



How to Make a Child Safety Complaint If You Are a Student

Story Factory is committed to being a Child-Safe Organisation. This means that we are committed to creating and maintaining an environment that promotes the safety of all children and young people. We want all children who attend Story Factory programs to feel safe, welcome, and empowered to use their voices. We want all Story Factory staff and volunteers to listen to young people and respect what they have to say. We all work together to create an environment where students at Story Factory:

- should be confident that **complaints will be dealt with honestly and fairly.**
- should be confident in **reporting inappropriate behaviour** around young people or around adults

To ensure that this is the case, outlined below is the process if you would like to make a complaint against a Story Factory staff member or volunteer who you believe has behaved inappropriately in some way. This is how to do it.

1. **Talk to your Storyteller:** Talk to the Storyteller who is running your workshop. They can help you make the complaint if you need help.
2. **Other staff:** If you feel safer and more comfortable talking to another Storyteller or Story Factory staff member instead of your own Storyteller, that is okay too. You can pass on your complaint to them and they will help you.
3. **Email:** If you are in a workshop and cannot find an adult you feel comfortable speaking with, you can email students@storyfactory.org.au or call our Parramatta centre on (02) 8859 0353 and ask for the Open Programs Officer, who checks this email address, or for another person you trust. They will get back to you as soon as they can.
4. **Handling:** The staff member you talk to will confidentially pass on your complaint to Craig New, our Engagement & Operations Lead. It's his job to look into your complaint, and it will only be passed on to people who need to know about it. He might want to talk some more with you about the complaint if he needs more information. He can also explain what Story Factory will do to make sure your complaint is listened to and dealt with fairly.
5. **Parents or carers:** If your complaint is about an adult acting inappropriately, we will also speak with your parent or carer so they know what is happening. This is to ensure you are kept safe and have as much support as you need.
6. **Confidentiality:** Story Factory will not share your complaint with anyone except the staff who need to know to deal with your complaint fairly. This might include speaking

with the police, or other official people who can help. You will be told exactly who will know about your complaint.

7. **Adverse action:** You will not get in any trouble from anyone at Story Factory for making an authentic complaint. This means the person you complained about is not allowed to make you feel bad for complaining, and you won't be asked to leave a workshop because you made a complaint. You have a right to make an authentic complaint if you need to, and Story Factory will protect that right for you and ensure your complaint is heard fairly.

Contact

Our Open Programs Officer is there to support you, and you can reach them at:

students@storyfactory.org.au

(02) 8859 0353