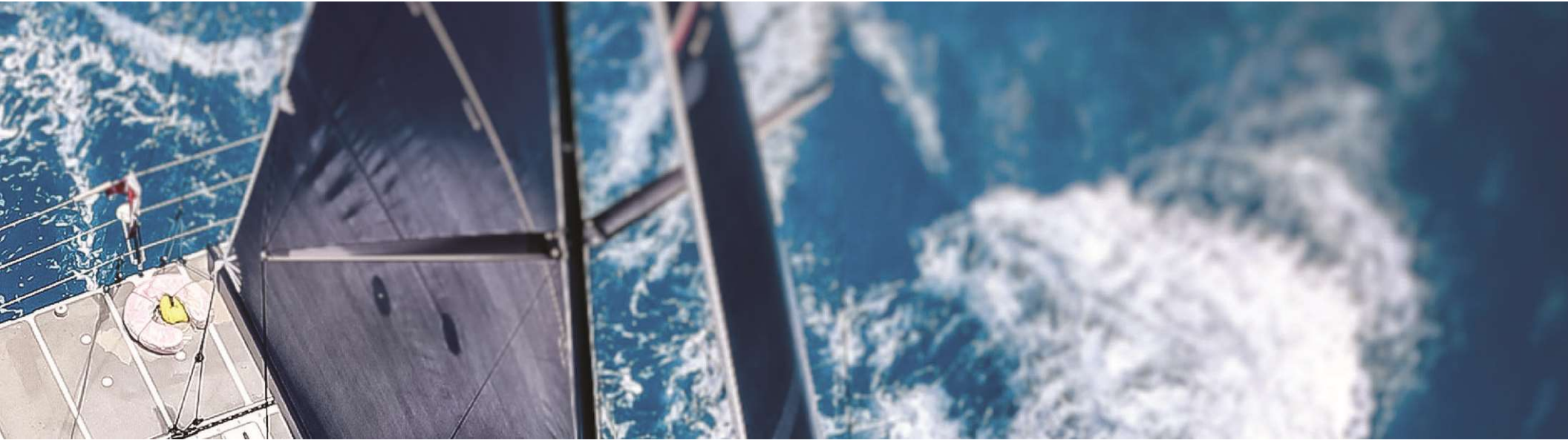


Lunch Break | 11:25 – 12:15

Please be back seated by 12:15





Child Safety

Lorraine Donachie | 17 Coaching





Maintain Member Relationships

Effective Child Safe Complaint Handling

INTRODUCTION

By end of the next hour...

Why it is Important to Keep Members Engaged

Child Safeguarding update – What You Need to Know

7 Ways to Improve Complaint Handling

Support

Should any part of this presentation cause you discomfort, please know there are services available to help

Lifeline 13 11 14

National charity providing all Australians experiencing personal crisis access to 24hr support and suicide prevention

Kids Helpline 1800 55 1800

Free telephone and online counselling service for young people aged between 5 – 25 years

1800RESPECT

National Sexual Assault, Domestic Family Violence Counselling Service



GET TO KNOW LORRAINE

- **18yr experience Australia and UK**
- **Specialist in creating child safe environments**
- **Founder 17 COACHING**



1

Keeping Members Engaged

Why it is important

1

REACT

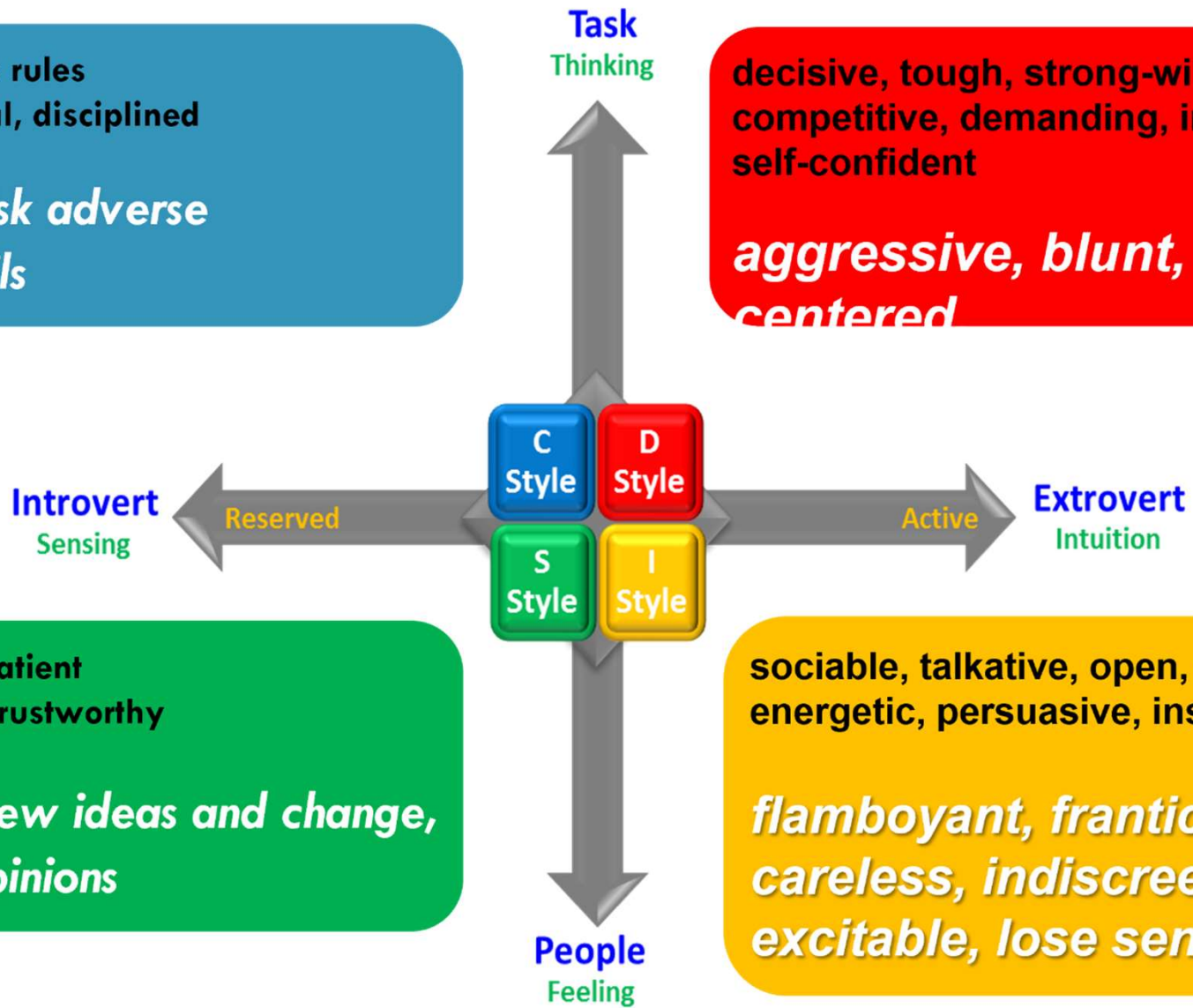


precise, logical, follows rules
careful, reserved, formal, disciplined

*withdrawn, shy, risk adverse
gets stuck in details*

decisive, tough, strong-willed,
competitive, demanding, independent,
self-confident

aggressive, blunt, self-centered



calm, steady, careful, patient
good listener, modest, trustworthy

*Stubborn, resists new ideas and change,
doesn't express opinions*

sociable, talkative, open, enthusiastic,
energetic, persuasive, inspiring

*flamboyant, frantic,
careless, indiscreet,
excitable, lose sense of time*

2

Child Safeguarding Update

What you need to know

CHILD SAFEGUARDING UPDATE

1

000 if a child is in immediate danger

2

Listen, Believe and Respond to a Disclosure of Abuse

3

WWC Checks

4

National Principles for Child Safe Organisations

5

Know Your Sport's Policy

3

7 Ways to Effective Complaint Handling



All actions concerning children, the rights of the child shall be a primary consideration

—Article 3, United Nations Convention on Rights of the Child



7 WAYS TO HANDLE COMPLAINTS

- 1. Have a Clear Process**
- 2. Involve Children and Young People in the Design**
- 3. Contact Person**
- 4. Maintain Confidential Records**
- 5. Acknowledge and validate**
- 6. Seek Help and Advice**
- 7. Where to Go Next**



TAKEAWAY

What key things will you change?

INSPIRE

Share with others what you have learned

ACTION

Ask questions and provide us feedback



Thank You!