



Child safety in St John

A guide for parents and carers



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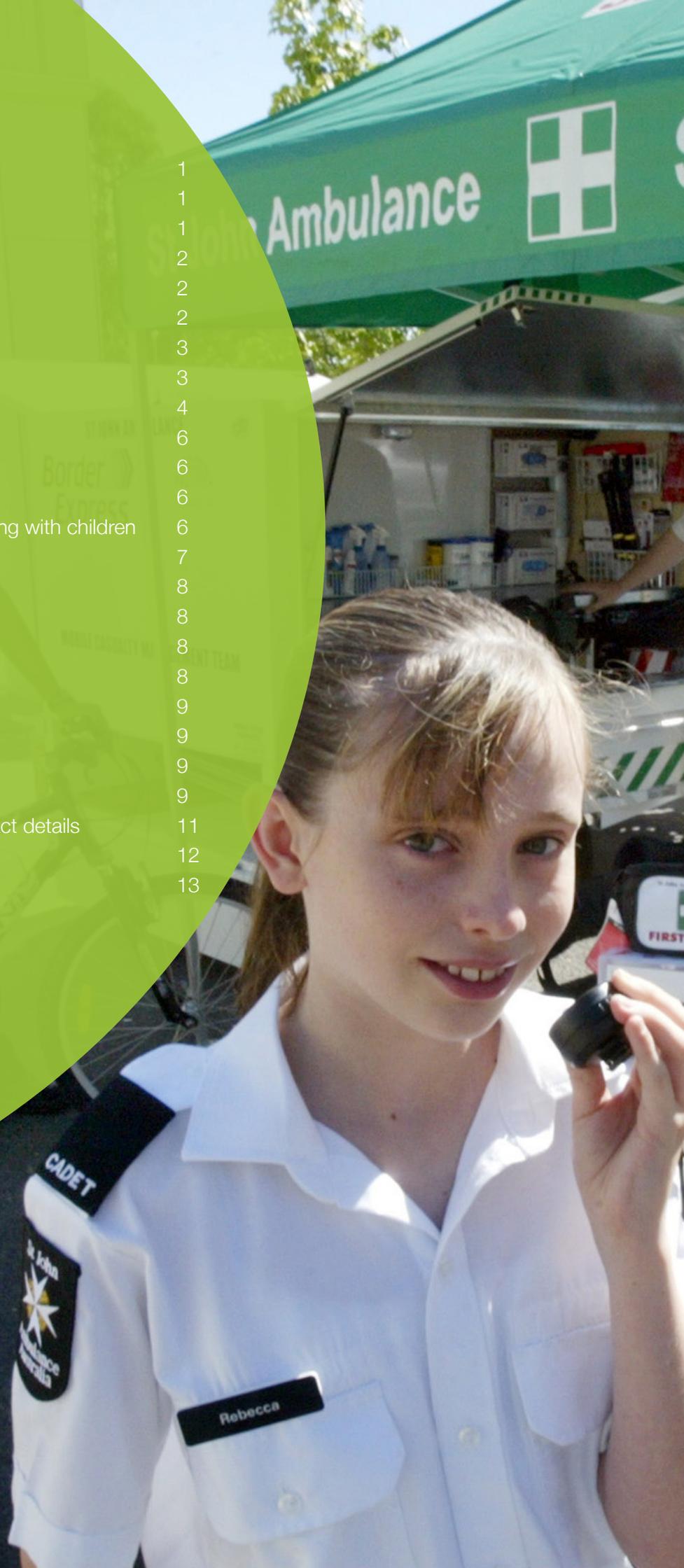
www.stjohn.org.au

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Contents

Welcome	1
Our belief	1
Our commitment to you	1
Codes of conduct	2
Youth Members	2
Parents and carers	2
Adult St John Members	3
Breaching a code of conduct	3
What is child abuse?	4
Reporting	6
Making a complaint or report	6
Child Safety Officers	6
Laws that affect organisations working with children	6
Reportable conduct	7
Our child safety practices	8
Recruitment and selection	8
Training	8
Empowering young members	8
Risk management	9
Information handling	9
Member support	9
Policy review	9
Appendix 1: Child Safety Officer contact details	11
Appendix 2: Child safety report form	12
Appendix 3: Complaint form	13



1

Child safety in St John

A guide for parents and carers

Welcome

Thank you for choosing St John! St John Ambulance Australia welcomes parents and carers into a partnership in the development of your child. St John offers a wide range of exciting opportunities for your child to learn about first aid and other life skills, such as a sense of service and a commitment to helping people in need.

St John is committed to the safety and wellbeing of all children and young people who participate in St John activities, programs, events or services. We take all allegations and concerns about abuse very seriously. St John will always strive to ensure that children do not experience neglect, abuse, harm or exploitation during their involvement with us.

St John has a range of policies in place that are designed to ensure that children accessing St John's programs, activities and services are safe. These policies detail important practices such as:

- the screening of new members for criminal history
- child safety training requirements
- reporting obligations and processes
- appointing Child Safety Officers in every state and territory
- how to ensure a child safe environment, and
- risk management.

It's important to know that St John's adult members are mandatory reporters. This means that if a St John member suspects or receives an allegation or disclosure of abuse, they must report it to the authorities. You can view St John's child full safety policies and procedures at www.stjohn.org.au or visit your state or territory St John website.

This Guide is designed to give you an overview of the obligations that St John has in keeping your child safe plus the requirements that St John has of Adult Leaders, children, parents and carers engaged with the St John Juniors or Youth programs.

If you have any questions about child safety in St John, please do not hesitate to speak with your child's Adult Leaders or contact your State or Territory St John Head Office.

Our belief

St John believes that all children have the right to:

- be treated with dignity, respect and fairness, regardless of difference
- be free from abuse and neglect, emotional and physical danger and exploitation
- be protected from people and events that may harm them
- ask questions or for help
- be listened to and believed
- be empowered to speak about concerns or worries that they have about their safety, or the safety of others
- feel like a valued member of St John.

Our commitment

St John places the highest priority on the safety and wellbeing of children engaged in our activities, services and programs.

To achieve a child safe environment, St John will promote a culture where all Members feel safe and confident to raise concerns about child safety.

St John has zero tolerance for child abuse and neglect. We will take every suspicion, concern, allegation and disclosure of child abuse seriously and will act on every report made.

Read Our full Statement of Commitment to Child Safety at www.stjohn.org.au.

Codes of conduct

At St John, we believe that every person in a child's life has a role to play in keeping them safe. St John has codes of conduct for Youth Members, parents and carers and Adult Members. Adhering to these codes of conduct help keep children safe.

Youth Members

St John has a Code of Conduct for Youth Members. We ask that children engaged in St John activities, events or programs:

DO: ✓

- be friendly, helpful and kind towards others
- be truthful
- use good judgment and ask an Adult Member if they are unsure
- tell a trusted adult if they (or someone else) feels worried, unsafe or has been hurt
- report bullying
- listen to their leaders
- spread positivity!

DON'T: ✗

- be violent or aggressive towards others
- make others feel unsafe
- use alcohol or other drugs
- post rude, nasty, untrue, private or embarrassing things online
- damage other peoples' or St John's property.

We spread the messages that young member's leaders are there to help them and that no problem is so big that it can't be talked about.

To view the full *Code of Conduct: Youth Members* visit www.stjohn.org.au.

Parents and carers

Parents and carers of children engaged in St John Junior and Youth programs have certain responsibilities too. We ask that parents and carers:

DO: ✓

- respect the rights, dignity, diversity and worth of all members, regardless of difference
- sign your child in at the start of meetings/events, and out at the end
- pick your child up from the door (not the car park)
- assist St John leaders in the management of your child's behaviour
- keep St John up-to-date with your child's health and medical information, contact details, absences and custody arrangements
- talk with an Adult Leader about any concern or complaint that you may have
- tell an Adult Leader if you have any concerns about the safety of any child in St John's care.

DON'T: ✗

- engage in any activity that is likely to cause a child harm
- ignore or disregard concerns, suspicions, allegations or disclosures of abuse or harm
- express personal views on culture, race or sexuality in the presence of children engaged in St John programs.

To view the full *Code of Conduct: Parents and Carers* visit www.stjohn.org.au.

3

Child safety in St John

A guide for parents and carers

Adult St John Members

Adult Members of St John must take all reasonable care in working with or around children. Adult Members **will**: ✓

- respect the rights, dignity and worth of all members, regardless of difference
- uphold the principles of equity in working with children (e.g. making reasonable adjustments if possible)
- treat children and their parents/carers with respect, fairness, professionalism and courtesy
- listen and respond to the views and concerns of children, particularly if they are disclosing that they (or another child) have been harmed or are at risk of harm
- act as positive role models
- understand privacy and confidentiality limitations regarding child abuse. Adult Members must report all suspicions, allegations and disclosures of abuse
- maintain appropriate boundaries with children, including ensuring a professional and appropriate tone in all social media interactions.

Adult members **will not**: ✗

- engage in any activity with a child that is likely to cause them harm
- ignore or disregard any concern, suspicion, allegation or disclosure of child abuse
- develop a 'special' relationship with a child
- exhibit behaviours or engage in activities with children that may be interpreted as inappropriate
- initiate unnecessary physical contact with a child

- be in a one-to-one situation with a child without a good reason
- bring a child engaged in a St John service, activity or program to their home
- express personal views of culture, race or sexuality in the presence of children.

To view the full *Child Safety Code of Conduct*, visit www.stjohn.org.au.

Breaching a code of conduct

Breaches of the St John codes of conduct will be dealt with in line with each St John entity's Behaviour Management, Counselling and Disciplinary and/or Performance Management Policies. Serious breaches of any Code of Conduct or any other St John child safety policy may be referred to the state or territory child safety authority or police.

Did you know... that St John has Child Safety Officers in every State or Territory? Child Safety Officers receive special training that assists them in providing support to young and adult members regarding child abuse. If you are concerned about the safety or wellbeing of a child, you can contact your State or Territory Child Safety Officer and seek advice.

What is child abuse?

Child abuse is any behaviour by an adult (or another child) that harms a child. It occurs in a context of a relationship of responsibility, trust or power. Child abuse can include physical, emotional or sexual harms to children as well as harm caused through neglect or exploitation. It is **never OK** for any person to harm a child.

Child abuse can be:

- **through neglect.** Neglect occurs when parents, carers or family members fail to provide children with the necessities for their development and wellbeing such as food, shelter, clothing, medical attention, going to school or safety. Neglect can include both isolated incidents as well as a pattern failure over time.
- **physical.** Physical abuse is the intentional use of physical force against a child—such as hitting, kicking, biting, scratching, punching, strangling, burning, or any other type of physical force—that results in (or may result in) harm to a child's health, survival, development or dignity.
- **emotional.** Emotional or psychological abuse includes the failure of parents or carers to provide a appropriate or supportive environment for children. It can include acts (such as ridiculing a child, threats and intimidation, rejection, shaming and other forms of hostile treatment) or omissions (such as withholding affection or ignoring the child).
Witnessing violence or bullying between family members or being threatened with violence by another family member is known as domestic or family violence and is a form of emotional abuse.
- **sexual.** Sexual abuse includes any act where an adult uses a child for sexual gratification that the child is unable to comprehend, give informed consent to or is developmentally prepared for. The person uses power, force or authority in an unwanted or illegal sexual act. It may include an adult or another child showing or forcing a child to watch sexually-explicit photographs or

Did you know... 'grooming' is where someone with a sexual interest in a child makes friends and builds trust with them or their family for the purposes of sexually abusing or exploiting the child. Groomers can spend a long time building an emotional connection and trust with a child (and their family).

Grooming can happen anywhere and at any time. It can be face-to-face or online through chat rooms, social media sites and gaming platforms.

People that groom children might:

- ask the child when their parents are not home and for their address
- threaten the child with consequences if the child doesn't do what they ask them to do or blackmail them into doing things they don't want to do (like sharing secrets they don't want others to know or taking explicit selfies)
- pretend to be someone they are not online (for example, pretend they are child but they are really an adult)
- ask the child to keep what they are doing to them a secret, and
- tell them that no one will believe them if they told (which isn't true!).

St John adult members will always believe a child if they tell us that someone is harming or threatening to harm them.

5

Child safety in St John

A guide for parents and carers

videos, spying on a child, performing or forcing a child to perform sexual acts.

- **through exploitation.** Exploitation is where a child is used by someone else to help them make money, gain power, work, to abuse them or for some other purpose. Children who are exploited are treated unfairly and poorly. They're often made to do things that they don't want to do or aren't comfortable with.

Grooming

Grooming is the calculated preparatory act that is undertaken with the specific goal of sexually abusing or exploiting a child. It can happen online or off-line (face-to-face).

Evidence suggests that most sexual offenders (around 95%) know the child that they abuse. The majority of offenders are men, although it is estimated that around 5-10% are women. An offender doesn't have to be a paedophile, as any person can potentially abuse a child. It is estimated that around 30% of abuse occurs by children (with sexually harmful behaviours) performing an abusive act, although children are considered less likely to participate in grooming behaviours.

These offenders target particular children (often those that are more vulnerable) and spend considerable time building a relationship with them, and in some cases, their family. There are no one set of preparatory actions that all offenders do before abusing a child. Preparatory acts might include behaviours like:

- befriending and gaining trust
- influencing the child, their family members and organisations
- establishing an emotional connection with the child and/or their family
- providing the child with drugs or alcohol
- isolating the child to be alone with him or her
- showing favouritism or singling them out such as by offering 'special treats' or gifts of money
- being overly friendly, such as excessive hugging or subtle touching

- engaging in inappropriate conversation with the child (e.g. of a sexual nature)
- operating outside of professional boundaries (e.g. offering assistance with homework or to baby sit).

Grooming also continues after the abuse has occurred. This is often to maintain access to the child and the child's silence about the abuse. Offenders will use behaviours to maintain a child's silence and compliance, such as threats, psychological manipulation.

The long-term impacts of childhood sexual abuse are well known—feelings of being helpless, difficult in creating and maintaining healthy relationships, normalisation of developmentally inappropriate sexualised behaviours, feelings of being responsible for or deserving of the abuse.

More information about grooming can be found on the Child Wise website at childwise.org.au.

Source

Australian Institute of Family Studies (2018). What is child abuse and neglect. Australian Government: Southbank, Victoria. Retrieved on 3 December 2018 from <https://aifs.gov.au/cfca/publications/what-child-abuse-and-neglect>

Child Wise (2016). Speak up: Understanding and responding to child abuse. Childwise: Melbourne. Retrieved on 3 December 2018 from <file:///C:/Users/bding/Desktop/Publication%20-%20Speak%20Up%20-%20Understanding%20child%20abuse%20and%20your%20response.pdf>

Randhawa T & Jacobs S (2013). Child grooming—Offending all the way through from the start: Exploring the call for law reform. Child Wise: Victoria. Retrieved on 12 March 2019 from <https://www.childwise.org.au/page/78/publications>

World Health Organisation (2002). World report on violence and health. Chapter 3. Child abuse and neglect by parents and other caregivers. Retrieved on 3 December 2018 from https://www.who.int/violence_injury_prevention/violence/global_campaign/en/chap3.pdf

Reporting

Child Safety Officers

Every St John entity across Australia has appointed Child Safety Officers (CSO). In some states and territories, CSOs might be called something different (e.g. Child Wellbeing Officer), but they all perform the same role.

CSOs are responsible for providing advice and support to any person who has made a report or complaint, providing support to victims of abuse and (where appropriate) their family, liaising with government agencies (as appropriate), maintaining confidentiality and assisting members or other stakeholders in making a report to the police or relevant child protection authority in your state or territory. You can contact a CSO in your state or territory. See [page 11](#) for a complete list of contacts.

Making a complaint or report

ADULT MEMBERS

All Adult Members of St John must report any suspicions, concerns, allegations or disclosures of abuse to a Child Safety Officer (CSO) as soon as possible. Immediate concerns to safety must be reported to the Police.

Adult Members receiving a disclosure or allegation from a child must:

- call **Triple Zero (000)** if they believe that a child is at immediately risk of harm
- listen to the child and believe them
- reassure the child that it was right to tell
- not probe or pressure the child for details or more information about the abuse
- not dismiss or trivialise concerns raised by children
- never make guarantees around confidentiality or offer to keep secrets that can't be kept
- tell the child what will happen next

- make a report (e.g. to the CSO or relevant child protection authority)
- document the suspicion, disclosure or allegation accurately and factually (using the Report Form).

Depending on the nature of the complaint or report and considering whether the alleged offender is a St John member, a decision will be made to deal with the matter:

- internally—for non-serious breaches of the St John Codes of Conduct or other policies, or
- externally—for serious matters relating to child safety, reporting to the relevant state or territory child safety authority and/or Ombudsman, or the Police.

PARENTS, CARERS AND CHILDREN

Parents and carers are welcome to discuss any concerns they have about child safety with an Adult Member, including a CSO. Should you wish to make a report or complaint, please do so by either contacting a CSO or completing the St John Complaint or Report Form.

Children can also make a complaint or report by telling a trusted adult, contacting a CSO or by using our child-friendly forms.

View the St John national child safety reporting and complaints policies and forms at www.stjohn.org.au or visit your State or Territory St John website. Example forms are provided in Appendix 1 and 2 on [page 12](#) and [page 15](#).

Laws that affect organisations working with children

Reporting child abuse is a community-wide responsibility. The states of Victoria and New South Wales (NSW) now have specific laws around failure to protect and failure to report child abuse. Victoria's laws cover child sexual abuse while NSW laws cover sexual abuse, serious physical abuse and the extreme neglect of a child. Other states and territories may be considering similar legislation following the Royal Commission into Institutional Responses to Child Sexual Abuse.

7

Child safety in St John

A guide for parents and carers

For Victoria, any adult who fails to report child abuse commits an offence. It is also an offence if a person in authority in any organisation that has a duty of care for children fails to protect a child under the age of 16 years from the risk of sexual abuse. A person in authority is someone who holds a position in an organisation with the power or responsibility to reduce or remove the risk of child sexual abuse.

For adults in NSW, a criminal offence has been committed where an adult (whether a mandatory reporter or not):

- knows, believes or reasonably ought to know that a child has been abused
- know, believes, or reasonably ought to know that they have information that might materially assist in securing the apprehension, prosecution or conviction of an offender.

Adults working in organisations engaged in child-related work in NSW commit an offense if they:

- know that an adult worker engaged by St John in child-related work poses a serious threat to the safety or wellbeing of a child
- have the power or responsibility to intervene to reduce or remove the risk and fails to do so, or
- negligently fails to intervene to reduce or remove the risk.

Each state and territory and the Commonwealth also have laws around the grooming of a child for unlawful sexual activity (e.g. where an adult develops a relationship with a child and/or their family for later unlawful sexual activity), including via online communications (or carriage services). Although these laws differ across jurisdictions, generally adults are legally obliged to report any reasonable belief, suspicion, incidents or disclosures of an adult grooming a child for unlawful sexual activity.

Reportable conduct

All St John Ambulance Australia entities are legally required to report to the relevant state or territory Ombudsman's office any incidences where an employee or volunteer engages in (or has engaged in) any form of:

- sexual offence or misconduct against or in the presence of a child (including exposure to pornography)
- assault, maltreatment or neglect of a child
- behaviour that causes psychological harm to a child.

Source

Victorian State Government (2019). Failure to disclose offence. Justice and Community Safety: Melbourne. Retrieved on 3 December 2018 from <https://www.justice.vic.gov.au/safer-communities/protecting-children-and-families/failure-to-disclose-offence>

Victorian State Government (2019). Failure to protect: a new criminal offence to protect children from sexual abuse. Justice and Community Safety: Melbourne. Retrieved on 3 December 2019 from <https://www.justice.vic.gov.au/safer-communities/protecting-children-and-families/failure-to-protect-a-new-criminal-offence-to>

NSW Government (2018). New legislation to strengthen child sexual abuse laws, factsheet. NSW Government: Sydney. Retrieved on 3 December 2018 from <https://www.justice.nsw.gov.au/Documents/Media%20Releases/2018/new-legislation-to-strengthen-child-abuse-laws-summary.pdf>

Boxall H (2014). Brief review of contemporary sexual offence and child sexual abuse legislation in Australia. Australian Institute of Criminology: Canberra. Retrieved on 3 December 2018 from <https://www.childabuseroyalcommission.gov.au/sites/default/files/file-list/Research%20Report%20-%20Brief%20review%20of%20contemporary%20sexual%20offence%20and%20child%20sexual%20abuse%20legislation%20in%20Australia%20-%200Government%20responses.pdf>

Did you know... that St John provides child safety education to young members engaged in the St John Juniors and Youth programs? A key message in our child safety education is learning the 'NO, GO, Tell' Response Framework:

- NO—say 'NO' or words that mean 'no', if they can
- GO—leave the unsafe situation
- TELL—get help from a trusted adult.

Our child safety practices

St John has put in place a range of practices to help ensure that adults recruited by us are safe to work with or around children.

Recruitment and selection

When recruiting for new Adult Members, or for existing members applying for roles that work with or around children, St John takes a number of steps to deter people that wish to harm children from joining St John. St John:

- includes a statement of commitment to child safety in all job advertisements, position descriptions and selection criteria
- ensures that all advertisements state the requirement for new members working with or around children to have a valid police and working with children check in line with the state or territory legislative framework*
- ensures all selection criteria aim to establish the applicant's awareness of the importance of child safe environments
- includes lines of questioning to establish the applicant's awareness of the importance of child safe environments and suitability to work with children in interviews
- conducts referee checks which will include questioning about the applicant's suitability to work with or around children
- uses probationary periods for new members and appointments.

* Where an applicant's working with children check is not valid, that person will be unable to work with or around children in St John.

Training

St John is committed to providing our members with child safety training.

All Adult Members of St John are required to undertake Child Safety Awareness Training prior

to commencing work with or around children. In addition, every adult Member must undertake the Child Safety Recertification course annually.

Failure to undertake child safety training requirements will be dealt with in line with the relevant St John entity's Performance Management and/or Counselling and Disciplinary policy.

Empowering young members

Young members engaged in the St John Juniors and Youth program will receive annual personal safety education. The *St John Personal Safety Education Framework* aims to empower young members to speak out if they have any concerns about their (or another person's) safety. The *St John Personal Safety Education Framework* covers a range of age and developmentally appropriate topics, including:

- Adult leaders
- Bullying
- Camps
- Cyber safety
- Keeping safe
- Mental health
- Personal space
- Suicide prevention
- Understanding difference
- Who to talk to.

St John also offer Junior Interest and Youth Proficiency Courses on personal safety.

If you would like to find out more about the *St John Personal Safety Education Framework*, please speak with your child's Adult Leader.

9

Child safety in St John

A guide for parents and carers

Risk management

St John in each State and Territory works closely with Adult Members to identify and address risks to child safety in St John activities, services and programs.

In the event of a serious incident, St John will ensure that a comprehensive review occurs of all relevant organisational policies, procedures and practices. St John will learn from any adverse event and use the information we gain to strengthen our practices. St John always strives to continuously improve.

Information handling

All records that relate to concerns, complaints, allegations, reports or disclosures about child safety will be held securely by St John. We will also place each report or complaint made on a centrally located Child Safety Register. Records for any matter relating to child safety will be held for 100 years or as otherwise stipulated by legislation.

Member support

St John will provide support to any member, whether adult or child, impacted by child abuse. In each state and territory, St John has in place a member welfare framework designed to assist members who need emotional or psychological support. This framework may include:

- confidential professional counselling
- peer support
- chaplaincy.

Contact your State or Territory St John head office for more information.

Policy review

All child safety policies and procedures will be reviewed by St John annually, or sooner should an incident or near miss occur, or if there are changes to legislation.



Appendix 1

Child Safety Officer contact details

Entity	Position	Contact
Australian Office	National Youth Officer	02 6295 3777 or 0419 471 021*
	Manager—Policy & Community	02 6295 3777 or 0420 499 163*
New South Wales	Lead Child Wellbeing Officer (General Manager People, Performance & Culture)	0432 750 968**
	Child Wellbeing Officer (Health, Safety & Incident Partner)	0457 334 003**
	Child Wellbeing Officer (People & Culture Partner)	0428 035 506**
Victoria	Child Protection Officer	1300 853 515
Tasmania	Child Safety Officer	02 6271 0333 or 0407 093 181
Northern Territory	Territory Officer Youth	0404 008 848
South Australia	General Manager Operations Services	08 8306 6940 or 0420 560 103
Queensland	General Manager—Community & Volunteer Services Social Services	07 3253 0552 or 0498 000 585
Australian Capital Territory	Child Safety Officer	02 6282 2399 or 0423 931 835

* outside of office hours, 7 days a week

** Available 7 days a week

For all other enquiries, please contact 1300 360 455 during business hours.

Appendix 2

Child safety report form

If you believe a child/young person is at *imminent risk of harm*, call the **Triple zero (000)** immediately.

YOUR DETAILS

Your full name:	
Role/rank (if applicable):	
Relationship with the child(ren) concerned:	
Tel (Work):	
Tel (Home):	
Mobile:	
Address:	
Email:	

DETAILS OF THE CHILD(REN) OF CONCERN

Name(s):	
Date(s) of birth or age (if known):	
Address (if known):	
Phone (if known):	
Name of parent(s)/carer(s) of child(ren) (if known):	
Name(s) of any known siblings:	

THE NATURE OF YOUR CONCERN

Please identify the category of abuse (tick all that apply):

- | | | |
|---|---|---|
| <input type="checkbox"/> physical abuse | <input type="checkbox"/> sexual abuse | <input type="checkbox"/> emotional abuse |
| <input type="checkbox"/> neglect | <input type="checkbox"/> domestic/family violence | <input type="checkbox"/> peer to peer abuse |

Please provide details of any relevant information, observations, conversations and findings regarding the allegation or incident using the following questions as a guide. Attach additional information if necessary.

In your opinion is/are the child(ren) at immediate risk of harm? Yes No

If you answered 'Yes', call the Police on Triple Zero (000) immediately.

Who was involved?

13 Child safety in St John

A guide for parents and carers

What happened? (Do attach additional information if necessary)

Did the incident involve actual or risk of harm? Actual harm Risk of harm

Did you take any protective actions (actions to keep the child safe), e.g. calling the Police? Yes No
If 'yes', please describe these:

How did you become aware of the information or incident?

Were there any witnesses to the incident? Yes No

If 'yes', please list all witnesses and any known contact details:

Were other adults involved in the incident? Yes No

If 'yes', please list all adults involved and any known contact details.

Do you know the current whereabouts of the child(ren)? Yes No

If 'yes', provide details below. Alternatively provide the last known whereabouts of the child(ren):

14 Child safety in St John

A guide for parents and carers

Please provide any other relevant information:

EXTERNAL REPORTING

Please indicate who this matter has been reported to: Police Ambulance Teacher/school
 Medical practitioner State or Territory Child Protection Authority

Please provide details (e.g. who you spoke to, contact details and any instructions):

Date of report (dd/mm/yy):

Time of report:

INTERNAL REPORTING

Who was this matter reported to: Line Manager CEO HR Other (please specify):

Please provide details (e.g. who you spoke to, contact details and any instructions):

Date of report (dd/mm/yy):

Time of report:

FOLLOW UP ACTIONS

Are there any follow-up actions in this matter: Yes No

If 'yes', describe these (e.g. internal investigation, appoint external investigator, risk management, policy/procedure review, support for child or family, support for alleged offender):

SUBMITTING THIS FORM

When you have completed this form, please submit it to:

The National Child Safety Officer (CSO) by email at youth@stjohn.org.au.

Be sure to label your email as 'Urgent: Confidential'.

You can also contact the National CSO on 02 6239 9208.

Please submit this form within 48 hours of an incident occurring or a disclosure or allegation being made.

Note: It is important that you document the above information objectively, accurately and factually, and without interpretation or drawing your own conclusions.

Appendix 3

Complaint and feedback form

St John Ambulance Australia is committed to continuously improving and we welcome any feedback or formal complaint that you wish to make. We take all feedback and complaints seriously.

We may need to contact you about your complaint, so please do provide your name and contact details. However, we understand that some people may not wish to be identified. While we encourage you to identify yourself and provide your contact information, if you wish to make an anonymous complaint, you can do so and we will still follow our complaints policy and process and make a decision about the information that you give us.

All complaints will be treated confidentially and in accordance with the *Privacy Act 1988* (Cth) except where we believe that the health, safety or wellbeing of someone is at risk or unless required by law.

If you need help in submitting your complaint, or support during your complaint, you can appoint a support person or we can appoint an independent support person to assist you.

A child friendly version of this form is also available by emailing policy@stjohn.org.au.

ABOUT THE PERSON MAKING THE COMPLAINT OR PROVIDING FEEDBACK

Name of person completing this form:

Name of person making complaint or the aggrieved person:

I wish to remain anonymous:

Is the person making the complaint:

- | | | |
|---|--|--|
| <input type="checkbox"/> A St John member | <input type="checkbox"/> A St John youth member | <input type="checkbox"/> Family member of a St John member |
| <input type="checkbox"/> Community member | <input type="checkbox"/> Support person/advocate | <input type="checkbox"/> Organisation |

Address:

Phone number(s):

Email:

What is your preferred method of being contacted? Phone Email Post

YOUR COMPLAINT OR FEEDBACK

What happened?

When did it happen?

Where did it happen?

Who was involved?

16 Child safety in St John

A guide for parents and carers

What have you done so far to try and resolve the complaint (e.g. did you contact us to try and resolve your complaint and the response was not satisfactory)?

What do you think needs to be done to address or resolve your complaint or what outcome are you hoping for?

Do you require assistance to participate in the complaints process? Yes No

Are you attaching supporting information or evidence? Yes No

Signature (or e-signature):

Date:

HOW TO RETURN THIS FORM

You can:

- Email it to policy@stjohn.org.au.
- Hand it to a staff member.
- Post it to the Complaints Manager, St John Ambulance Australia, PO Box 292, Deakin West ACT 2600.

WHAT WILL HAPPEN NOW?

Thank you for taking the time to let us know about your concerns, complaint or feedback. Once we receive your complaint, will follow the process outlined in our Complaint Handling Policy (a copy can be obtained by emailing policy@stjohn.org.au) and work with you to resolve the matter. We may need time to resolve your concern or complaint, depending on what it is about.

We will:

- Record your complaint on our Complaints Register.
- Acknowledge receipt of your complaint within 2 working days.
- Identify the appropriate person in St John to manage your complaint. This person will be your contact and we will provide that person's contact details to you. You can let us know if you wish to have a different contact person.
- Keep you informed at all stages of the decision-making process.
- Investigate the complaint and form a decision. We will advise you of the outcome.

What if I am not satisfied with the outcome?

- You can appeal our decision. To do so, you will need to notify us in writing.
- An investigator will be appointed. It will not be the same person who initially investigated the complaint. Depending on the nature of the complaint, it may be an externally appointed investigator.
- Nothing in this complaints process will prevent you from engaging in any form of external complaints or legal process, or from making a complaint to any legal authority or regulatory authority.

Office use only

Date complaint received:

Received by:

Acknowledgment of complaint provided (date):

By:

Complaint sent to Manager (date):

Manager name:



