take account of the child's age, cultural identity, language, religious beliefs or practices, communication needs, disability, circumstances and any risk of further harm.
- 3 Listen without making assumptions**
Reluctance, delay, communication style or inconsistency does not, on its own, make a child's account unreliable.
- 4 Avoid unnecessary repetition**
Use existing information where appropriate and coordinate with other processes to reduce the need for the child to repeat their account.
- 5 Record the child's voice**
Document how the child's views were sought and considered, including support offered and any barriers encountered.

Why this matters



Child safety first

The safety, welfare and best interests of children are the paramount consideration



Entity responsibility

Relevant organisations must respond to reportable allegations or convictions and report investigation outcomes to the Ombudsman



Independent oversight

The Ombudsman oversees the Scheme and supports effective systems, appropriate investigations and continuous improvement.