5 Daniel Street, Nambour QLD 4560
1800 777 723 | info@p2pqld.org.au
www.p2pqld.org.au

How to Raise a Concern - Easy Language

About this guide

This guide explains how to tell Parent to Parent (P2P) if you are worried about a child. It also explains what happens after you tell us, and how long it takes.

You do not need to be an adult to use this guide. Children and young people can tell us themselves - you do not have to go through a parent or carer.

You can tell us at any time

If something does not feel right, please tell us. This can be about anything that worries you about a child's safety.

You do not have to be sure. You do not need proof.

You can say things like:

- "I think something is wrong."
- "I'm worried, but I'm not sure."
- "Something happened and I don't know what to do."

We will listen to you and take you seriously.

Children and young people can tell us themselves

You do not need a parent or carer to tell us. You can contact P2P yourself, in any of the ways on this page.

You can also ask someone you trust to help you - like a family member, friend, teacher, or support worker. But you do not have to. It is okay to tell us on your own.

No one will be angry with you for telling us. Telling us is the right thing to do.

How to tell us

- Call us: 1800 777 723 | Monday to Friday, 9am to 4pm
- Email us | info@p2pqld.org.au
- Visit us | 5 Daniel Street, Nambour QLD 4560
- Ask someone you trust to help you tell us

What we will do

A P2P staff member will listen to you first and write down what you tell us.

They will tell a Manager about your worry, so an adult with more experience can help.

If your worry is about a Manager, it goes to someone else instead, like the CEO or the Board.

If your worry is about the CEO, it goes to the President of the P2P Board.

We keep information as private as we can, and only share it with people who need to know, to help keep the child safe.

What happens

Step 1. We listen to you and write down what you told us.

Step 2. A Manager finds out more about what happened. This is called an investigation.

Step 3. We decide what needs to happen to keep the child safe.

Step 4. If the law says we must, we tell other services, like Queensland Child Safety Services, the NDIS Commission, or the police.

Step 5. We tell you what is happening, as much as we are allowed to share.

How long it takes

We will get back to you within 2 days, to let you know we have received your concern. We don't count Saturday and Sunday when we count the 2 days.

Most concerns are looked into within 10 business days. Some may take longer if they are complicated, or if other services need to be involved.

We will keep you updated if it is going to take longer than we expected.

If a child is in danger now

Call **000** first.

Then tell P2P on **1800 777 723**

Other people who can help

- Kids Helpline – 1800 55 1800 (free, any time, just for children and young people)
- Queensland Child Safety Services After Hours – 1800 177 135
- NDIS Quality and Safeguards Commission – 1800 035 544
- Police Link (not urgent) – 13 14 44

Kids Helpline is a free call, any time of day or night, just for children and young people. You do not need a parent to call them.

Talking to any of these services will not affect how we work with you.