

HOW TO RAISE A CHILD SAFETY OR WELL BEING CONCERN

If a student or a member from our school community member wants to raise a child safety concern about themselves, a peer or other, they can talk to:

- Member of a classroom team (Teacher or Youth Worker)
- Wellbeing Team Leader
- Head of Campus
- Assistant Principal
- Principal
- Department of Families, Fairness and Housing
- Victoria Police

STUDENT AND FAMILY PARTICIPATION

At HHA we want students and families to participate in our school, most particularly with regard Child Safety and Wellbeing.

HHA students are able to participate in Child Safety and Wellbeing through the Student Association and Leadership Program (SALP). If you are interested in learning more, please speak with your classroom team.

HHA are always looking for family members interested in working with our school leaders in the area of Child Safety and Wellbeing. We encourage interested family members to make contact with the school via phone or email.

YOUR RIGHTS

HHA are committed to and support the rights of a child under the United Nations Convention of the Rights of the Child.

HHA CHILD SAFE CODE OF CONDUCT

All staff, volunteers and contractors are required to sign the HHA Child Safe Code of Conduct (available on school website) before working in our school. This code of conduct explains what is acceptable and unacceptable behaviour when working with children and young people.

If a staff member, volunteer or contractor breaches or is suspected to have breached this code of conduct, it must be reported to the principal (call 1800 517 218). If the breach or suspected breach relates to the principal, the HHA MCM Business Partner can be contacted (call 1800 517 218).



SCHOOL GOVERNANCE

As an Independently registered Senior Secondary School, the HHA Board provides strategic guidance for the school and oversees and reviews HHA's leadership team. Information on the HHA Board members can be located on our website.

CHILD SAFETY

All schools need to meet Child Safety Standards to ensure we protect children and young people from abuse. The HHA Child Safety Policy outlines how we meet the Child Safety Standards (available on school website). This brochure only outlines some of the key information.

The HHA Board and Principal Class team oversee child safety for the school. At each campus, the Head of Campus manages all child safety concerns, questions, and leads the response to child safety incidents.

There is zero tolerance for any form of child abuse or maltreatment within HHA. Any suspected abuse or maltreatment is treated seriously and responded to promptly.

To learn more
about Child Safety at HHA
Head to our website
www.hhacademy.vic.edu.au

THE
HESTER HORN BROOK
ACADEMY

HOW TO MAKE A COMPLAINT/APPEAL TO HHA

TIPS

Write notes about your complaint (eg. time, place, what happened, who's involved)

Skip Step 2 if there are reasons why it should not be taken directly to the person or you feel uncomfortable.

Note: If the complaint relates to a child safety matter, including child abuse, the HHA staff member will promptly inform the Head of Campus or Principal Class team for immediate action.

Remember a support person can help you (friend, parent/guardian/carer, youth worker, educator) at any time during this process.

In Step 6, contact the Victorian Registration and Qualifications Authority (VRQA) by phone on +61 3 9637 2806 or email vrqa@education.vic.gov.au

Further information at <http://www.vrqa.vic.gov.au/complaints>

STEPS

1. I have a Complaint/Appeal about the school/any person within the school.

2. Complaint/Appeal taken to the person involved (eg. HHA staff member)

No Satisfactory Outcome

3. Complaint/Appeal taken to a HHA staff member you trust, to assist you to deal with it informally.

No Satisfactory Outcome

4. Complete the HHA Complaint/Appeal Form (ask HHA staff/website) to commence formal review, which is full investigation and a decision by the HHA Principal.

No Satisfactory Outcome

5. Complaint/Appeal taken to the HHA Board, for further review and determine on the matter.

No Satisfactory Outcome

6. Complaint/Appeal taken to the VRQA for a full formal external review.

Satisfactory Outcome

Satisfactory Outcome

Satisfactory Outcome

Satisfactory Outcome

Final Decision provided by VRQA