

Saint Panteleimon Russian Orthodox Church

Child Safe Complaint Management Procedure

Introduction The purpose of this *Child Safe Complaint Management Procedure* is to set out the steps to be taken when a complaint is made about child safety in parish life. It should be read in conjunction with the Diocesan *Child-Safe Policy* and the parish *Child Safe Policy and Statement of Commitment to Child Safety*.

Definitions Key terms in this Child Safe Complaint Management Procedure are defined in the parish *Child Safe Policy and Statement of Commitment to Child Safety*.

Statement of Commitment to Child Safety

Our clergy and Parish Council are committed to the safety and wellbeing of children.

For the children who belong to or visit our parish, we will provide a child safe environment. This means that we will act to ensure that children feel safe, are safe, and can participate appropriately, actively, and confidently in the divine services and in the broader life of our parish.

We have zero tolerance for any form of harm to or abuse of children. This includes emotional abuse, neglect, physical abuse, and sexual abuse.

Our Orthodox Christian parish is one of Russian tradition that is nevertheless multi-cultural and brings together families and individuals of diverse backgrounds, experiences, and needs. We value both our unity and our diversity and are committed to words and actions that make this clear to our children and the children who visit us.

Our Diocese and our parish have publicly available policies and procedures in place to support these commitments, and will provide our clergy, office-bearers, and volunteers with the necessary information, training, and other resources to ensure that they are met.

We take allegations and safety concerns seriously and will deal with them promptly and respectfully. They will be handled in accordance with our parish Child Safe Complaint Management Policy, the Diocesan Child-Safe Policy, and New South Wales law.

We will engage sensitively with survivors of abuse and actively seek their input into our policies, procedures, and training.

All who belong to or visit our parish will be advised of our commitment to child safety and of their role in ensuring the safety and wellbeing of children while here.

Children's participation

Our Russian Orthodox tradition is rich and multi-faceted. In the life of our parish, we preserve rites and customs developed over many centuries and in significantly different cultural settings. We value these things, the living expression of our Orthodox Christian faith, as a precious inheritance that we, in turn, hope to pass to our children and to their children.

To make this possible, we want our children to participate appropriately, actively, and confidently in the divine services and in the broader life of our parish. To this end, we will answer their questions, listen to their views, respect what they say, and provide them with opportunities to learn, read, sing, serve, and help.

When should a complaint be made?

A complaint should be made by any person who, in the course of parish life:

- witnesses unacceptable behaviour towards or around children
 - receives a disclosure of abuse
 - suspects harm or abuse towards a child
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How should a complaint be made?

A complaint may be made in person, by telephone, by email, in writing, or online. Complaints should be directed to our Child Safety Contact Person.

Matushka Marie Carles

0400 400 292

childsafety@stnicholaswallsend.org.au

What information should a complaint contain?

A complaint should include the following information:

- The date of the incident
 - The name of the child involved
 - The name of the person making the complaint
 - The name of the person the complaint is about
 - The names of any other persons involved
 - Detail of the complaint
 - Detail of any injury to the child and of any medical attention received
 - If the incident was not witnessed, an accurate record the child's description of the incident
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Immediate actions

When a complaint is received, the following actions will be taken:

- If required, the child will be removed from immediate harm
 - The person the complaint is made about will be removed from child-related work
 - As required, contact will be made with the NSW Police, the NSW Department of Communities and Justice, and the Office of the
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Children’s Guardian

- Investigation will be carried out in a timely, fair, and - having regard to privacy obligations - transparent manner
- Without compromising any investigation, the parties will be kept advised
- Support such as counselling will be offered to the child

A report of the complaint and the way in which it was resolved or escalated will be prepared and stored securely.

Reporting obligations I – Criminal Offences

NSW Police

Any situation involving children that could be considered a criminal offence should be reported to the NSW Police on **131 444**. This includes child sexual assault, physical assault, and grooming offences. Under NSW law, it is an offence for adults to not report to the police if they “know, believe or reasonably ought to know that a child abuse offence has been committed.” In addition, people employed in child-related work may be subject to a criminal offence if they fail to reduce or remove risk of a child becoming a victim of child abuse.

Reporting obligations II – Risk of Significant Harm

NSW Government Department of Communities and Justice

Under the *Children and Young Persons (Care and Protection) Act 1998* (NSW), **any person** who has reasonable grounds for believing that a child is at risk of significant harm may report this.

A ‘Risk of Significant Harm’ report may be made by any person by calling the Communities and Justice **Child Protection Helpline** on **132 111**. This line is open 24 hours a day, 7 days a week.

Under the *Children and Young Persons (Care and Protection) Act 1998* (NSW), **certain persons** who have reasonable grounds for believing that a child is at risk of significant harm must report this. These ‘mandatory reporters’ include persons in religious ministry and persons providing religious-based activities to children.

Mandatory reporters make a ‘Risk of Significant Harm’ report via the [ChildStory Reporter Community](#).

Reporting Obligations III - Reportable Conduct Scheme

NSW Government Office of the Children’s Guardian

Under the *Children’s Guardian Act 2019* (NSW), the Office of the Children’s Guardian must be notified of any reportable allegation or conviction against an employee of a religious body. The report must be made by the Head of Relevant Entity (HRE) within seven days of the religious body becoming aware of it.

For the purposes of this *Reportable Conduct Scheme*:

- *reportable conduct* means a sexual offence, sexual misconduct, ill-treatment of a child, neglect of a child, an assault against a child, an offence under sections 43B or 316A of the *Crimes Act 1900* (that is, failing to remove or prevent risk of child abuse, or concealing child abuse), or behaviour that causes significant emotional or psychological harm to a child
- a *reportable allegation* is an allegation that reportable conduct has been engaged in
- a *reportable conviction* means a court finding that there has been reportable conduct
- an *employee* is anyone who is required by the religious body to have a Working With Children Check.

As of 1 June 2023, the Diocesan HRE under the Reportable Conduct Scheme is the Diocesan Bishop. To ensure that the Diocesan HRE is able to report within seven days, he must be advised by the parish Child Safety Contact Person of the reportable allegation or conviction within 48 hours of it becoming known by the parish.

The Diocesan authorities have directed that a report to the Diocesan HRE is to be made by completing the *Complaint/Incident Record Form in Relation to Children* that forms Appendix 1 to the Diocesan *Child-Safe Policy* and emailing the completed form to the Diocesan Office at admin.anzdiocese@iinet.net.au marked 'Confidential – Sensitive'.

List of related parish policies and documents

The following parish documents are related to this Policy and Statement:

- Child Safe Policy and Statement of Commitment to Child Safety
- Child Safety Contact Person position description
- Child Safe Code of Conduct
- Child Safe discussion points for Parish Council meetings

Monitoring and review

With the assistance of the Child Safety Contact Persons, this Complaint Management Procedure will be formally reviewed by the Parish Council after each complaint, and at least every two years. To the extent possible, review of these Discussion Points will take into account comments and suggestions from children; parish clergy, office-bearers, volunteers, and members; the NSW Office of the Children's Guardian; the Diocesan authorities; and the parish insurer.

We will particularly endeavour to draw on the experience of survivors of abuse in our own Russian Orthodox community here in Australia. Consideration will also be given to information prepared by organisations advocating for child safety.

