



HRV'S INTERNAL REPORTING PROCESS

Child Safe

who can report ?

Parent, Child, Participant, HRV Representative (employee, volunteer)

What to report ?

Any child safety concerns, such as:

- disclosure of abuse or harm
- allegation, suspicion, or observation
- breach of Code of Conduct
- general safety / environmental safety issues



Call 000 if child is in immediate danger!

How?

Face-to-face, verbal report, phone call, email, meeting

Who to?

HRV's Child Safe Office via phone on 03 9214 0660 or emailing childsafefice@hrv.org.au .

What happens next?

HRV's Child Safe Officer will:

- Offer support to the child, the parents, the person who reports and / or the other parties involved.
- Start internal processes to ensure the safety of the child, clarify the nature of the complaint and begin the disciplinary where necessary.
- Decide, in line with legal requirements and duty of care, whether the matter must be reported to the Police, DHHS Child Protection or any other required statutory authority, and make a report as soon as possible if required.

WHO TO CONTACT IN AN EMERGENCY

For concerns that are life threatening, call **Victoria Police 000**.

For concerns about the immediate safety of a child after hours or on weekends or public holidays, call the **After Hours Child Protection Emergency Services on 131 278** - toll free for all Victoria.

OTHER EMERGENCY CONTACTS

The Sexual Assault Crisis Line is a state-wide, after-hours crisis counselling service. **Free Call 1800 8062 292**

