

Latrobe Youth Space Inc.

Child Safe Complaint Handling Process

About	<p>Latrobe Youth Space Inc. is a child safe organisation. We have a zero-tolerance approach to child abuse, and we're committed to promoting and protecting children from abuse and neglect to the greatest extent possible. All children have equal rights to protection from child abuse, regardless of their sex, religion, social or economic status, disability or sexual orientation.</p> <p>This document outlines the process Latrobe Youth Space Inc. will follow if a complaint is made against any directors, staff, volunteers, facilitators, contractors or others who are covered by the scope of Latrobe Youth Space Inc.'s Child Safe Policy.</p>
Who Can Report?	<p>A report can be made by:</p> <ul style="list-style-type: none"> • Latrobe Youth Space Inc. program participants • Family, guardians or friends of friends of people who have attended Latrobe Youth Space Inc. programs • Latrobe Youth Space Inc. staff, volunteers, directors, facilitators or contractors • Any other members of the community
What to Report?	<p>Latrobe Youth Space Inc. offers products and services to children (under 18) and young people and is a child safe organisation. We encourage reporting of any child safety concerns relating to our programs, our organisation or clients, including:</p> <ul style="list-style-type: none"> • Incidents during our programs • Concerns about our programs • Disclosures of abuse or harm • Allegations, suspicions or observations of any form of child abuse, bullying or harassment. • Breaches of our Child Safe Code of Conduct • Environmental safety issues • Any other behavioural or safety issues which detract from our goal to provide high quality products and services
When to Report?	<p>Call 000 if a child is in immediate danger</p> <p>Otherwise, any incident or complaint should be reported as soon as possible to Latrobe Youth Space Inc. Operations Manager or Executive Officer.</p>
How?	<p>Complaints can be made by:</p> <ul style="list-style-type: none"> • Contacting the Latrobe Youth Space Inc. Executive Officer (details below), Operations Manager or Program Coordinators. • Emailing the Latrobe Youth Space Inc. office on info@latrobeyouthspace.org.au.
Who To?	<p>Primary contact for Child Safe complaints:</p> <p>Sandy Hegarty Executive Officer</p>

	<p>M) 0456 001 137 sandy@latrobeyouthspace.org.au</p> <p><u>Additional contacts:</u></p> <p>Emma Hollingsworth Operations Manager M) 0482 477 744 emma@latrobeyouthspace.org.au</p>
<p>What Happens Next?</p>	<p>Latrobe Youth Space Inc.'s Executive Officer, or a senior staff member, will:</p> <ul style="list-style-type: none"> • Offer support to the person who makes a report and to the accused individual. • Decide, in accordance with legal requirements and duty of care, whether the matter should/must be reported to the police or Child Protection and make report as soon as possible if required. • Initiate internal processes to ensure the safety of the child, clarify the nature of the complaint and commence disciplinary process (if required). If there is a requirement to discipline a Latrobe Youth Space Inc. staff member, we will enact our Disciplinary Action and Dismissal Policy as detailed in the Latrobe Youth Space Inc. Employee Handbook. This includes instant dismissal for a staff member who assaults a client under 18, and a three-stage warning process to deal with breaches of our Child Safe Policy or Child Safe Code of Conduct.
<p>Principles</p>	<p>In the event of a complaint being made, Latrobe Youth Space Inc. will provide the complainant with the following procedure, bearing in mind that the principles of natural justice will apply to all matters, whether investigated formally or not.</p> <ul style="list-style-type: none"> • Confidential: Only the people directly concerned in making or investigating a complaint will have access to information about the complaint. • Impartial: Impartiality towards all is essential. Both parties will have a chance to put forward their side of the story. All allegations will be put to the respondent. No assumptions will be made, and no action taken until all relevant information has been collected and considered. If the matter is investigated, the investigator will not be involved in the matter in any way and contact officers should only ever act as a support person for one party to the matter. • Free of Repercussions: No action will be taken against anyone for making a complaint or helping someone make a complaint. Management will take all steps necessary to ensure no victimisation occurs against anyone who makes a complaint. • Timely: All complaints will be dealt with as quickly as possible. Latrobe Youth Space Inc. aims to resolve all complaints within 4 weeks wherever possible. • Communication: All parties will be kept informed of how long the process will take and what they can expect will happen during the process and at its conclusion. Clear reasons for any action taken, or not taken, should be provided to the parties involved. • Documentation: Documentation is the key to any matter. A record will be made of any meetings, whether a matter is formally investigated, or not detailing who was present and agreed outcomes. These records will be kept confidentially and will not be placed on any one's personal file. • Support for all Persons: Once a complaint has been made, the staff involved should be told what support is available to them through the

	<p>companies. The person against whom the allegations have been made will be offered the same support.</p>
Outcome	<p>The outcome will depend on the nature of the report and the level of involvement of police and child protection authorities. Latrobe Youth Space Inc. will place the needs of the child involved and their family above the interests of our organisation.</p> <p>The following steps may take place.</p> <ul style="list-style-type: none">• Investigation - Internal or external depending on the nature of the complaint, with Latrobe Youth Space Inc. cooperating with authorities as required;• Outcome decided;• Discipline of staff if required;• Relevant staff, parents and child or young person notified of outcome of investigation;• Policies & procedures updated where necessary.• Staff offered further child safe training and/or required to re-read and sign Latrobe Youth Space Inc. Child Safe Policy or Child Safe Code of Conduct.