



Student to Student

Home Tutoring Service

ABN: 51 580 561 355

STS Child Safety Reporting and Complaints Policy

Statement

- Everyone in our organisation should be confident that complaints will be dealt with honestly and fairly.
- Everyone in our organisation should be confident in reporting inappropriate behaviour around kids.
- Everyone in our organisation should report any concerns about the safety or welfare of a child or young person immediately.
- This policy specifically relates to complaints related to child protection. Other complaints will be taken seriously, but do not fall under this policy.
- This policy is designed to work in conjunction with the Child Safety Complaints and Breach of Contract/Disciplinary Policy.

All complaints should be reported. This includes.

- Disclosures of abuse.
- Inappropriate behaviour around kids.
- Suspicion of abuse or harm to a child.
- Sexual misconduct against, with, or in the presence of a child.

Process for Tutors/Contractors with Regarding their obligations to STS

Contractors should note that as they are an independent business, they will have to file reports and complaints **with STS as well as independently**. Contractors are encouraged to contact STS for assistance or if they have any questions.

1. Tutors/Contractors should ensure that they meet all legal mandatory reporting requirements in the running of their business. STS suggests referring to the Office of the Children's guardian's e-Learning (particularly module 6) and using the following flowchart.
http://www.kidsguardian.nsw.gov.au/Scorm/Courses/ReportingAllegations_20171017_20171020131059105910/finalised_flowchartv3.pdf
2. The tutor/contractor should report all complaints to the Child Safety Contact Person, Stuart Southwell on 0400 190 686. The Complaints Records Form in the Tutor Central folder

should be filled out. If the complaint is about the Child Safety Contact Person, the complaint should instead be reported to Amy Soutter on 0417 236 140 and a Complaints Record Form from www.kidsguardian.nsw.gov.au be filled out.

3. The tutor/contractor should stay in contact with STS to ensure that all necessary steps are completed until the end of the process.

Process for STS and Employees of STS

1. STS will ensure this flowchart is followed throughout the reporting process:
http://www.kidsguardian.nsw.gov.au/Scorm/Courses/ReportingAllegations_20171017_20171020131059105910/finalised_flowchartv3.pdf
2. All complaints must be reported to the Child Safety Contact Person, Stuart Southwell on 0400190686. The Complaints Records Form should then be filled out. If the complaint is about the Child Safety Contact Person, the complaint should instead be reported to Amy Soutter on 0417236140 and a Complaints Record Form from www.kidsguardian.nsw.gov.au be filled out.
3. **The Child Safety Contact Person will take the following action.**
 - a. Ensure the Reporting Allegations Flowchart is followed -
http://www.kidsguardian.nsw.gov.au/Scorm/Courses/ReportingAllegations_20171017_20171020131059105910/finalised_flowchartv3.pdf
 - b. Listen to the person making the complaint and make a record (or assist an employee to make a record) of the complaint using the 'Complaint Record Form' in the tutor Central Folder. If needed, a non digital version of this can be found at <http://www.kidsguardian.nsw.gov.au/>
 - c. In NSW in the case of an allegation of child abuse make a report to the Department of Family and Community Services and any other required agencies. If appropriate, those involved in the complaint will be informed of the complaint and the requirement to make the report to Department of Family and Community Services.
 - d. If the complaint involves inappropriate behaviour of a contractor or employee and a breach of contract, the business manager will need to take action in accordance with the Complaints and Breach of Contract/Disciplinary Policy Regarding Child Safety.

2. STS's NSW Reporting Obligations

NSW Police

If criminal activity is discovered, it should be reported immediately to the NSW Police.

Department of Family and Community Services

Any person who has reasonable grounds to believe that a child or young person is at risk of significant harm may report to the Department of Family and Community Services. Phone 132 111 to report child abuse or neglect (24 hour service). Some people must report if they have reasonable grounds to suspect a child is at risk of significant harm. They are legally 'mandatory reporters' and must report concerns about risk of significant harm to kids to Department of Family and Community Services.

NSW Ombudsman

The NSW ombudsman supervises the complaints process of all state and local government agencies as well as schools, child care centers, and agencies providing Out-of-home care. STS has received mixed advice as to whether it is required to report to the NSW Ombudsman and consequently will assume that it is required to report to the NSW Ombudsman. The NSW Ombudsman must be informed if a finding is overturned.

Office of the Children's Guardian

Reporting bodies have a legal obligation to report findings of sexual misconduct and serious physical assault involving children by a child-related worker to the Office of the Children's Guardian.

Under Schedule 1 of the Child Protection (Working with Children) Act 2012.

The conduct that must be reported is:

1. Sexual misconduct committed against, with, or in the presence of a child, including grooming of a child.
2. Any serious physical assault of a child.

Under the legislation, reporting bodies must investigate allegations of such conduct to make an informed finding as to whether or not the conduct occurred. To determine whether or not the conduct meets the criteria, reporting bodies must consider the nature of the conduct itself and the context in which it occurred. If the investigation results in a finding that sexual misconduct or serious physical assault occurred, the reporting body must report this finding to the Office of the Children's Guardian.

Under the Child Protection (Working with Children) Act 2012, only findings of sexual misconduct and serious physical assault must be reported, although the Ombudsman may report other misconduct to the Office of the Children's Guardian.

If a finding is later overturned, it must be reported to the Office of the Children's Guardian.

3. Confidentiality:

All complaints will be treated in an appropriately confidential manner. It should be noted that at times it may not be possible to maintain full confidentiality.

4. Training, staff, and contractor support:

Please see the Training, Support, and Supervision policy.

Staff and contractors are encouraged to contact Stuart Southwell on 0400190686 if they would like help in understanding this policy.

5. Closing the Complaint Process:

When appropriate a letter will be sent to relevant stakeholders to inform them of the conclusion and result of the complaint. This will include all clients who have been informed of the complaint. Records of the complaint are to be kept for 30 years or given to the Children's Guardian.

