Melbourne Church of Christ

PO Box 305, Doncaster, VIC 3108

A.C.N: 111 933 325
A.B.N: 24 111 933 325

The Reportable Conduct Scheme Complaint Handling Policies and Procedures for Chair Of Directors and Incident Response Team.

Action	When	Responsibility
Where a child discloses abuse (and the alleged perpetrator is not a staff member, volunteer or contractor)		
Upon receiving a complaint that hasn't been directed to Police, a member of the Child Safety Incident Response Team (CSIRTeam) will make a preliminary assessment of the information provided and promptly contact Victoria Police if it is alleged any criminal activity has occurred. *Police must be notified immediately if there is reasonable belief that a child has been abused or that criminal behaviour has occurred.* *Failure to notify Victoria Police that an adult may have committed a sexual offence against a child is a criminal offence*	As soon as possible	CSIRTeam /adult reporting
A report is to be made to **Victorian Department of Families, Fairness and Housing - Child Protection** if there is significant concern for a child's safety and wellbeing and the child's parents/carer has not protected or is unlikely to protect the child from harm. *Contact Child Protection –* *https://services.dffh.vic.gov.au/child-protection-contacts* If a child discloses abuse to an adult and the parent/guardian isn't present (e.g. child is at Kids	Upon identification of concern	CSIRTeam member /adult reporting

Kingdom) a consultation must occur with Child Protection or Victoria Police to determine what information can be shared with parents/carers. Their advice will determine if parents are to be contacted or not. Once a report has been made to Police or Child Protection, no steps should be taken to investigate the allegation without consulting them. This is to avoid compromising the Police investigation. Obtain advice from Police/Child Protection regarding what should be done and what should not be done in response to the complaint.		
Chair Of Directors notified of Child Safety incident and steps taken.	Within 1 business days	CSIRTeam / Chair Of Directors
Melbourne Church of Christ CSIRTeam member assists reporting staff member to complete an incident report.	Within 2 business days	CSIRTeam member /adult reporting
Ensure all records are stored securely. All complaint records should be dated and signed where appropriate. It should be clear who created the record and approved the recommended action.	Ongoing	CSIRTeam

Action	**When**	**Responsibility**
Where a complaint has been made against an MCOC staff member, volunteer or contractor		

Upon receiving a complaint that hasn't been directed to Police, a member of the CSIRTeam will make a preliminary assessment and promptly contact Victoria Police if it is alleged any criminal activity has occurred. Police must be notified immediately if there is reasonable belief that a child has been abused or that criminal behaviour has occurred. Failure to notify Victoria Police that an adult may have committed a sexual offence against a child is a criminal offence.	As soon as possible	CSIRTeam member /adult reporting
Melbourne Church of Christ CSIRTeam member assists reporting staff member to complete an incident report.	Within 2 business days	CSIRTeam member /adult reporting
The CSIRTeam member must ensure the disclosure is recorded accurately and advise the Head Of the Organisation (Chair Of Directors) of the reportable allegation.	As soon as possible	CSIRTeam member
Allegation is reported by the Head of Organisation to the Social Services Regulator (SSR) using the online reporting tool. https://rcs.ssr.vic.gov.au/ The CEO must wait for clearance from Victoria Police before commencing any internal investigation. If a reasonable belief is formed that a person associated with another organisation who is covered by the scheme has committed a reportable conduct a public notification can be made to the Social Services Regulator (SSR) through the website	Within three (3) business days	Chair Of Directors

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Melbourne Church of Christ must follow any directions from the SSR. An investigation is initiated, and updates are provided to the SSR which include • who will conduct the investigation The SSR requires that an independent investigator be used for investigations into reportable allegations. An independent investigator means an independent body or person (who can come from within the organisation) with appropriate qualifications, training or experience to investigate reportable allegations.	Within thirty (30) business days	Chair Of Directors
Ensure all records are stored securely. All complaint records should be dated and signed where appropriate. It should be clear who created the record and approved the recommended action.	Ongoing	CSIRTeam Member / Chair Of Directors
Decision regarding accused staff members employment status during investigation e.g. increased supervision of the staff member, additional training, suspension from duty or transfer to an area that does not involve children.	Prior to further engagement with children	Chair Of Directors and CSIRTeam
Continue to provide support to the child and their parent/carer.	Ongoing	Chair Of Directors and CSIRTeam
When an investigator finishes an investigation, a report must be prepared for the head of the organisation.	Completion of investigation	Investigator/ Chair Of Directors

The evidence should be set out in such a way that it clearly explains to a reader how and why the investigator reached his or her conclusions. Investigations may require the investigator to make findings while other investigations will require the investigator to make a recommendation to help another decision-maker within the organisation to make the findings.		
An investigation is Completed, Melbourne Church of Christe must update the SSR with • the outcome of the investigation • the actions that Melbourne Church Of Christ will take as a result of those outcomes	Completion of investigation	Chair of Directors

Revisions

21/04/2025 - First Issue.

21/07/2026 - General Revision. Updated reporting from CCYP to SSR. Formatting.