	Nunawading Swimming Club	Human Resources
	Raising a Complaint about Child Safety	

A. Purpose

To ensure that Nunawading Swimming Club engage a process for formally responding to complaints with the view that resolution can be achieved if issues are addressed in a sensitive and timely manner.

B. Scope

This policy is applicable to complaints that about child safety and wellbeing at Nunawading Swimming Club. The policy covers serious matters that may arise between customers, employees, or the general public in the course of the work undertaken at Nunawading Swimming Club.

This policy is applicable to complaints arising both internally and externally between customers, service partners or the general public and/or with employees at the organisation.

This Policy is intended to be read in conjunction with the NSC Child Safe Code of Conduct and the NSC Child Safe Policy.


C. Statement of Commitment to Cultural Safety of Aboriginal Children

We are committed to cultural safety and wellbeing of aboriginal children and young people. This will be a primary focus of our care and decision-making. Nunawading Swimming Club has zero tolerance for child abuse or racism and as an organisation we will act on incidents of both.

Aboriginal Children are able to express their cultural identity and this makes them stronger and safer. Cultural safety includes the rights of each child to develop and express their background, customs, social behaviour, language, religion or spirituality, beliefs and way of living.

Statement of Commitment to Safety of Children

We are committed to creating and maintaining an environment that promotes the safety of all children. This includes encouraging a culture where the prevention and reporting of abuse is supported and encouraged. All staff and volunteers are responsible for promoting the safety, wellbeing and empowerment of children.

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Nunawading Swimming Club is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability

D. Breach of this Policy

Staff and volunteers who breach this policy may be subject to disciplinary action. This may include increased supervision, appointment to an alternative role, suspension, stand aside with/without pay or termination from the organisation.

Customers or Members of the public who breach this policy may be subject to disciplinary action. This may include being asked to leave the premises; suspension of membership; or cancellation of membership; or being banned from the premises of Nunawading Swimming Club.

Failure to Disclose is a Criminal Offence

An adult in child-related work in an organisation will commit an offence if they know another adult there poses a serious risk of abusing a child (under 16 years), and they have the power to reduce or remove the risk, and they negligently fail to do so.

All adults are required to report information to police if they know, believe or reasonably ought to know that a child (under 18 years) has been abused.

E. Raising a Complaint or Allegation about Child Safety


Step 1: Consider the level of immediate danger to the Child and act accordingly.

If you believe a child is in immediate danger, has been abandoned or is missing report this immediately to:

Victoria Police

Ph: 000

If you have formed the belief that a child has suffered or is at risk of suffering harm or neglect please report immediately to:

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DHHS Child Protective Services

Ph: 1300 360 391 (business hours)

Ph: 13 12 78 (after hours service)

Step 2: If you are concerned about a child abuse, have received a disclosure from a child or have been made aware of possible harm, please contact

Nunawading Swimming Club

Child Safety Officer, Bridie Bell (HR Manager)

Ph: 9878 7055

E: confidential@nunawadingswimmingclub.com

Step 3: Child Safety Officer talks to Complainant and identifies facts and details and explains next steps to the Complainant. Records are kept in line with our Child Safe Policy.


Internal Investigation of Complaint

Step 4: The Human Resources Manager conducts an internal investigation of the complaint.

Determining Complaint

Step 5: After the internal investigation is completed, the Human Resources Manager evaluates the next steps and determines whether to:

- a) Report the matter directly to Victoria Police or DHHS Child Protective Services; or
- b) close the Complaint where no further action is required, or no longer sought by the Complainant; See Step 8. Please note: **All adults are required to report information to police if they know, believe or reasonably ought to know that a child (under 18 years) has been abused; or**
- c) Decide to impose disciplinary measures (in accordance with relevant Customer or Employee policies); or
- d) refer the complaint to Independent Investigation; or
- e) refer the complaint to Mediation; or
- f) refer the complaint to a Hearing Tribunal.

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Resolution of Complaint

Step 6: Nunawading Swimming Club makes a final determination and disciplinary measures (if required) are imposed as a result of the relevant Step 5 process.

Step 7: An appeal (if deemed valid) may be lodged in relation to decision. If the appeal is heard, a new decision is made and new disciplinary measures may be imposed.


Step 8: Record of the complaint is finalised. The Complainant and Accused will be notified of outcome of the investigation process. Complaint closed.

F. External Options for Remediation

Anyone covered by this policy who feels they have been subject to bullying, discrimination, harassment or violence during the complaint process; or as a result of the complaint process; or any individual who is unsatisfied with the outcome of the complaint resolution process, may seek to have their complaint resolved externally by the relevant body, association or tribunal.

Contact details for relevant bodies who can assist in matters of Child Safety and Wellbeing:

Victoria Police Ph: 000 (Emergency) Forest Hill Police Station (Non-Emergency) Ph: 03 8847 3600	Department of Health & Human Services Child Protective Services Ph: 1300 360 391 (business hours) Ph: 13 12 78 (after hours service)
Swimming Victoria Ph: 03 9230 9400	Swimming Australia Ph: National Integrity Manager 03 9910 0723 W: https://www.swimming.org.au/
Worksafe Victoria Ph: 1800 136 089 W: https://www.worksafe.vic.gov.au/	Victorian Human Rights and Equal Opportunity Commission Ph: 1300 292 153 W: https://www.humanrightscommission.vic.go

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	v.au/the-workplace
Child FIRST (Child and Family Information Referral and Support Team) Ph: 1300 762 125	Commission for Children and Young People Ph: 1300 78 29 78

G. Review

This Policy will be reviewed each 6 months (or sooner with changes to regulations or after an incident). The next planned review will be in January 2023.