

# Child Safety and Wellbeing Reporting



**If a child is in immediate danger call the Police on 000**



## Who can a report be made about?

For any child safety and wellbeing complaints or concerns, a report can be made about the conduct of a Council worker, volunteer, contractor or work placement student towards a child under the age of 18 years.



## Who can make a report?

Family and community members, Children and Young People, Council workers, volunteers and students



## How to report a complaint

- 1 Contact the Child Safety & Wellbeing Officer on **0439 814 921** within 24 hours of becoming aware of the concern.
- 2 Send an email to the Child Safety & Wellbeing Officer at **childsafekingston.vic.gov.au** outlining details of the concern and the names of those involved.



## What to report?

- Disclosure of abuse or harm
- Breach of the Child Safety & Wellbeing Code of Conduct
- Allegation, suspicion or observation
- Safety issues in the child or young person's environment



## What happens next?

### Child Safety & Wellbeing Officer will:

- ✓ Take steps to ensure the safety of the child.
- ✓ Assess the report in accordance with legal requirements and duty of care, and where appropriate ensure a report is made to the Victorian Police or Department of Families, Fairness and Housing (DFFS) Child Protection within 24 hours or next working day.
- ✓ Assess the report to determine if the complaint or allegation meets the threshold for the Social Services Regulator's Reportable Conduct Scheme.

If it does meet the Reportable Conduct Scheme, then:

- ✓ Notify the Chief Executive Officer (or delegate) of the report within 24 hours or the next working day.
- ✓ Notify the Social Services Regulator within three days of the Chief Executive Officer (or delegate).

### The Chief Executive Officer (or delegate) will:

- ✓ Notify the Manager People & Culture within 24 hours of becoming aware of the report and direct that disciplinary procedures for serious misconduct be commenced where appropriate.
- ✓ Ensure that allegations and or complaints that meet the threshold for the Social Services Regulator's Reportable Conduct Scheme will have an independent child safety investigator investigate the allegations.
- ✓ Manager People & Culture will initiate disciplinary procedures as considered appropriate within 24 hours, or next working day of receiving directive from Chief Executive Officer.



## Outcome

- The Child Safety & Wellbeing Officer will ensure updates and outcomes are provided to the Social Services Regulator according to their specified timeframes.
- The Child Safety & Wellbeing Officer will notify relevant parent, child, Council worker, contractor, volunteer, student or witness of the outcome of the investigation and provide support as appropriate.

**Note:** If you become aware of a concern late on the last working day of the week and you are unable to speak with the Child Safety and Wellbeing Officer, please ensure that an email is sent to the Childsafe inbox and make contact via phone on the next working day.