

Procedure Review - Table of Changes

POLICY NAME: Child Safety Complaints Procedures

REVIEW DATE: March 2027 (bought forward due to new legislation and new structure at Council)

Policy section	Change proposed	Reason for proposed change
Throughout	Removed as an Appendix to the Child Safety and Wellbeing Policy and created a standalone document in order to fully map out processes listed as Actions.	Allows for thoroughness and for actions to be taken to report and handle child safety to be mapped out clearly.
Throughout	Updated Procedures Template.	Uses new Council Procedures Template/Logo.
Section: Responding to an emergency	Renamed to <i>Action 1 – Protect the child or young person from immediate danger</i> and slightly amended text.	More clarity around steps to be taken and who to contact.
Section: If a child or young person discloses...	Renamed to <i>Action 2- Council Worker responding to disclosure of child abuse/harm</i> Combined elements from section on reporting and on issues relating to people from CALD backgrounds.	Streamlining procedures.
Section: Recording	Removed Section and integrated into other sections on responding and reporting.	Clear delineation of actions.
Section: Reporting internally	Renamed <i>Action 4 – Council Worker reporting internally</i> Updated procedures from reporting directly to Commission of Children and young People (CCYP) or being referred to another Council Officer in the Community and Wellbeing Department to report to the Council's Child Safety Compliance Officer.	Ensure clear reporting procedures and reflect current structure with the introduction of the Child Safety Compliance Officer at Council.
Section: Reporting externally	Renamed <i>Action 3 – Council Worker's legal reporting obligations to external agency</i> Outlined the legal requirements	Clarity on legal requirements to report and references. Ensure external reporting to 000 and Child Protection takes priority over internal reporting.

Policy section	Change proposed	Reason for proposed change
New Section: <i>Action 5 – Council's Children's Services reporting to Quality Assessment and Regulation Division (QARD)</i>	Introduced new section	Ensure that reporting requirements to QARD are included in the reporting procedures.
Section: Issues relating to people from culturally...	Removed section and integrated content into <i>Action 2- Council Worker responding to disclosure of child abuse/harm.</i>	Streamlining procedures.
Section: Council's internal processes following a report of alleged child abuse > A Council Person	Replaced with <i>Action 6 – Council reporting to Commission for Children and Young People, Action 9 - Cooperate with regulatory authorities, and Action 12 - Independent Reportable Conduct Scheme Investigation.</i> Outlined steps to determine obligation to report and how to report. Added additional information on if the conduct is not subject to the Scheme. Added a note on principles of procedural fairness and natural justice and on Council Workers cooperating with any investigation and providing information in good faith.	Streamlining procedures.
Section Contacting parents/guardians/carers>If an allegation is made about a person connected with Council	Renamed <i>Action 9 – Contact Parents/Guardians/Carers.</i> No change to content.	Clear delineation of actions.
Section Contacting parents/guardians/carers>If an allegation is made about a person not connected with Council	Moved to <i>Action 7 – Provide Support.</i>	Clear delineation of actions.
Section: Safety and support for child/young person and any staff member involved	Renamed <i>Action 7 – Provide Support.</i>	Clear delineation of actions.
Section: Record keeping requirements	Renamed <i>Action 18- Record keeping and Complaints Data.</i>	Clear delineation of actions.
Section Privacy and confidentiality	Renamed and Integrated into <i>Action 16 – Confidentiality.</i> Removed statement on anonymous reporters.	Anonymous reporting within Council creates barriers and challenges around being able to take actions to protect children and young people.

Policy section	Change proposed	Reason for proposed change
	Removed section on Collection notices.	Exceptions apply to collecting information to protect children and young people.
Section: External Support Organisations	Removed this section and integrated support services into the various action sections.	Streamlining procedures.
New Section: <i>Action 8 - Stand down or change of work activity of Council Worker</i>		Clear delineation of actions.
New Section: <i>Action 9 - Cooperate with regulatory authorities</i>		Clear delineation of actions.
New Section: <i>Action 11- Manage Risks</i>		Best practice.
New Section: <i>Action 13- Fair and Objective Procedure</i>		Clear delineation of actions.
New Section: <i>Action 14 - Internal investigation finalised</i>		Clear delineation of actions.
New Section: <i>Action 15 – Outcomes and Sharing Information</i>		Required under Victorian Child Safe Standards and Reportable Conduct Scheme.
New Section: <i>Action 17 - Evaluation and review</i>		Required under Victorian Child Safe Standards (Standard 10).