

## **CHILD PROTECTION COMPLAINTS MANAGEMENT PROCEDURE**

### **1. What you should do if you suspect an abuse of the rights of a child**

Report the matter immediately to the Executive Secretary at the following:

Peter Schirmer  
Executive Secretary  
PO Box 488  
Albury, NSW, 2640

T: (02) 6021 5329

E: [peters@alws.org.au](mailto:peters@alws.org.au)

Or alternatively to the Chair of the ALWS Board at the following:

Rev Peter Hage  
ALWS Board Chair  
PO Box 836  
Mt Barker, SA, 5251

T: (08) 8391 1695

E: [peter.hage@bigpond.com](mailto:peter.hage@bigpond.com)

### **2. How ALWS will act in cases of suspected abuse**

1. If a member of staff, paid or otherwise, is the subject of an allegation of child abuse, that staff member will be asked to take leave from their duties on full pay until an investigation has been completed. (*NB: such suspension does not imply guilt but rather protects all parties whilst an investigation is undertaken*).
2. No action will be taken against staff, paid or otherwise, who report in good faith information indicating perceived misconduct.
3. Where it is established that abuse has taken place, the guilty party will be dismissed from their post immediately and the matter handed over to relevant authorities.
4. Where it is established that abuse has not occurred, steps will be taken to sensitively reinstate the staff member without delay.

### **3. How ALWS staff should act in cases of disclosure**

#### ***3.1 When a specific allegation of abuse is made against a named or identified individual:***

Any information offered in confidence should be received on the basis that it will be shared only with relevant people in authority who will inform social services, police and parents or caregivers if appropriate.

### ***3.2 If a child or young person makes an allegation of abuse***

- Accept what they say
- Take the allegation seriously
- Reassure them that they have done the right thing by telling someone
- Let them know that the allegation must be reported and that total confidentiality cannot be promised
- Allow them to speak freely but do not press them for information
- Let them know what will happen next
- Record the process carefully and in detail immediately after the allegation in order to ensure greatest accuracy.