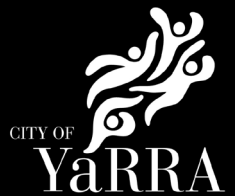


How to Make a Child Safe Complaint



Easy Read



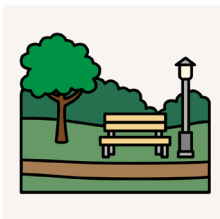
Acknowledgement of Country



We recognise the
Wurundjeri Woi Wurrung people.

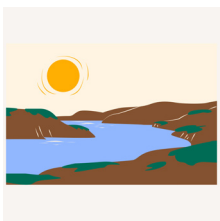


They are the ***Traditional Owners***
of the land we work on.



Traditional Owners are the first
people to live on and use

- the land



- the waters.

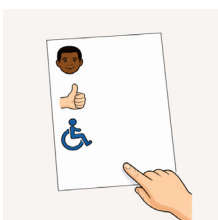


The land we work on is now called Yarra.

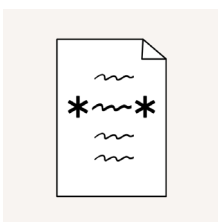
About Easy Read



This is an Easy Read book.



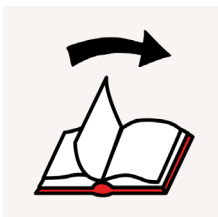
Easy Read uses simple words and pictures to explain ideas.



New words are ***bold with stars***.

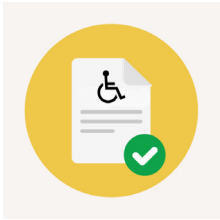


We explain what new words mean.

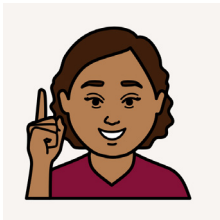


Easy Read is a summary. Links to more information are at the end of this book.

About this book



This book explains our
Child Safe Complaints Policy.

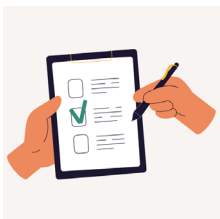


We call it **the policy** in this book.



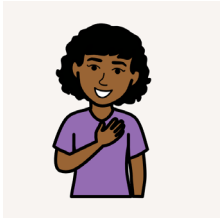
The policy is

- a plan for how we should do things

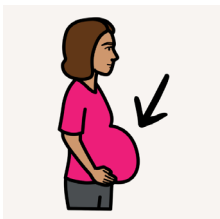


- where rules come from.

What is a child?



In the policy, a child or young person can be anyone aged **0 to 25 years old**.



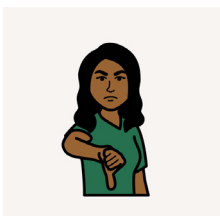
The policy includes babies who are not born yet.

What is a complaint?

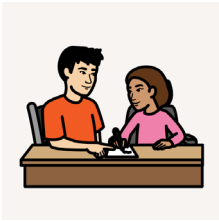


A ***complaint*** means you tell us

- something is wrong
- something is not working well.



What is a child safe complaint?

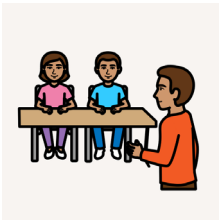


A ***child safe complaint*** is different to other complaints.



A child safe complaint is a problem with

- services for children and young people



- programs for children and young people



- events for children and young people



- facilities for children and young people.

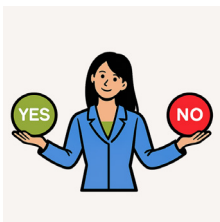


You can also make a child safe complaint if you think

- we did not follow rules to keep children and young people safe

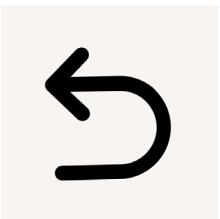


- our staff treated a child or young person badly or unfairly.



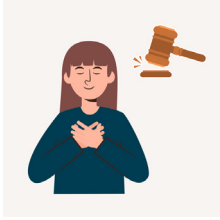
You can tell us if you are not happy about

- something we decided

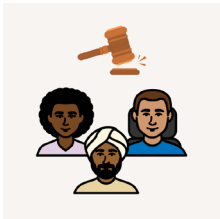


- something we did.

Your right to make a complaint



Everyone has the ***right*** to make a child safe complaint.

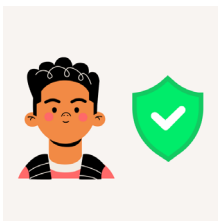


Rights are rules for everyone about how people must treat you fairly and equally.

What is in the policy?

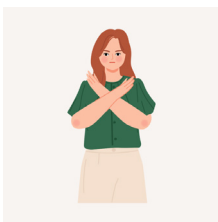


The policy explains what we must do as a ***child safe organisation***.

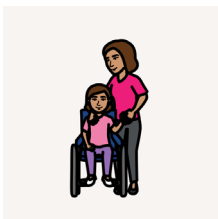


A child safe organisation is a place that

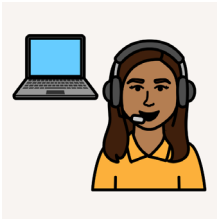
- puts the safety of children and young people first



- takes steps to stop harm



- works to make children and young people feel safe, respected and welcome.



The policy also explains how we will

- help you make a child safe complaint



- treat you fairly and with respect when you make a complaint



- manage your complaint.

What happens when we manage your complaint?

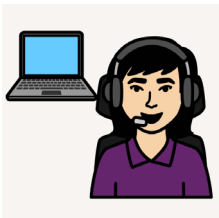


We will discuss

- what support you might need to take part in the process



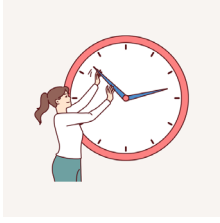
- who needs to know about your complaint in our organisation



- other outside agencies we might tell to keep you safe



- how long it will take to fix the problem.



When we manage your complaint, we will explain

- when we will contact you



- how we update you about our work

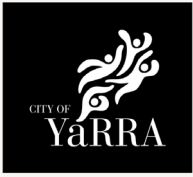


- ***laws*** we follow.

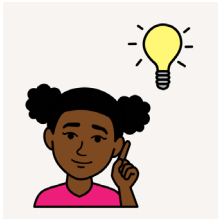


Laws are special rules made by the government that everyone must follow.

Our staff must follow the policy

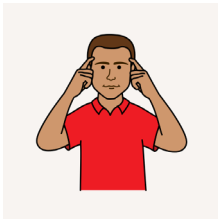


The policy is for all of our staff to follow.

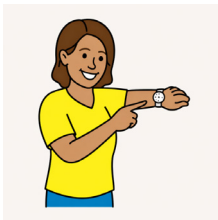


We will make sure

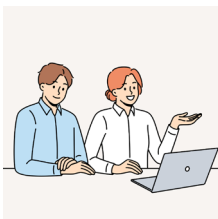
- staff understand the policy



- staff know what to do if you make a child safe complaint.



Our staff will fix the problem for you straight away if they can.

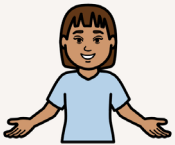


If staff cannot fix your problem straight away, they will ask other staff to help.

When can you make a complaint?



Speaking up and making a child safe complaint might feel scary.

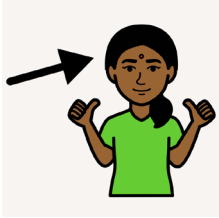


You can make a complaint at any time.



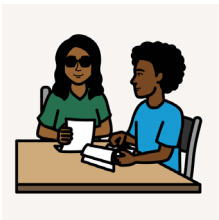
You can make a complaint even if it happened a long time ago.

How to make a child safe complaint



You can make a child safe complaint

- on your own

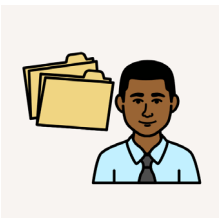


- with a trusted adult like a parent, carer or support person.

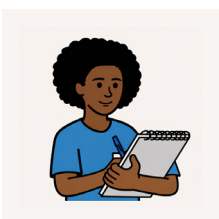


You can

- talk to someone who works here who you know and trust



- tell someone in charge, like a boss or manager



- speak to our Child Safe Complaints Person.



All helpful contact information is at the end of this book.

How we manage your complaint



We will contact you or someone else you chose to be your trusted adult.



We might ask for more information so we can better understand the problem.



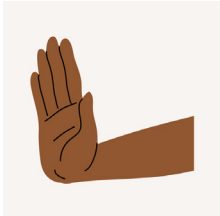
We will believe you, even if adults say different things.



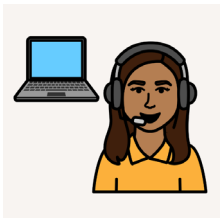
If you make a complaint we will not treat you badly or differently.



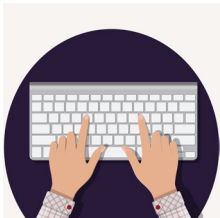
We will ask how involved you want to be while we manage your complaint.



It is OK if you do not want to take part.



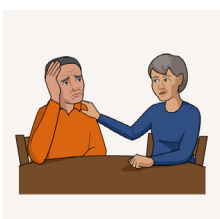
We will still look into your complaint for you.



We will make a plan.



We will try to fix it as quickly as possible.



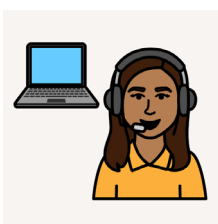
We will tell you about supports you can get while we look into the problem.



We will tell you the result of your complaint as soon as we can.



We might tell you what we did to fix the problem.

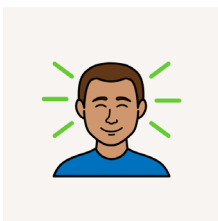


If we cannot fix the problem in the time we planned

- we will let you know



- we will keep you updated as we keep working on it.



We will do our best to make sure you are happy with how we fixed the problem.

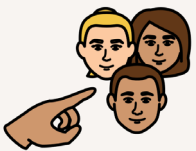


We will think about what we need to change in the future.



For example, what we can do so other people do not have the same problem.

What if we cannot fix it?



You can make a complaint to someone else if you are not happy with how we managed your problem.



You can ask for an ***internal review*** by someone else who works for us.

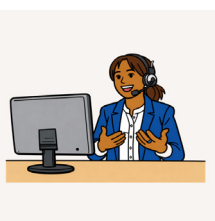


An internal review is a way to check if a decision was right or fair.

Get outside help



You can contact an
***Ombudsman or Regulator*.**



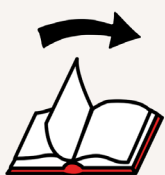
An Ombudsman or Regulator
is an outside agency that helps
people with complaints.



An Ombudsman can see if we handled
your child safe complaint well.

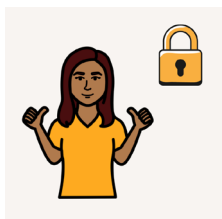


A Regulator checks on organisations to
make sure they are following the law.

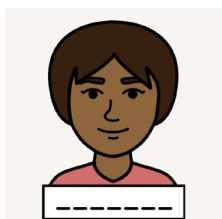


Links to our website with more
information are at the end of this book.

How we use your information

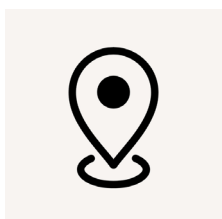


There are laws we follow to protect your ***personal information***.

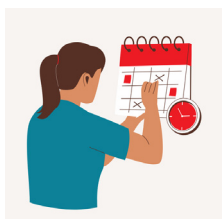


Personal information might be

- your name



- where you live



- your date of birth



- your health or disability information.



We follow laws to protect your ***privacy***.



Privacy means you control how your personal information is used or shared.



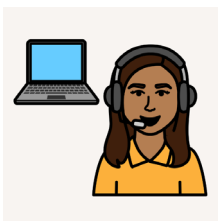
It is your right to choose who can see or use information about you.



We will keep your information private unless we must share it by law.



For example, to keep you or others safe.



We only share your information with

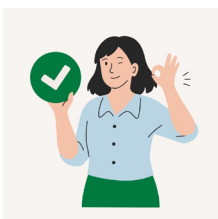
- our staff helping with your complaint



- other agencies if we are worried you or someone else is not safe.



If we need more information that is private, we may ask for your ***consent***.



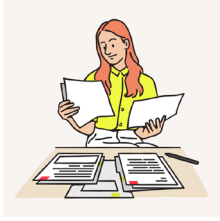
Consent means you freely say **yes**.



It is your choice to say **yes** or **no**.



You do not have to give consent and you can take away your consent at any time.

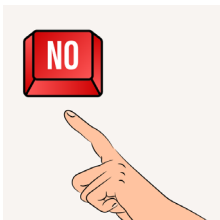


If we ask for your consent, we will make sure you understand

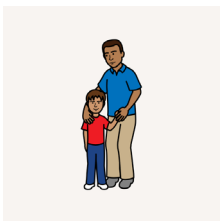
- what information we need



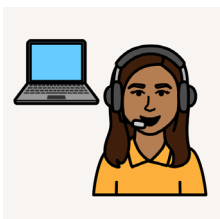
- why we need the information



- what might happen if you do not consent.



If you are not old enough or able to give consent, we may ask your parent or carer.



We will tell you if we need to ask a parent or carer and explain why.



We will keep a record of your complaint to help us learn for next time.

Get support



We have a big list of support services on [our website](#).

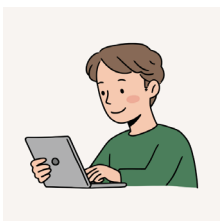


This includes services for

- children and young people
- parents and carers.

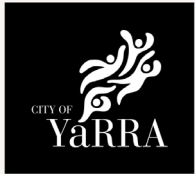


Read the full policy



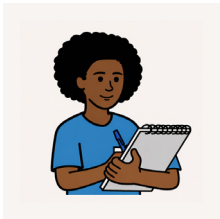
Visit our website to get the full policy [www.yarracity.vic.gov.au/residents/
community-safety-and-wellbeing/
child-safety-and-wellbeing](http://www.yarracity.vic.gov.au/residents/community-safety-and-wellbeing/child-safety-and-wellbeing)

Make a child safe complaint



Contact us and ask for the

- person in charge of the service



- Child Safe Complaints Person.



Call 9205 5555



Email info@yarracity.vic.gov.au



Visit [www.yarracity.vic.gov.au/
about-us/contact-us/customer
feedback-and-complaints](http://www.yarracity.vic.gov.au/about-us/contact-us/customer-feedback-and-complaints)



Post Yarra City Council
 PO Box 168
 Richmond VIC 3121



Call our ***interpreter service***.



Call 9280 1940

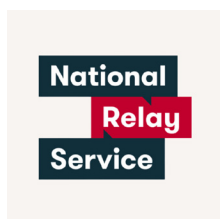


An interpreter service lets you make
calls in a language that is not English.

Free services to help you on phone calls



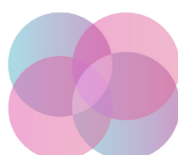
Call 131 450 for the Translating and Interpreting Service if English is not your first language.



Call 1800 555 660 for the National Relay Service if you have communication support needs.



Call 1800 555 677 if you use a teletypewriter or TTY.



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