

## What will happen if we believe a child to be in a life threatening situation?

If a worker believes a child is being placed in a life threatening situation they will take action to address the situation within 24 hours of it coming to their attention by contacting Protective services.

If workers make a direct report to Protective services they will, if appropriate, talk to the parent about their action after Protective services have been in contact with the family.

*At all times we will continue to support families in any way we can to ensure the safety of children.*



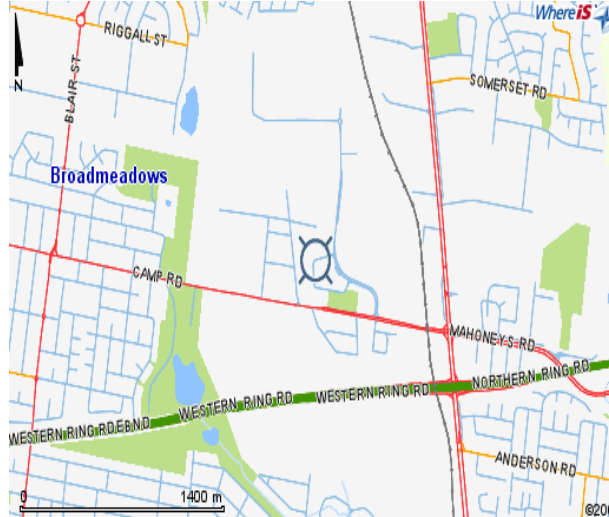
### Need more information?

We would be happy to discuss any queries or concerns you may have about your children's wellbeing. MOSS support workers are here to help.

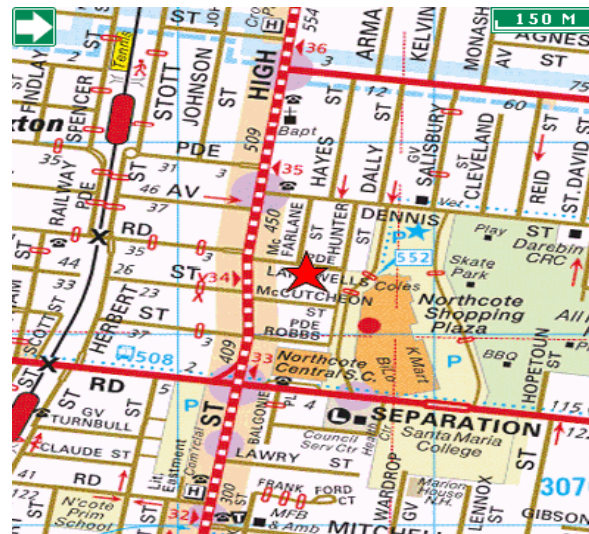
If you have any questions about this information please ask a support worker.

## How to contact us:

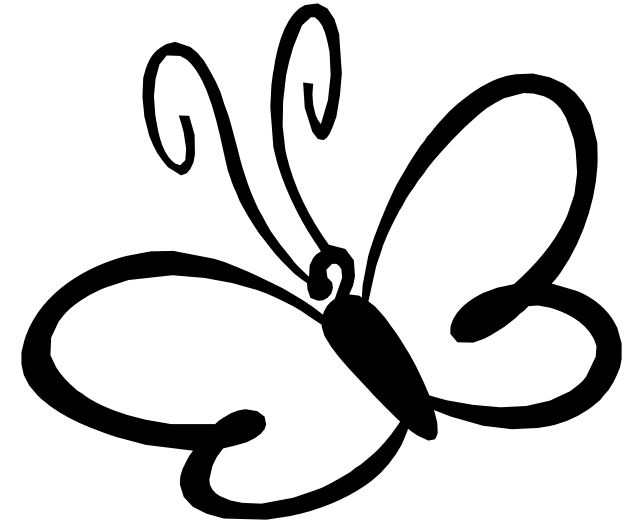
**Broadmeadows Office**  
22 Lakeside Drive  
Broadmeadows, 3047  
Tel: 9359 5493



**Northcote Office**  
9 Langwells Parade Northcote 3070,  
Tel: 9482-3488



## Protecting Children Together



This brochure provides information on:

- How MOSS view families.
- How MOSS support families and children.
- What MOSS do if we have concerns about a child's safety.

## There are many types of Families

MOSS recognises that there are many types of 'family'. A family may have one parent or two, or children in one family may have different parents. They are still a family. MOSS believe that one type of family is not better than any other.

## MOSS work with parents to protect children

MOSS believes that every parent loves and wants the best for their children. Being a parent is hard work. All families need extra support at times.

MOSS recognises that parents are best placed to know what their children need. We work with parents to support them through any issues that may be affecting their children. Sometimes this means that we will refer families to other services who can provide extra support.

We think that your family is entitled to whatever support you need to help you get through your tough time. MOSS will continue to work with you even if we have concerns about the safety of your child.

## Children's Rights

Whatever problems a family might have, MOSS believes that children have the right to feel safe and be adequately cared for at all times. MOSS has a responsibility to ensure that children who access our service are protected.

## What will MOSS do if we are concerned about a child's safety?

In most cases we will:

- Talk to the family about the situation and explain all the issues that have caused us to be concerned.
- Talk to another worker at MOSS about our concerns to gain advice.

- Support the parent to work out what has to be done to improve the situation.
- Make an agreement with the parent which details any changes to be made and how this will happen.

Once an agreement has been made we will set a time to discuss whether the situation has improved. At all times we will support families in any way we can to ensure the safety of children.

## What if things don't improve?

If we are still concerned for a child's safety, we will suggest a meeting with a worker from Protective Services (DHS).

We will contact Protective Services and outline our concerns as well as what the family and MOSS has done to address these issues.

We will encourage a parent to make this call themselves and or to at least be present when we contact Protective services.

MOSS believes it is important for parents to be present at any discussions involving their family. This way parents have the opportunity to raise any issues they think are important and talk about the type of support they think they may need.

Protective services will decide how the situation is handled. They may decide to treat the meeting as a 'notification', where they investigate the situation further. If a notification is made, parents are required by law to cooperate with Protective services. Protective services may also decide that their involvement is not necessary, in this case they will provide information and advice, but have no ongoing contact with a family.

## What will happen if we suspect sexual abuse of a child?

If a worker suspects sexual abuse of a child, they will talk to other workers about their concerns. Workers will then decide whether to discuss the concerns with the parent or contact protective services without the parent knowledge. In these situations MOSS is required to contact child protection within 24 hours.

The only time we would handle this differently is when a parent contacts a worker seeking support for their family because they suspect sexual abuse is happening.