catholiccare
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Easy Read

Child Safeguarding - Complaints Management



Please be aware that this easy read and supporting documents include content that may be upsetting, particularly for victims and survivors of child abuse. Support is available for anyone who needs it, including through:

- CatholicCare Diocese of Wollongong: (02) 4227 1122
- Lifeline:131 114
- Kids Helpline: 1800 55 1800.

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How to use this guide

CatholicCare Wollongong wrote this guide.

When you see 'we' or 'us' it means

CatholicCare Wollongong.

We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

Bold

Not Bold

We wrote some important words in **bold.**

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these word on page 15



This Easy Read is a summary of another document.

This means it only has the most important ideas.



You can find the other document on our website.

Child Safety | CatholicCare (dow.org.au)



You can ask us for a copy of the other document.



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

Why do we have a child safe complaints policy



A policy is

- a plan for how we should do things.
- where rules come from.



A **complaint** is when someone says they are not happy with something we done.



Feedback is when you tell someone about

- a problem
- something that has been done well.
- how they can do something better



We have this policy because everyone including **children** and **young people** have the right to give feedback or make a complaint.



We want to support children and young people to make a complaint.



We want children and young people to be know we will listen to them.

What does this policy cover?



How we are working to being a child safe organisation.



Being a child safe organisation means we work very hard to keep children and young people safe and happy.



How we will help children and young people and their families make complaints.



How we listen and look into complaints made by children or young people.



How we will treat all children and young people with respect.



How we have zero tolerance towards the harm of children or young people



We will follow the law.

How we handle complaints made by children or young people



Contact the child or young person and let them know we have received the complaint.



We might need to ask for more information to understand the problem.



We will believe a child even if a grown up says different things until the investigation is finished.



We will make a plan for the best way to manage the complaint to try and fix it quickly.



We will let the child or young person know where we are at in the review of their complaint or feedback.



We may also tell them what we did to fix the complaint.



We will provide support to the child or young person during the investigation and after.



All complaints are looked at quickly and without delay.



Make sure that the child or young person isn't punished for making a complaint or giving feedback.



We will try and make sure the child or young person is happy with the way we dealt with the complaint.



We will make sure the child or young person knows how they can take the complaint to someone else if they aren't happy with what we have done.

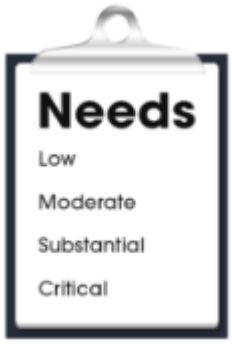


We will think about what we need to change so other people do not have the same problem.

Privacy and Consent



We will follow the laws the protect your **privacy**.



There are laws to protect your personal information.

Personal information could be about

- your name
- where you live
- your date of birth

- your health or disability information.

We will keep your information **private**.



We will make sure all staff understand what they must do when a child or young person makes a complaint.



We will only tell people who must know about the complaint so that we can get the information that we need to fix the complaint.



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



If you give consent, you must understand

- what information you are being asked to give and why

- any consequences of giving consent or not
- what made you get to that decision.

What our staff will do



All our staff support this policy



This policy applies to all staff.



Our staff will

- understand how to handle complaints.
- help find information.
- make sure they can spot if children or young people are being abused.
- tell their manager if they think a child or young person is not safe.



Our managers will

- help their team welcome complaints and feedback and see them as a chance to be better.
- support their team to fix complaints using the right process.
- understand the law and what we must do if a child or young person makes a complaint.



Our Executive Leadership Team will make sure

- complaints are being fixed on time.
- we review our policy regularly.
- our staff understand the policy.



All staff will do training on complaints made by children or young people

What our staff will not do



We will not hit anyone



We will not kick anyone



We will not punch anyone



We will not push anyone



We will not kiss anyone.



We will not be touch anyone in a sexual nature.



We will not show a child or young person rude things - such as pornography.



We will not watch anyone undress or use the bathroom unless they require support to do so.



We will not leave children or young people alone or exclude children and young people



We will not hurt a child or young person on purpose.



We will not say that a child is wrong or telling lies when they make a complaint.



We will not believe an adult just because they are older.

Definitions



A **complaint** is when someone says they are not happy with something we done.



Feedback is when you tell someone about

- a problem
- something that has been done well.

how they can do something better



Privacy means

- things we know about you
- what we do with what we know.



Private means we will not tell people about it unless we have to.



Consent is when two or more people agree on the same thing for the same reason.



Violence means to use physical force to hurt someone



Abuse means to treat someone bad or with cruelty.



Sexual Abuse can be physical, verbal, or emotional. It is forced unwanted sexual contact



Physical Abuse is when you hurt someone on purpose. Such as pinching, choking or kicking.



Emotional Abuse or **Psychological harm** is when someone regularly tries to make another person feel bad.



Neglect means to fail to care for someone.



Harm means to cause injury.



Discrimination is when someone is treated poorly because of their background.



Grooming is when someone befriends a child for the reason to harm them.



Online Grooming is when someone befriends a child online with the plan to bring harm to the child.



A **child** is a person under the age of 16 years of age



A **young person** is aged 16 years or above but under 18 years old.

Office of the Children's Guardian is a government department that makes sure other organisations uphold children and young people's rights to be safe.



NSW Child Safe Standards are the rules we follow to make sure children are safe.

Need more help?

You can get support to read this document.

You can ask for support from a

- Family member
- Friend
- Support worker

If you need help straight away, you should

- Call 000



You can call us from 9am to 5pm, Monday to Friday.



You can call us on (02) 4227 1122.



You can send us an email.

info@catholiccare.dow.org.au

You can write to us.



- PO Box 1174 Wollongong NSW 2500
- 35A Cordeaux Street, Campbelltown NSW 2560
- PO Box 1255 Nowra NSW 2541



You can go to our website.

www.catholiccare.dow.org.au

You can visit one of our offices.



- 25-27 Auburn Street Wollongong NSW 2500
- 35A Cordeaux Street, Campbelltown NSW 2560
- 55 Worrigee Street Nowra NSW 2541