

COMPLAINTS AND REPORTING PROCEDURE



Who can make a report?

Any person (including IRL the team, Presenters, teachers, parents/legal guardians and children) who has concerns about the safety of any child participating in an IRL Workshop should promptly report their concerns or lodge a complaint.

What is reportable conduct?

Any of the following incidents should be reported:

- a) alleged, suspected or observed incidents of abuse or harm;
- b) breach of the IRL Child Safety Policy, Code of Conduct or any other related Child Safety policies and procedures;

You should call the police on 000 if you have immediate concerns for a child's safety.

To whom should complaints be reported?

The IRL Team includes an individual nominated as the organisation's Child Safety Officer (CSO). All complaints regarding non-compliance with the Child Safety Policy should be submitted to the CSO via the communication method with which the complainant feels most comfortable (e.g. email, phone, face-to-face). Anyone else from IRL who is approached with a complaint should connect that person with the CSO.

There may also be compliance requirements in relation to the Victorian Reportable Conduct Scheme.

How will IRL handle complaints?

1. The CSO will make a preliminary assessment of the severity of the child safety breach;
2. They will then:
 - a. review the nature and circumstances of the incident;
 - b. provide the opportunity for the person complained against to reply to the complaint;
 - c. confirm if a breach of the Child Safety Policy has occurred;
 - d. determine corrective actions to address the specific incident as well as potential for recurrence of the breach; and
 - e. report the outcome of the investigation in a timely manner, in accordance with sections 3 and 4 of this Procedure.

Victorian Reportable Conduct Scheme

At time of writing, all IRL Presenters are resident and located in Victoria. If IRL becomes aware of a reportable allegation against a team member they must notify

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the Victorian Commission for Children and Young People (CCYP) within three business days. It is a criminal offence not to notify the CCYP of a reportable allegation.

If the CSO becomes aware of a reportable allegation against a team member, they must notify the CCYP within three business days:

- a) that a reportable allegation has been made against a member of the IRL Team;
- b) the name of that person, including any former names and aliases, if known;
- c) the date of birth of the person;
- d) whether Victoria Police has been contacted;
- e) the name, address and telephone number for the organisation; and
- f) the name of the head of the organisation.

As soon as possible and within 30 calendar days after becoming aware of the reportable allegation the ACM Child Safety Officer must provide the CCYP:

- a) detailed information about the reportable allegation;
- b) whether or not disciplinary or other action has been taken against the individual;
- c) reasons as to why disciplinary or other action is to be taken or not be taken; and
- d) any written submissions the employee wishes to be considered in determining disciplinary or other action to be taken against them.

It is also criminal offence not to provide the Commission the information referred to above within 30 calendar days.

There are five types of 'reportable conduct' listed in the Child Wellbeing and Safety Act 2005:

- a) sexual offences (against, with or in the presence of, a child)
- b) sexual misconduct (against, with or in the presence of, a child)
- c) physical violence (against, with or in the presence of, a child)
- d) behaviour that causes significant emotional or psychological harm
- e) significant neglect.

Exceptions

An allegation will not be reportable if:

- a) the worker or volunteer has taken reasonable steps to protect a child from immediate harm;
- b) the worker or volunteer has responsibility for discipline and has taken lawful and reasonable disciplinary action, such as sending a child to sit in 'time out' for a period of time, in line with organisational policy; or

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- c) the worker or volunteer is an appropriately qualified worker or volunteer who has given medical treatment in good faith, such as a senior first aid officer administering first aid.

Further information is also available on the Commission for Children and Young People's website at:

www.ccyp.vic.gov.au.

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