

Responding To and Reporting Abuse Guide

Who can report?

- **Anyone can report**
- Child or adult participant, and/or parent, guardian or carer
- Identitywa workers (paid / unpaid)
- Member of the public
- Witness or third-party person

What to report?

- **Concerns, Complaints or Allegations**
- Current or historical concerns, allegations, observations, or disclosures of all abuse (physical, emotional, sexual, neglect)
- About a worker (paid/upaid) or volunteer
- Member of the public

Who to?

- **Contact Identitywa's Safeguarding Representative by:**
- Completing the **Safeguarding Concern Report Form** online
<https://www.identitywa.com.au/about-us/our-quality-commitment/>
- Ph: (08) 9474 3303 or email Quality.Feedback@identitywa.com.au

How to?

- **Safeguarding Concern Report Form** (as above)
- **Mandatory Reporting Child Sexual Abuse** (Legislative) - Department of Communities Mandatory Reporting Service via secure Web System
- **Reportable Conduct Scheme** (Legislative) - Identitywa reports to the WA Ombudsman
- **Dep of Communities (DCP Children)** - Identitywa contacts Central Intake Team/ Crisis Care Unit
- **NDIS Commission** - Identitywa reports via NDIS Portal; Anyone can lodge a complaint.

What next?

- **Investigation**
- The Safeguarding Representative or responsible worker will:
- Report to the relevant authorities (external and internal)
- Investigate and assess to determine outcome and/or disciplinary action
- Keep relevant parties informed and offer support to the person(s) involved

What then?

- **Risk Management**
- Initiate risk assessment to determine and mitigate any risks
- Ongoing review of risk management
- Managing people of concern or known offenders