

Child Safe Reporting

Easy Read version



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About this guide



This guide is from Frankston City Council.
We call ourselves the council.



A guide tells you about things
you should know.



This guide tells you how to let us know
if you think a child or young person is at
risk from someone who works for us.



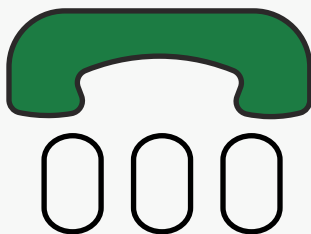
At risk means you think something bad might happen to a child or young person.



This guide also tells you how to make a complaint.



A complaint is when you tell us you are not happy about something we did or did not do. You tell us why you are not happy.



If a child or young person is in danger now

Call 000 and ask to speak to the police.

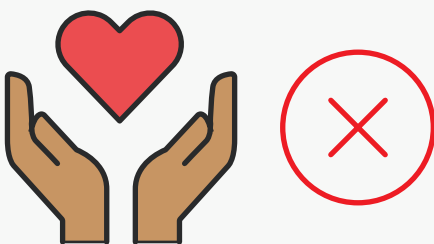
What you should report to us



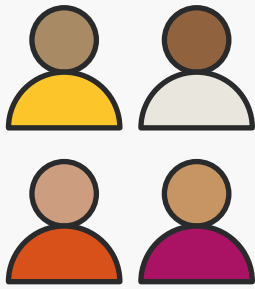
Tell us if you think someone who works for the council has:

- abused or hurt a child or young person
- neglected a child or young person.

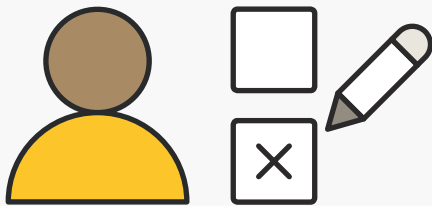
Abused means someone has hurt a child or young person.



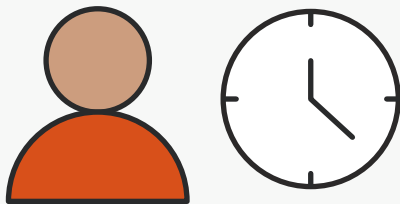
Neglected means a child or young person did not get the care they need.



People who work for the council include councillors, staff members, contractors or volunteers.



Councillors are people you vote for. They decide what the council will do.



Contractors are people who work for us for a short time.



Volunteers are people who help us for free



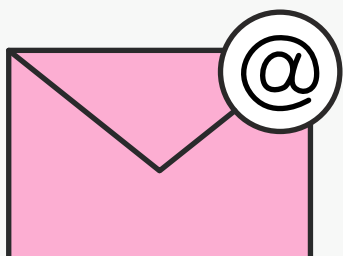
You should also tell us if a child or young person has been abused, hurt or neglected at:

- a council service
- a council program or event.

Who to report to and how

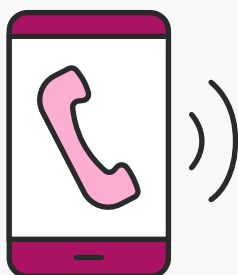


You can make a report to our Reportable Conduct Team. We call it our team.



Email

childsafefrankston.vic.gov.au

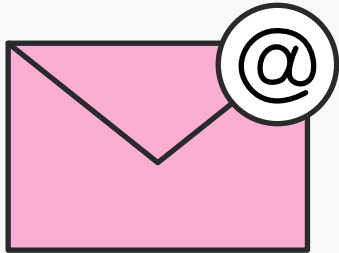


Phone

1300 322 322

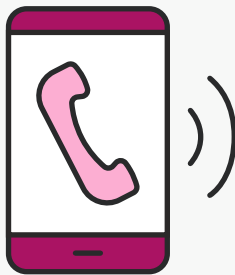


You can also make a report to the
Commission for Children and Young People.



Email

contact@ccyp.vic.gov.au

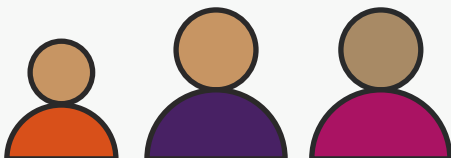


Phone

1300 782 978

Who can make a report to us

Anyone can make a report, including:



- children and young people
- parents and carers
- people who work for the council
- members of the public.

What we do when you make a report



We will make sure all children and young people are safe, including the alleged victim.



Alleged victim means the child we think might have been hurt.



Our team will offer you support.

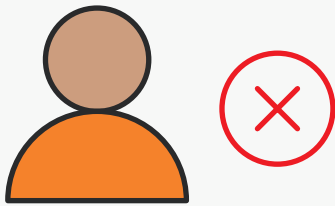


We will start an investigation.

Investigation means we try to find out the facts about what happened.



We will decide some things before we start our investigation.



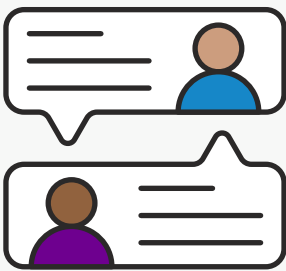
For example, we might stop someone who works for the council from having contact with children or young people while we do our investigation.



We might need to tell:

- the police
- the Victorian Child Protection Service
- the Commission for Children and Young People.

What happens when we finish our investigation



We will tell the right people what we found out.

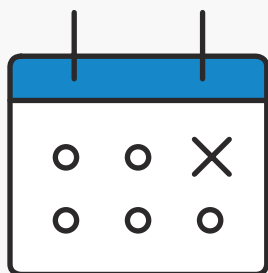


We will decide if we need to improve our policies, procedures and practices.



Our policies, procedures and practices say how we should do things.

Complaints



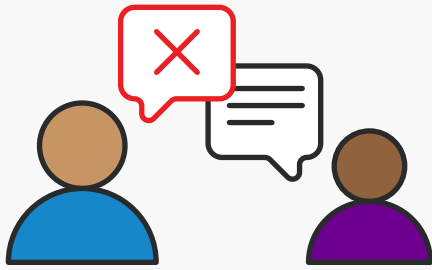
You can complain about a council service, event or program.



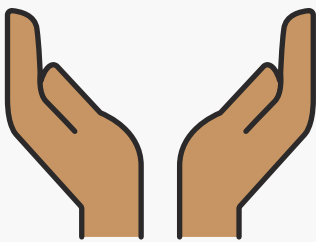
You can complain about the way we responded to a prior concern.



Responded means what we did.



You can complain about the way a child or young person behaved at a council service, program or event.



You can raise concerns about the safety of children and young people at a council service, program or event.

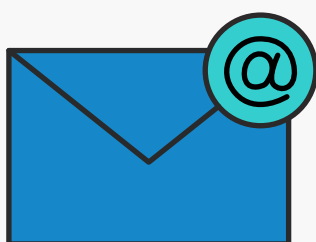
How to make a complaint



Call 1300 322 322



Submit a complaint form on our [website](#).

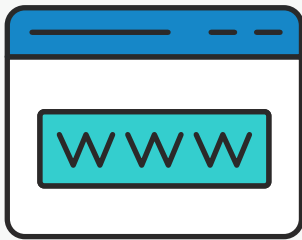


Email

info@frankston.vic.gov.au



In person at one of our
customer service places.



You can find our Complaints
Handling Policy on our website.

Other concerns about the health, safety and wellbeing of children and young people



You can call the Frankston
Police on 03 9784 5555.



You can call Child Protection Services
South Division on 1300 655 795



They will answer the phone between
8:30 am and 5 pm on normal work days.



You can call 13 12 78 if it is
outside these times.

Contact information

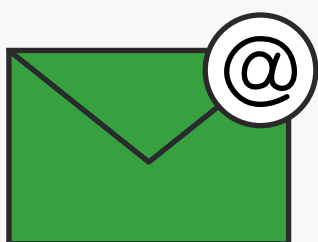


Call us

1300 322 322



We will answer the phone between
8:30am and 5pm local time.



Email us

info@frankston.vic.gov.au



Visit our website

frankston.vic.gov.au



Use the Translating and Interpreting Service (TIS)

Call 131 450 and ask to speak to
Frankston City Council on 1300 322 322.



Use the National Relay Service (NRS)

Visit the [National Relay Service](https://www.nationalrelayservice.org.au) website.

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