

# Reporting a Concern

Quick Guide for Meraki Families

## When to raise a concern

Please raise a concern any time you feel uncertain about your child's safety or wellbeing — at home, at the centre, or anywhere else. You don't need to be sure something is wrong. We would always rather have a conversation early than miss something important.

Examples of things to raise:

- Your child has told you something that worries you.
- You've noticed a sudden change in mood, sleep, behaviour or appetite.
- You're unsure about an interaction at the centre.
- You have feedback about our practices, environment or team.
- Something has happened at home that we should know to support your child.

## How to raise it with us

### Step 1 — Talk to us

Speak with your child's educator, the Room Leader, or ask to speak with the Centre Director or Assistant Director. We will listen without judgement and treat the conversation confidentially.

### Step 2 — Put it in writing (optional)

If you'd prefer, email the centre. Written records help us respond clearly and follow up properly.

### Step 3 — Our response

We will acknowledge your concern within one business day, agree on next steps with you, and keep you updated. Where required, we follow our mandatory reporting and complaints processes.

## Contact your centre

### Bayswater

- Phone: (03) 8658 7880
- Email: [bayswater@merakielc.com.au](mailto:bayswater@merakielc.com.au)

### Mooroolbark

- Phone: (03) 9727 3806
- Email: [mooroolbark@merakielc.com.au](mailto:mooroolbark@merakielc.com.au)

## External support and reporting

You can also contact these services directly at any time:

- **Emergency (immediate danger):** 000
- **Victoria Police (non-emergency):** 131 444
- **Child Protection (After Hours):** 13 12 78

- **Department of Education (regulator):** 1300 307 415
- **Commission for Children and Young People:** (03) 8601 5884
- **1800RESPECT (family violence & sexual assault):** 1800 737 732
- **Kids Helpline (5–25 yrs):** 1800 55 1800

## **Our promise to you**

- We will listen.
- We will take your concern seriously.
- We will respect your privacy.
- We will keep you informed.
- We will act in the best interests of your child.

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