Chabad of RARA
RARA Foundation

Child Safety Concerns, Disclosures and Complaints Procedure

This document identifies the Child Safety and Wellbeing Policy for Chabad of RARA (ABN 97 611 110 706, and RARA Foundation (ABN 12 672 653 833).
Board approval date: 1/7/2026
Child Safety Officer: Rabbi Menachem Aron, 0413 365 770, info@rara.au
Alternative contact: Amanda Gecelter, 0436 666 572, amanda@rara.au
Emergency: Call 000 where a child is in immediate danger.

Purpose

This procedure explains how Chabad of RARA and RARA Foundation receives, responds to, records and escalates child-safety concerns, disclosures, allegations, complaints, incidents and breaches. It applies across in-person, travel-based and online programs.

Immediate response

When a child or another person raises a concern:
• remain calm, listen carefully and take the matter seriously
• reassure the person that they did the right thing by speaking up
• do not promise secrecy or attempt to investigate
• ask only questions needed to clarify immediate safety and reporting needs
• write down the facts, words used, date, time, people present and actions taken
• take immediate steps to protect the child from further harm
• call 000 if there is immediate danger.

Reporting pathway

All personnel must report any child-safety concern promptly to the Child Safety Officer. If the concern involves that person, or they are unavailable, report to the alternative contact or Board Chair. A person must also make any direct report required by law, including to Victoria Police, Child Protection or another appropriate authority. Internal reporting never replaces a legal duty to report.

The Child Safety Officer will:
• acknowledge receipt and assess immediate safety needs
• ensure required external notifications are made
• arrange support for the child and, where appropriate, their family
• preserve relevant information and records
• determine interim risk controls, including changes to a person's duties
• keep the Board appropriately informed without compromising safety, privacy or an investigation
• record decisions, reasons and actions.

Complaints access

A child, parent, carer, staff member, volunteer or community member may raise a concern verbally or in writing with the Child Safety Officer, an authorised RARA leader or the Board Chair. Information about how to complain will be available in plain, child-friendly language and, where needed, in accessible formats.

Privacy and fairness

Information is shared only with people who need it to protect a child, meet legal obligations or respond fairly. Chabad of RARA and RARA Foundation will not victimise a person for raising a concern. The needs, safety and wellbeing of the child take priority.

Records

The Child Safety Officer keeps a secure concern record with the date, source, details, actions, external reports, support offered, decisions and outcome. Records must be factual, timely and stored securely in accordance with RARA Foundation's record-keeping requirements.

Review

After a concern is resolved, Chabad of RARA and RARA Foundation considers whether policies, supervision, training or risk controls need improvement.