Child Safe Reporting Process

Remember! Always call 000 if a child is in immediate danger

Who can Report?

- Anyone can report including:
  - A Child
  - A Parent or carer
  - Council workers
  - A community member
  - Another service provider

How do I report?

- Complete a complaint form on Council's website or MyTRC App
- Phone call to Council on 02 6767 5555

What do I need to report?

- Any child safety concerns including:
  - disclosure of abuse or harm
  - allegation/suspicion/observation
  - breach of the Code of Conduct
  - general safety or environmental concerns

Risk Management

- Council will:
  - commence risk management processes to ensure the safety of the child and clarify the nature of the complaint
  - put protective measures in place in conjunction with the relevant Divisional Manager and the People & Culture team, where the incident involves inappropriate behaviour or poses a serious risk by a Council worker.

Notifying the Authorities

- Council will report to the relevant authorities within legislated timeframes.
- Pending advice from the authorities to proceed, a full investigation is to be conducted. This may be done either by internal or external investigators to Council or the relevant authorities.

Communication and Support

- Council will:
  - offer support to the child, the family, the person who reports the matter and the worker/s involved where relevant
  - provide the child involved with information about the investigation process, timeframes and outcome (being mindful of privacy and not compromising any ongoing investigation).
  - ensure the child, family, worker/s and other stakeholders receive ongoing support from Council and referrals to external providers as needed.

Outcome

- Investigation completed and outcome decided
- Relevant parties involved in the complaint provided appropriate feedback to the investigation outcome
- A critical incident review is conducted to improve risk management plans and child safe policies and procedures to prevent the incident reoccurring.
- Council will ensure the incident is recorded securely and confidentially within its electronic system.