

Child Safety Reporting Process

WHO MIGHT REPORT A MATTER

A parent or carer, a young person or vulnerable adult, a staff member or volunteer, a person who witnessed an incident or another service provider.

WHAT TO REPORT

Any safeguarding concerns, including:

- disclosure of abuse or harm
- allegation, suspicion or observation
- breach of Code of Conduct
- Safety issues relating to the physical environment

HOW TO REPORT

Face-to-face verbal reports, email, telephone call, letter or meeting.

WHO TO REPORT TO

Provincial, Project & Operations Manager, National Coordinator

WHAT HAPPENS NEXT

The Provincial, Project & Operations Manager or National Coordinator will:

- offer support to the young person or vulnerable adult, the parents/carers and the person who reports
- initiate internal risk management processes to ensure the safety of the person, clarify the nature of the complaint and commence disciplinary process (if required)
- decide, in accordance with legal requirements and duty of care, whether the matter should/must be reported to the Police or Child Protection authority and make report as soon as possible if required
- wait for clearance from authorities before starting the investigation
- report to regulators, oversight bodies if allegation is reportable, and working with children check operators where appropriate