

## What may happen?

### When we receive your complaint we will:

Listen to your concerns.

Offer reasonable assistance to make the complaint.

Assess the facts and circumstances objectively.

Seek to resolve the complaint in a timely manner.

If required, reports will be made to police, Family and Community Services and/or the NSW Ombudsman's Office.



## Sometimes families need a helping hand

### USEFUL CONTACTS

Online safety education for parents and children.

Reporting online abuse:

**E-safety Commission**  
[www.esafety.gov.au](http://www.esafety.gov.au)

24-hour phone counselling and support (including parents, children, family relationships and domestic violence):

**Lifeline 13 11 14**  
**Kids helpline (for parents too)**  
**1800 55 1800**

Individual/Family counselling services:

**Centacare**  
**Bathurst: 6331 8944**  
**Dubbo: 6885 0277**

Social support and welfare services:

**St Vincent de Paul**  
**1300 VINNIES (1300 8466437)**



Contact Us:

**Catholic Education Diocese of Bathurst**  
**02 6338 3000**  
[www.bth.catholic.edu.au](http://www.bth.catholic.edu.au)



**Child Protection**  
Schools, families and community  
working together.

## Our commitment

Our schools are committed to providing a safe environment for all students, parents and staff. All staff are expected to promote child safety by having a clear understanding of their child protection responsibilities. They are required to respond in accordance with the school policies and the law.

Our staff and volunteers are expected to:

1. Be appropriately screened for working with children
2. Maintain professional relationships within the school community
3. Respond appropriately to risk of significant harm due to neglect or abuse
4. Follow the established process for addressing and managing complaints and allegations.

We understand that parents/caregivers can sometimes feel concerned about something that is taking place at the school. It is important that these concerns are raised and responded to in a timely and respectful manner.

## Responding to risk of significant harm

All school staff are mandatory reporters. This means that if there are reasonable grounds to suspect that a child is at risk of being neglected (including not attending school regularly) physically, sexually or emotionally abused, then a report must be made to the Family and Community Services Helpline (132 111).

School staff are expected to inform the Principal if they are concerned that a child may be at risk. It is the role of the Principal (or delegate) to make the report to the Helpline.

In making a report, the Principal will consider all of the information and seek appropriate advice from Catholic Education Diocese of Bathurst Child Protection Team (CP Team). Any information about a child at risk is kept confidentially by the Principal.

In situations where a child is considered to be at risk the school will work with the child and family to assist them as much as possible.

If you have concerns about a child who you consider may be at risk, please discuss your concerns with the Principal as soon as possible and maintain confidentiality.

## Complaints and allegations

All complaints or allegations are taken seriously and responded to with sensitivity. It is also important to consider the context within which a complaint or allegation is made as this may influence how you assess, and respond to, information gathered during the assessment/ investigation.

Complaints are generally expressions of dissatisfaction or concern that might relate to the care or education provided to young people.

Allegations are generally more serious and relate to alleged inappropriate behavior by a staff member or volunteer towards a student. Allegations need to be managed in keeping with the NSW Ombudsman Act (1974).



### How to make a complaint

If you have a problem or concern which you wish to raise you should talk to the Principal or other senior staff members at the school.

At times you may feel that it is not appropriate to speak with the principal, if this is the case please contact the office of Catholic Education Diocese of Bathurst on 02 6338 3000.

