

Statement of Child Safe Complaints Management.

Livable is committed to ensuring that any child or young person using Livable's services or affected by its operations has the right to complain and have their complaint handled in a manner which prioritises children and young people's right to safety and wellbeing.

Livable's complaints management policy will:

- Ensure child rights are embedded in the policy
- Ensure staff and volunteers uphold their responsibilities
- Uphold information sharing and privacy protocols
- Manage the risks posed to children
- Ensure investigations consider child-related factors such as trauma, capacity, and reasonable adjustments
- Be fair and objective
- Explain the outcomes in a way that the child comprehends
- Comply with record keeping and reporting practices

Definitions:

Complaint: is an expression of dissatisfaction made to or about an organisation regarding its staff, services or products that warrants response or resolution.

Reportable conduct: definitions of reportable conduct vary depending on relevant state/territory legislation. It includes sexual offences or sexual misconduct, assault, ill-treatment or neglect of a child or young person or any behaviour that causes psychological or emotional harm to a child or young person or any offences relating to failure to report, or failure to reduce or remove a risk of, child abuse.

Authorised carer: is an individual who has been authorised by their relevant NSW designated agency to provide statutory or supported Out of Home Care in NSW.

Confidentiality and Privacy

Livable will only permit the disclosure of information about a child or young person in accordance with the Australian Privacy Principles. Livable will respect the right of children to lodge a complaint anonymously, and their personal information will not be divulged unless it is required to resolve or investigate the complaint or where statutory obligations apply.

Livable will take reasonable measures to protect personal information from loss, unauthorised access, use, disclosure, or any other misuse during the complaint-handling process. Livable's, Manager of the service area will seek to balance fairness and confidentiality requirements and where possible, safeguard the interests of all parties.