

WHAT MAY HAPPEN?

When we receive your complaint, we will:

- Listen to your concerns
- Offer reasonable assistance to make a complaint
- Assess the facts and circumstances objectively
- Seek to resolve the complaint in a timely manner
- If required, reports will be made to police, Department of Communities and Justice and/or the NSW Office of Children's Guardian.

HOW TO MAKE A COMPLAINT

If you have a problem or concern which you wish to raise you should talk to the Centacare staff member providing the service, or their manager, or directly to Centacare director.

You can contact Centacare on (02) 6331 8944 and ask for the relevant personnel. You can also register your complaint through our website

www.centacarebathurst.com.au



A HELPING HAND

Useful Contacts:

Online safety education for parents and children.
Reporting online abuse.

E-Safety Commission: www.esafety.gov.au

24-hour phone counselling and support (including parents, children, family relationships and domestic violence).

Lifeline 13 11 14

Kids Helpline 1800 55 1800

Individual and Family Counselling Services:

Centacare (Bathurst) 6331 8944


Centacare (Dubbo) 6885 0277

Social Support and Welfare Services

St Vincent De Paul 1300 VINNIES (1300 8466437)

CONTACT US

For more information on Child Protection, contact Centacare Central West & Orana

 (02) 6331 8944

 www.centacarebathurst.com.au



CHILD PROTECTION

Centacare, families and
community working together



OUR COMMITMENT

We are committed to providing a safe environment for all children, young people, parents and employees. All staff are expected to promote child safety by having a clear understanding of their child protection responsibilities. They are required to respond in accordance with Centacare policies and the law.

Our staff and volunteers are expected to:

- Be appropriately screened for working with children;
- Maintain professional relationships within their clients and the community;
- Respond appropriately to risk of significant harm due to neglect or abuse;
- Follow the established process for addressing and managing complaints and allegations.

We understand that parents/caregivers can sometimes feel concerned about something that is taking place when receiving a service provided by Centacare. It is important that these concerns are raised and responded to in a timely and respectful manner.

RESPONDING TO RISKS OF HARM

All Centacare staff members are mandatory reporters. This means that if there are reasonable grounds to suspect that a child is at risk of being neglected, physically, sexually or emotionally abused, then a report must be made to the Department of Communities and Justice Helpline (132 111).

Centacare staff members are expected to inform their managers if they are concerned that a child may be at risk. It is the role of the manager to make sure that the matters are reported to the Helpline. In making a report, the staff member will consider all of the information and seek appropriate advice from their managers or other supervisors.

Any information about a child at risk is kept confidentially by the Centacare unless required to disclose under the relevant pieces of legislation and regulations. In situations where a child is considered to be at risk participating in an activity offered by Centacare, we will work with the child and family to assist them as much as possible.

If you have concerns about a child who you consider may be at risk, please discuss your concerns with the Centacare employee conducting the service as soon as possible and maintain confidentiality.



COMPLAINTS & ALLEGATIONS

All complaints or allegations are taken seriously and responded to with sensitivity. It is also important to consider the context within which a complaint or allegation is made as this may influence how you assess, and respond to, information gathered during the assessment/ investigation.

Complaints are generally expressions of dissatisfaction or concern that might relate to the care or education provided to young people. Allegations are generally more serious and relate to alleged inappropriate behaviour by a staff member or volunteer towards a student. Allegations need to be managed in keeping with the Children's Guardian Act (2019).

More information can be found on our Child Safety Policy, found on the Centacare Website