

APPENDIX 10

Patron's Guide to our Child Safety Complaints Handling Procedures

Step 1: Identify

Who might make a report of a Child Safety Concern/Incident?

- Parent or Carer
- Child or Young Person
- Contractor
- Team Member or Volunteer
- Member Public

What might be reported? any child safety concerns, including:

- Disclosure of abuse or harm
- Allegation, suspicion or observation
- Safety issues related to physical/online environment.
- Concern about a child's safety or wellbeing.

How might it be reported?



- Face to Face



- Email/Letter



- Telephone



- Meeting



- Website

Who to report to?

- Manager
- Supervisor
- Team member

↓ Yes

Step 2: Respond

Immediate child safety concern

Yes

Contact Police

Aus: 000 | NZ: 111

No

Step 3: First Aid



- Ambulance



- Internal First Aid

Then

Then

Step 4: Report

Internal: Incident management system report made

External: ● Police ● Child's Protection Dpt ● Regulatory Dpt

Then

Step 5: Investigate

Belgravia Leisure will then investigate & co-operate with external agencies.

Then

Step 6: Investigate

Belgravia wil communicate where appropriate with affected parties.

Then

Step 7: Escalation

You can report to Police or regulatory authority in your state/territory/NZ