



# Child Safety Complaints Management - Student Guide

## What to do if you have a concern about Child Abuse, Neglect, or Child Safety.

### What you need to know

- abuse is wrong - morally, socially and legally - and is never the child's fault
- the prevention of child abuse is everyone's responsibility.
- offenders can be anyone
- every child has the right to be heard and to raise a concern if they are victims of abuse or concerned about abuse.

### Step 1: Do you have a concern or complaint?

If you have any concern or suspicion that you (or another student) may be experiencing any form of abuse, neglect, sexual offending, psychological or emotional harm, exposure to family violence or grooming, you can speak to a trusted adult outside School or any trusted adult at School, including School Psychologist or one of our Child Safety Officers below.

- *Head of Campus Caulfield - Yenny Henson*
- *Head of Campus Brighton - Tim Dewar*
- *Sarah Dekiere - Learning and Teaching Leader, Brighton*
- *Melinda Yan - Learning and Teaching Leader, Caulfield*
- *Principal - Daniel Thomas*

You can contact a trusted MMS Staff member or Child Safety Officer in person or by email.

You can also call:



Victoria Police 000  
(24 hours) if you are in danger



Kids Helpline 1800 55 1800  
for support and information



Orange Door 1800 319 353  
for support and information

### Step 2: Discussing concerns, gathering and recording information.

At School we will:

- LISTEN to your concerns
- PROTECT THE PRIVACY of the person reporting, if they can. If the abuse is happening to you, the Staff member will ask about your safety and must follow up with a Child Safety Officer
- ASSIST with recording your observations
- DECIDE if a report is to be made and follow up with authorities. This might be the Police and/or Child Protection Services

### Step 3: What happens next?

- Your safety and/or the safety of other students is most important. Child Safety Officers will take action
- Any information will be treated with great confidentiality and securely stored at the School
- You will be offered support at School through the people you trust