

Standard 6

Complaints management

NPAQ ensures processes to respond to concerns and complaints are child-focused to protect children and young people.

Practices implemented:

- Volunteers and staff are trained to handle complaints sensitively, with a focus on supporting and protecting children and ensuring that no child or person is retraumatised throughout the process. They are also trained to have a good knowledge of the different ways children express concerns or distress or disclose harm, and can respond using trauma-informed approaches.
- NPAQ is supportive of restorative justice principles in appropriate circumstances.
- If a disclosure of harm from a child or young person is received, NPAQ volunteers and staff will act professionally and sensitively. We will follow procedures recommended by the Commission for Children and Young People and Child Guardian when a child or young person reports disclosures of harm or there are suspicions of harm.

This includes:

- documenting the disclosure or suspicion of harm in an accurate manner as soon as possible. Access to this documentation will be limited and kept confidential; it will only be shared with required staff and external authorities as needed to safeguard this information for child safety and wellbeing.
- notifying the Department of Child Safety if there is suspicion, or if we are told that a child or young person is being harmed at home.
- notifying the Queensland Police if there is suspicion or we are told that a child or young person is being harmed outside their home or the child is self-harming.

- NPAQ has a child-friendly complaints policy that is accessible to children, carers, families, staff and volunteers on the NPAQ website. Alternatively, you can email the CEO at ceo@npaq.org.au
 - Concerns or complaints can also be raised face-to-face with a chosen member of staff whom the complainant is most comfortable approaching. This will be documented and forwarded to the CEO for reporting and escalation if required. Should the concern or complaint be about the CEO, please contact parksconnectprograms@npaq.org.au
 - An incident form will be completed by staff to clearly outline the date, what occurred, who was involved, and the actions taken as soon as reasonably possible after the incident or concern was raised.
 - A child- and family-friendly complaints page, along with simple guidance, will be set up for use on the NPAQ website, and a trained contact person will receive any concerns. In the meantime, please email any complaints to the CEO at ceo@npaq.org.au
- Complaints will be acknowledged within 72 hrs (three business days) of receipt. Outcomes and actions will be explained to those who raised the issue.
- De-identified trend data of concerns and complaints will be reviewed every 6 months, as a maximum timeframe, to assist with the review of policies and procedures for continuous improvement purposes.

PARKS CONNECT



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