

Concerns, Incidents and Complaints Report

Watsonia Neighbourhood House is committed to creating a safe and empowering environment. We always act in the best interests of Children and Young people. We have zero tolerance for violence or abuse.

A concern refers to any potential issue that could impact negatively on the safety and wellbeing of anyone at our centre, including children.

A complaint is an expression of dissatisfaction related to one or more of the following:

- our services or dealings with individuals
- allegations of abuse or misconduct by a staff member, a volunteer or another individual associated with us
- disclosures of abuse or harm made by a child or young person
- the inadequate handling of a prior concern raised informally
- general concerns about the safety of a group of children or activity

Complaints and incidents may be referred to an external investigator such as Victoria Police.

When completing the form please utilise additional pages if required.

1. Your details *(the person making the report)*

Surname:	
First name:	
Mobile	
Email	
Are you a Child or Young person?	Yes / No
Does you identify as Aboriginal or Torres Strait Islander?	Yes / No

If the person named above is being supported or assisted in making this report (such as a family member, support worker, translator) please include your/their details here:

Surname:	
First name:	
Mobile	
Email	
Reasons for providing support or assistance	

2. What happened?

If you believe a child or young person is at immediate risk of harm, phone 000

What did you see or experience?	Include as much information as you can
When did it take place?	Time, date, location, frequency
Who was involved?	If you don't know names, provide a description of the person or people Was a child or young person involved? Yes / No
Does this report relate to any of the following?	☐ Physical violence ☐ Sexual offence ☐ Serious emotional, verbal or psychological abuse ☐ Serious neglect ☐ Accident resulting in injury, illness or damage ☐ Near miss that did not result in injury, illness or damage
Details of any injuries or damage	

3. Did anyone else see what happened, or can provide information to this report?

(Including anyone with knowledge of similar incidents)

Name/s and contact details (if known)	
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4. Is there an outcome you would like to see from this report?

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Response to this report – for completion by Watsonia Neighbourhood House

Who has this report been provided to (inside and outside of the organisation)	If this report involves a child or young person, you must refer to the Child Protection Officer (Manager)
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Is this a concern, complaint or incident?	For complaints, refer to Complaints Handling Policy For Incidents refer to OH&S Policy If a child is involved, refer to Child Safety and Wellbeing Policy
What actions are planned or have occurred? Include dates/timeframes and people involved	