

Child Protection & Complaints Notice



Edmund Rice Foundation Australia (ERFA)

Please contact one of the below contacts for help if:

- you or someone you know is being hurt, harmed or treated badly;
- you have a complaint or concern about this facility or someone who works here;

ERFA prioritises the rights, needs, wishes and empowerment of complainants and will protect the interests and wellbeing of persons who disclose misconduct or bring forward a complaint. You have the right to remain anonymous when submitting a complaint. Please advise the contact whether you would like to remain anonymous.

ERFA is the first point of contact for any complaints concerning the organisation itself. If you do not feel comfortable submitting a complaint to ERFA directly, the details of an external complaints body are included below.

Contact	Contact avenue
Primary contact: ERFA CEO, Bren Arkininstall	Via email: CEO@erf.org.au
	Via telephone: +61 7 3621 9649
	Via post: PO Box 130 Virginia, Queensland, Australia 4014
Secondary contact: ERFA Programs Director, Emily Faller	Via email: ejfaller@edmundrice.org
	Via telephone: +61 7 0400 882 812
External contact: Chair, Australian Council for International Development (ACFID) Code of Conduct Committee	Via email: code@acfid.asn.au
	Via telephone:
	Via post: C/- ACFID, Private Bag 3, Deakin, ACT, Australia 2600