

# Managing Child Safety

## Complaints or Allegations

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Mandurah Baptist College is dedicated to student safety and wellbeing, ensuring a secure environment free from harm.

The College will promptly address student safety incidents, complaints, allegations of grooming, child abuse, and breaches of the codes of conduct. This will be done in the best interests of the students and in accordance with College policies and procedures. Incidents will be reported to the appropriate authorities by following college procedures.

Parents and guardians can access copies of the Staff and Student Codes of Conduct via the College website.

### What is a Child Safety Complaint or Allegation?

It involves concerns or complaints about, or allegations of, child abuse, grooming, or other harm, whether it pertains to former or current staff or students, someone else on College grounds, or during school-related activities.

### Terminology used

**Child abuse** includes physical abuse, emotional or psychological abuse, family and domestic violence, neglect and sexual abuse.

**Harm** can take many forms, such as intentional and unintentional physical and emotional harm, accidental injury, exposure to physical hazards, bullying and cyberbullying, child abuse and neglect, and exposure to violence and grooming.

### How to Report a Concern or Make a Complaint?

Parents and guardians may choose to discuss their concerns with the Principal, in person, by telephone or via email.

- If your concern or complaint relates to a student in Primary School, you may discuss your concern with Mrs Tracey Richmond in person, by telephone on 08 9583 7070 or via email at [traceyr@mbc.wa.edu.au](mailto:traceyr@mbc.wa.edu.au).
- If your concern or complaint relates to a student in Secondary School, you may choose to discuss your concern with Ms Joanne Meek in person, by telephone on 08 9583 7000 or via email at [joannem@mbc.wa.edu.au](mailto:joannem@mbc.wa.edu.au)

If contractors, volunteers, visitors, or other community members suspect that a child might be at risk of abuse or harm, they should report their concerns to the Principal.

If the complaint concerns a sensitive matter regarding the Principal, the complaint can be made in writing, addressed to "The Board Chair, Mandurah Baptist College, PO Box 4116, Mandurah North WA 6210".

### Managing Concerns, Complaints or Allegations Received

The Principal will immediately respond to any reports received in the best interests of students and in accordance with College Policies and Procedures.

Depending on the specifics of the student safety incident, the Principal will, if legally mandated, report it to the Department of Communities, Child Protection and Family Support (CPFS), the Police, or other relevant authorities.

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The Principal will nominate appropriate staff to assist in coordinating responses to student safety incidents.

The Principal will also ensure that support is provided to any student, staff member, or family member impacted by the incident. In particular, we ensure that they are informed about advocacy and support services that may be available to assist them.

### **Confidentiality**

Confidentiality extends to information about the complainant and, if applicable, the individual against whom the complaint is lodged. The College is dedicated to upholding confidentiality throughout the complaints process.

Except to the extent permitted by law and for legal purposes, personally identifiable information about a complainant will only be made available for addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.