

POLICY/PROCEDURE NAME & REVIEW PROCESS	VICTORIA-CHILD SAFETY and WELLBEING POLICY This policy and procedure have been created to provide our stakeholders with clear guidelines and transparency to our practices. We welcome feedback and input from all our stakeholders at any time and this policy is subject to review based on feedback or due date of annual review.
NATIONAL QUALITY STANDARD	QUALITY AREA 2- CHILDREN'S HEALTH AND SAFETY 2.2 Safety 2.2.1 – Supervision 2.2.2 – Incident and Emergency Management 2.2.3 – Child protection
NATIONAL LAW AND REGULATIONS	84- Awareness of child protection 168-Education and care service must have policies and procedure 170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures 175 (c)(d)(e)-Prescribed information to be notified to the Regulatory Authority 176- Time to notify certain information to Regulatory Authority
RELATED POLICIES and RECORDS	- Child protection policy Victoria - Child safe environment policy. - Code of conduct policy. - Code of conduct declaration record. - Dealing with complaints policy. - Interactions with children policy - National model code policy - Staff recruitment policy.
SCOPE OF POLICY	This policy applies to all children, educators, staff, families, management, students, volunteers and visitors at our service and will apply to all activities in the service which involve, result in or relate to any contact with children.
AIM OF POLICY	To ensure that our service has strong guidelines, procedures, and practices in place regarding our commitment to ensuring the safety and wellbeing of all children and young people in our care. This policy outlines our commitment to child safety, the measures we take to protect children, and how we comply with Victoria's Child Safe Standards and relevant laws and regulations to ensure that all children who attend our service are safe and protected and have a voice. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders.
SERVICE IMPLEMENTATION	The Child Safe Standards are a compulsory framework that supports services to promote the safety of children by requiring them to implement policies to prevent, respond to and report allegations of child abuse and harm. We will, as a team at the service comply with the Victorian Child Safe Standards to ensure a safe and supportive environment for children at all times. As a team we will prioritise children's safety and ensure that immediate action is taken, and processes are implemented if there are any concerns about children's safety. We will aim to ensure that we create a positive culture regarding reporting of harm or concerns to ensure that our team feels comfortable when raising concerns. As a team we will review, revise and share our practices of the effectiveness of our understanding and implementation of child safety and wellbeing. As a team we will utilise the resources from and provide copies of the resources from ccyp.vic.gov.au and any policies and procedures that are relating to this policy. At induction staff will receive and will review procedures and practices relating to Child Safety and will receive refresher training ongoing throughout the year at staff meetings and workshops. We expect the following: - All staff at the service must adhere to the Code of Conduct, which specifies acceptable and unacceptable behaviours when working with children and all staff must sign the code of conduct declaration record. - All staff will be Mandatory Reporters relevant staff must report suspected child abuse to Child Protection or Victoria Police as required by law. They must follow the services guidelines as

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

outlined in the **child protection policy Victoria**. They must immediately inform the nominated supervisor of any allegations of abuse from a child or any allegations against staff members.

- All staff must ensure that they immediately report any allegations against staff or volunteers to the approved provider/nominated supervisor and follow the procedure of the **Reportable Conduct Scheme**.
- Staff will be trained and supported on how to recognise and report concerns.
- Staff will comply with the **Victorian Child Safe Standards** through embedding child safety principles into the service's culture, policies, and practices.
- All staff will uphold the **Code of Ethics** and the **United Convention of the Rights of the Child**. All staff will receive copies at induction.
- Following is the **11 Child Safe Standards** and how we will aim to comply and uphold them through our practices and procedures.

Child Safe Standards practices and procedures.

1. Services establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.

We foster environments that respect and celebrate the cultures of all children, particularly Aboriginal children, and take proactive steps to ensure their cultural safety.

To comply with Child Safe Standard 1, we will at a minimum, ensure:

- 1.1 A child's ability to express their culture and enjoy their cultural rights is encouraged and actively supported.
- 1.2 Strategies are embedded within the service which equip all members to acknowledge and appreciate the strengths of Aboriginal culture and understand its importance to the wellbeing and safety of Aboriginal children and young people.
- 1.3 Measures are adopted by the service to ensure racism within the service is identified, confronted and not tolerated. Any instances of racism are addressed with appropriate consequences.
- 1.4 The service actively supports and facilitates participation and inclusion within it by Aboriginal children, young people and their families.
- 1.5 All of the service's policies, procedures, systems and processes together create a culturally safe and inclusive environment and meet the needs of Aboriginal children, young people and their families.

We will:

- Ensure that part of our public commitment to child safety includes the cultural safety of Aboriginal children and is available and displayed within the service.
- Ensure all children receive information from the service about their cultural rights and all children are encouraged especially Aboriginal children to express their culture. Staff will provide support and listen to children when they are expressing aspects of their culture through active listening, extending through the program and seeking children's input for activities on the program.
- Ensure the service encourages culturally safe opportunities for Aboriginal families and children to participate in the service.
- Ensure that the service provides information on cultural rights, the strengths of Aboriginal cultures and the importance of culture to the wellbeing and safety of Aboriginal children and information on the connection between cultural safety and the prevention of child abuse and harm for Aboriginal children.
- Through our program and opportunities express appreciation of Aboriginal cultures and histories. We will further encourage parent input and seek their expertise when implementing activities or resources in the service.
- Upskill our staff in their ability to make Aboriginal children feel safe in order to build strong relationships with the children which in turn will impact on the child's ability to trust and share.
- Ensure the service is welcoming and abiding to all Aboriginal people, their culture, and their rights by displaying flags, symbols and resources that reflect their community.
- Provide ongoing cultural awareness training to all staff and volunteers.
- Ensure all communications, activities, and spaces are inclusive and respectful of all diverse cultures.

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- Have a zero tolerance to racism and ensure that all staff are aware that they are to report any indications immediately to the nominated supervisor.
- We will ensure that the complaints system applies to all forms of racism etc. Anyone can raise a complaint including staff, children and families and all complaints will be taken seriously. They must be reported to the nominated supervisor and a full investigation will ensue.

2. Child safety is embedded in our service's culture, leadership, and governance. We promote transparency, accountability, and a strong commitment to child safety.

Service's leaders focus on keeping children safe and well. Services have processes to find, avoid, and stop risks of child abuse or harm.

To comply with Child Safe Standard 2, we will at a minimum, ensure:

2.1 The service makes a public commitment to child safety.

2.2 A child safe culture is championed and modelled at all levels of the service from the top down and bottom up.

2.3 Governance arrangements facilitate implementation of the child safety and wellbeing policy at all levels.

2.4 A Code of Conduct provides guidelines for staff and volunteers on expected behavioural standards and responsibilities.

2.5 Risk management strategies focus on preventing, identifying and mitigating risks to children and young people.

2.6 Staff and volunteers understand their obligations on information sharing and recordkeeping.

We will:

- Provide the Child Safety and Wellbeing Policy to all staff at induction and conduct an annual review of child safety policies and procedures to ensure compliance with legal and regulatory changes.
- Ensure that child safety is a core part of the services strategic plan and governance structures.
- Include child safety as a standing agenda item in staff and management meetings.
- Make a public commitment to child safety. We will display our public Commitment to Child Safety throughout the service. We will speak about our commitment to this through enrolment and orientation, social media, our practices and behaviours, literature available at the service and visual posters in the service. We will support foundations that align with Child Safety and Child protection such as Bravehearts, Daniel Morecombe foundation but not limited to these.
- Our **Code of conduct policy** will reflect our policy and procedures and will guide our staff as to what we will and will not accept. It will include Zero tolerance to racism and guidelines for staff and volunteers to act on incidents of racism. Breaches of the Code of Conduct may result in disciplinary action and or including termination.
- All staff will sign a **code of conduct declaration record** on employment once they have read understood and have been trained in the service policies and procedures.
- Staff will be trained in how to find, be aware of and stop risk to children and will be fully trained in the process of documenting and reporting any Child Safety issues.

3. Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.

We empower children and young people to participate in decisions that affect them and value their voices in our policies and practices.

To comply with Child Safe Standard 3, we will at a minimum, ensure:

3.1 Children and young people are informed about all of their rights, including to safety, information and participation.

3.2 The importance of friendships is recognised and support from peers is encouraged, to help children and young people feel safe and be less isolated.

3.3 Where relevant to the setting or context, children and young people are offered access to. sexual abuse prevention programs and to relevant related information in an age appropriate way.

3.4 Staff and volunteers are attuned to signs of harm and facilitate child-friendly ways for children and young people to express their views, participate in decision-making and raise their concerns.

3.5 Services have strategies in place to develop a culture that facilitates participation and is

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

responsive to the input of children and young people.

3.6 Services provide opportunities for children and young people to participate and are responsive to their contributions, thereby strengthening confidence and engagement.

We will:

- Encourage children to know about their rights, ensure that they understand how to stay safe and their rights to choose how to stay safe.
- Ensure that staff are aware of the importance of building strong relationships and trust with all children in order to ensure children feel safe and for them to know that they can reach out to staff if they need to at any time.
- Ensure that all staff and volunteers can identify signs of child abuse and harm in children.
- All staff at induction all staff will be given copies of the following to read and sign off on that they have understood.
 - Child protection policy Victoria.
 - Child safe environment policy.
 - Code of conduct policy.
 - Code of conduct declaration record.
 - Dealing with complaints policy.
- Staff will create opportunities for children to provide feedback on services and programs.
- We will source workshops and resources throughout the year that are age appropriate, child friendly that teach children skills to keep them safe.
- The service will conduct or provide workshops that teach children about their rights and how to stay safe.
- The staff will establish mechanisms for children to voice concerns confidentially through the building of strong trustworthy relationships and implementation through the program.

4. Families and communities are informed and involved in promoting child safety and wellbeing.

We actively involve families and communities in promoting child safety and share information to create collaborative approaches to wellbeing.

To comply with Child Safe Standard 4, we will at a minimum, ensure:

4.1 Families participate in decisions affecting their child.

4.2 The service engages and openly communicates with families and the community about its child safe approach and relevant information is accessible.

4.3 Families and communities have a say in the development and review of the service's policies and practices.

4.4 Families, carers and the community are informed about the service's operations and governance

We Will:

- Encourage and involve families and carers to have input into the development of child-focused programs by seeking their input on programs and decisions made in the service including but not limited to policy updates, workshops for children etc. we will achieve this through ongoing updates via email, social media platforms, software programs for communication and documentation made available at the service.
- Host regular information sessions for families about child safety measures and our expectations in the service and we will share resources with families about identifying and responding to child abuse.
- Foster partnerships with local community groups to promote a collective approach to child safety.
- Provide information about the service's governance and operations. Clear guidelines will be provided regarding the process of how complaints are handled and how we manage disciplinary actions and child safety risks.
- Families will be given opportunities to be involved in decision-making processes that affect their child's safety and wellbeing. Communication is tailored to embrace the diversity of families, ensuring inclusive participation and as a service we will action and provide outcomes relating to family feedback, again through our communication sources such as email software platform, social media, face to face.

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

5. Equity is upheld and diverse needs respected in policy and practice.

We provide equitable opportunities for children of all backgrounds and abilities and ensure inclusion for Aboriginal children, children with disabilities, and those from diverse cultural or linguistic backgrounds.

To comply with Child Safe Standard 5, we will at a minimum, ensure:

- 5.1 The service, including staff and volunteers, understands children and young people's diverse circumstances, and provides support and responds to those who are vulnerable.
- 5.2 Children and young people have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand.
- 5.3 The service pays particular attention to the needs of children and young people with disability, children and young people from culturally and linguistically diverse backgrounds, those who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people.
- 5.4 The service pays particular attention to the needs of Aboriginal children and young people and provides/promotes a culturally safe environment for them.

We will:

- Provide comprehensive training for all our staff and volunteers to enhance their understanding of diversity and their capacity to support inclusion and cultural safety.
- Foster an inclusive environment that welcomes and supports the participation of all children, including those with disabilities, children from culturally and linguistically diverse backgrounds, children unable to live at home, LGBTIQ children, and Aboriginal children and their families.
- Offer children and their families the opportunity, through our enrolment record, to share information about themselves, including any specific needs to ensure full participation in our programs.
- Maintain a zero-tolerance policy toward racism and all forms of discrimination, taking decisive action whenever instances of exclusion or discrimination are identified.
- Develop and deliver programs that reflect the diverse backgrounds, interests, and cultures of our children.
- Recognise and celebrate significant cultural events and dates within our service through our programs and calendar of events.
- Ensure that our physical and online environments actively celebrate diversity and promote inclusivity.
- Commit to providing facilities and online activities that are accessible and inclusive for children of all abilities.

6. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.

Our recruitment and screening processes ensure that only suitable individuals are engaged to work with children. This includes reference checks, Working with Children Checks, and police checks.

To comply with Child Safe Standard 6, we will at a minimum, ensure:

- 6.1 Recruitment, including advertising, referee checks and staff and volunteer pre-employment screening, emphasise child safety and wellbeing.
- 6.2 Relevant staff and volunteers have current working with children checks or equivalent background checks.
- 6.3 All staff and volunteers receive an appropriate induction and are aware of their responsibilities to children and young people, including record keeping, information sharing and reporting obligations.
- 6.4 Ongoing supervision and people management is focused on child safety and wellbeing.

We Will:

- Adhere to the processes outlined in our **staff recruitment policy**.
- Prioritise child safety and wellbeing in all recruitment and screening processes for staff and volunteers, as outlined in the **staff recruitment policy**.
- Only recruit staff who are suitable to work with children.
- Ensure that all staff and volunteers who interact with children or have access to their personal information are required to undergo a Working with Children Check, Police Checks, and referee checks.

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- Ensure that additionally, staff must hold the appropriate qualifications for their roles, and these qualifications are verified for validity.
- Conduct a thorough induction for all staff and the nominated supervisor will check back with staff member within the first 2 weeks to ensure that they are feeling supported and further check ins may be conducted once nominated supervisor establishes competency level of staff member. A three (3) month and a five (5) month probation check will be completed to ensure any levels of concern are discussed or any areas that require further support are implemented.
- All information regarding these meetings will be completed on the original **employee induction record**. Any issues or further support required will be recorded on this record and implemented.
- If staff member is not meeting requirements of employment such as contract, position description, code of conduct, child protection, employee induction or aligning with the service philosophy, then under the probation period further employment may be terminated.

7. Processes for complaints and concerns are child focused.

We have child-friendly complaints and feedback processes that are accessible and safe, ensuring children feel comfortable raising concerns.

To comply with Child Safe Standard 7, we will at a minimum, ensure:

7.1 The service has an accessible, child focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report.

7.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.

7.3 Complaints are taken seriously and responded to promptly and thoroughly.

7.4 The service has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement.

7.5 Reporting, privacy and employment law obligations are met

We Will:

- Ensure that all reports of child abuse and child safety concerns, regardless of whether they are made by an adult or a child and whether they involve the conduct of an adult or a child, will be taken seriously. Such reports will be investigated immediately, and our due process will be followed. In some instances, staff will be stood down to ensure the safety and wellbeing of child, staff and all who are involved, whilst the investigation is completed.
- Allow stakeholders, staff and children to choose how to make a complaint and who they wish to make a complaint to. Complaints can be made face to face, via email, written, via software, suggestion boxes etc.
- Ensure the dealing **with complaints policy** and our who to report complaints to within the service is current and up to date at all times. The policy will outline the procedures for addressing complaints and child safety concerns. This policy provides clear guidance to staff and volunteers on how such issues will be managed.
- Ensure if a complaint involves an allegation or incident of child abuse or harm, staff and volunteers are required to report it in accordance with the child protection policy.
- In accordance with the code of conduct and child protection policy staff and volunteers may face specific measures to safeguard child safety, including being stood down during an investigation or terminated following an investigation.
- In situations where a child's immediate safety is at risk, staff must contact 000 immediately.

8. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.

We regularly train and educate our staff and volunteers to ensure they have the knowledge and skills to protect children from harm.

To comply with Child Safe Standard 8, we will at a minimum, ensure:

8.1 Staff and volunteers are trained and supported to effectively implement the service's child safety and wellbeing policy.

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- 8.2 Staff and volunteers receive training and information to recognise indicators of child harm including harm caused by other children and young people.
- 8.3 Staff and volunteers receive training and information to respond effectively to issues of child safety and wellbeing and support colleagues who disclose harm.
- 8.4 Staff and volunteers receive training and information on how to build culturally safe environments for children and young people.

We Will:

- Ensure approved provider is dedicated to ensuring that all leaders, staff, and volunteers receive comprehensive training to understand their responsibilities regarding child safety.
- Approved provider will provide guidance to management, staff, and volunteers to integrate child safety considerations into their decision-making processes and to foster an environment where children feel empowered to voice concerns about issues affecting them.
- All management staff, and volunteers are required to complete annual child safety training. This training is documented and monitored through the **staff schedule record** and staff training action plan.
- Approved provider and nominated supervisor will conduct regular supervision checks in rooms to ensure that all staff are compliant in their actions with children and are adhering to the Code of Conduct and Child Safety and Wellbeing Policy.
- Any issues or concerns related to behaviour with children will be addressed immediately in accordance with the **code of conduct, dealing with complaints and interactions with children policy**.

9. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

We identify and manage risks in physical and online environments, ensuring appropriate safety measures are in place for all activities.

To comply with Child Safe Standard 9, we will at a minimum, ensure:

- 9.1 Staff and volunteers identify and mitigate risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities.
- 9.2 The online environment is used in accordance with the service's Code of Conduct and child safety and wellbeing policy and practices.
- 9.3 Risk management plans consider risks posed by service settings, activities, and the physical environment.
- 9.4 Services that contract facilities and services from third parties have procurement policies that ensure the safety of children and young people.

We Will:

- Conduct regular consultations with staff, volunteers, and children to gather their views and concerns when developing risk assessments and management plans.
- Ensure that risk management plans are designed to balance the need to protect children from harm while respecting their rights to privacy, access to information, social connections, and learning opportunities.
- Provide all staff and volunteers with access to the risk management plans to ensure they are fully informed of the risks associated with child abuse and harm.
- Equip staff, volunteers, parents, carers, and children with information on online safety risks such as grooming, cyberbullying, and sexting, and provide clear guidance on how to report any related concerns or negative experiences.
- Require staff and volunteers to take immediate action when they identify any risks of child abuse or harm. This includes implementing preventative measures and reducing identified risks promptly.
- Conduct regular reviews of risk assessments and management plans to ensure they remain current, effective, and responsive to new concerns, complaints, and safety incidents.
- Ensure that leadership and governance arrangements prioritise the identification, prevention, and management of risks of child abuse and harm through dedicated resources and oversight.
- Take necessary action if a third-party contractor fails to meet the expected standards outlined in the contract.

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- Assess the potential risks posed by third-party contractors to child safety prior to engagement, considering the level of risk involved in their services.
- Implement measures to reduce or mitigate any potential risk such as ensuring all contractors have a WWCC and are never left alone with children.
- Take necessary action if a third-party contractor fails to meet the expected standards outlined on induction.
- Ensure that all relevant stakeholders (staff, volunteers, parents, carers, children) are educated on online safety risks and given tools and guidance to protect children from harm in the online environment.

10. Implementation of the Child Safe Standards is regularly reviewed and improved.

We are committed to regular monitoring, reviewing, and improving our child safety practices to meet emerging needs and legislative requirements.

To comply with Child Safe Standard 10, we will at a minimum, ensure:

10.1 The service regularly reviews, evaluates and improves child safe practices.

10.2 Complaints, concerns and safety incidents are analysed to identify causes and systemic failures to inform continuous improvement.

10.3 The service reports on the findings of relevant reviews to staff and volunteers, community and families and children and young people.

We Will:

- In regard to all our child safety documentation, procedures and policies we will conduct regular reviews to ensure they are adequate, up-to-date and effective, and that they are being fully implemented and followed by everyone. Our reviews will be conducted at least annually but more frequently if required.
- Any breaches of our code of conduct policy, child protection policy or any procedures relating to child safety and wellbeing will be examined and investigated to understand what caused the problem and whether there are any flaws in the services policies, procedures and practices that contributed to the problem. Where flaws or failings are identified, improvements are made to prevent the problem from happening again.
- Regularly review and analysis any complaints, concerns and safety incidents and adjust procedures and policies if required. We will consider training gaps when analysing practices and procedures.
- Conduct meetings, seek feedback and input regarding practices and procedures. Once changes have been discussed and implemented, we will ensure all staff and shareholders are made aware of the changes.

11. Policies and procedures document how the service is safe for children and young people.

Our child safety policies and procedures are accessible, regularly updated, and embedded in our service practices to ensure compliance with all standards.

To comply with Child Safe Standard 11, we will at a minimum, ensure:

11.1 Policies and procedures address all Child Safe Standards.

11.2 Policies and procedures are documented and easy to understand.

11.3 Best practice models and stakeholder consultation informs the development of policies and procedures.

11.4 Leaders champion and model compliance with policies and procedures.

11.5 Staff and volunteers understand and implement policies and procedures.

We Will:

- Supply and implement a **child safety and wellbeing policy** that clearly outlines the services expectations, practices, and approaches in relation to each of the Child Safe Standards.
- Ensure the policy is reviewed regularly to remain up to date with best practices and legislative changes.
- Supply and enforce a **code of conduct policy and declaration** that defines the expected behaviour and responsibilities for all staff and volunteers, ensuring alignment with child safety principles.
- Provide regular reviews on the **code of conduct policy** to ensure staff and volunteers understand and uphold the standards set out.

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- Develop and maintain risk assessment and management plans that specifically address the risks of child abuse and harm, regularly reviewing and updating them to reflect any new or emerging risks.
- Ensure that all staff, volunteers, and relevant stakeholders are trained on how to identify, assess, and manage risks to child safety.
- Supply implement and maintain a dealing with complaints policy that outlines how the service will respond to concerns, complaints, and reportable incidents of child abuse or harm.
- Ensure clear internal and external reporting obligations are incorporated into the policy, and that all stakeholders are informed about these processes.
- Include child safety criteria as part of the recruitment and onboarding process for all staff and volunteers.
- Incorporate child safety provisions into procurement policies for any contracted services or facilities, ensuring that third parties meet the same child safety standards as the service.
- Review and assess third-party contractors regularly to ensure compliance with the service child safety standards and take action if they fail to meet expectations.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will enforce this policy, the **code of conduct policy** and any other child safety and wellbeing procedures. Breaches of this policy and or the **code of conduct policy** by any staff member will be investigated and may result in restriction of duties, suspension or termination of employment.
- Will prioritise children's safety and have procedures in place for staff to take action if there is a concern or complaint regarding children's safety.
- Will model a child safe culture by encouraging staff or anyone involved with the service to act and report a child safety concern, ensuring that there is a positive culture around reporting so that staff feel comfortable to raise concerns.
- Will ensure that staff and volunteers are involved in conducting risk assessments and taking action to manage risks in accordance with this policy. They will also ensure that appropriate child safety training for staff and volunteers is identified and completed.
- Will in consultation with the nominated supervisor conduct an annual review of how effectively the service is delivering child safety and wellbeing. All stakeholders and staff will be involved with the input of people of this review.
- Will appointment an internal Child Safety Officer who will provide another layer of support for all staff.
- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research and best practice.

The Nominated Supervisor

- Will abide by this policy and are that the approved provider will enforce this policy, the **code of conduct policy** and any other child safety and wellbeing procedures. Breaches of this policy and or the **code of conduct policy** will be investigated and may result in restriction of duties, suspension or termination of employment.

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- Will prioritise children's safety and have procedures in place for staff to take action if there is a concern or complaint regarding children's safety.
- Will model a child safe culture by encouraging staff or anyone involved with the service to act and report a child safety concern, ensuring that there is a positive culture around reporting so that staff feel comfortable to raise concerns.
- Will ensure that staff and volunteers are involved in conducting risk assessments and taking action to manage risks in accordance with this policy. They will also ensure that appropriate child safety training for staff and volunteers is identified and completed.
- Will in consultation with the approved provider, stakeholders and staff conduct an annual review of how effectively the service is delivering child safety and wellbeing.
- Will appoint an internal Child Safety Officer who will provide another layer of support for all staff. The child safety officer will receive training and be fully competent in the process of child safety and wellbeing, identifying and reporting child safety issues and concerns.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to ensure that the educators, staff and volunteers follow the policy and procedures.
- Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.
- Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research and best practice.
- Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy.

Educators

- Will abide by this policy and educators will be aware that management will enforce this policy, the **code of conduct policy** and any other child safety and wellbeing procedures. Breaches of this policy and or the **code of conduct policy** by staff will be investigated and may result in restriction of duties, suspension or termination of employment.
- Will prioritise children's safety, follow all procedures, and take action if there is a concern or complaint regarding children's safety.
- Will model a child safe culture by encouraging other staff or anyone involved with the service to act and report a child safety concern, support each other to ensure a positive culture around reporting so that everyone feels comfortable to raise concerns.
- Will provide input and feedback when asked to regarding risk assessments and taking action to manage risks in accordance with this policy. Will attend appropriate child safety training.
- Will in consultation with the nominated supervisor participate in an annual review of how effectively the service is delivering child safety and wellbeing.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure.
- Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service.
- Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service.
- Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will provide feedback regarding policy review when required.

Families

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

	- Will ensure they read and comply with the child safety and wellbeing policy. - Will engage in open communication with educators about their child - Will advise staff of any issues that may affect the behaviour of the child and any issues from home that may be having an impact on the child.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to Regulation 84- awareness of child protection.	Approved Provider will - Ensure that nominated supervisor and all educators and staff at the service are aware of the current child protection law in the provider's jurisdiction and understand their obligations under that law. - Ensure that nominated supervisor and all educators and staff are aware that it is an offence under the National Law to subject a child being educated and cared for by an approved service to any form of corporal punishment, or any discipline that is unreasonable in the circumstances. - Be committed to ensuring that nominated supervisor and staff follow all Victorian government procedures to protect children within the service. - Ensure that nominated supervisor and staff are aware of their commitment to child protection, their mandatory obligation and ensure there are clear procedures in place for reporting suspected child abuse as per this policy. - Ensure nominated supervisor and staff keep up to date and comply with any relevant changes in legislation and practices in relation to this policy. - Ensure practices are in place to ensure that all educators, staff, volunteers, and students hold a current Working with Children Check prior to commencement of employment. - Ensure the nominated supervisor updates child protection annually. - Ensure that no volunteers/students, parents/guardians, and other visitors to the service are left alone individual children or groups of children. - Ensure that when the service has been notified of a court order prohibiting an adult from contacting an enrolled child, such contact does not occur while the child is on the service premises. - Ensure nominated supervisor, educators, staff, volunteers, and students undertake appropriate training and education on child protection, including recognising the signs and symptoms of child abuse know how to respond, and understand processes for reporting and managing concerns/incidents. - Ensure the nominated supervisor understands their obligation of reporting any suspected harm or abuse of a child to the regulatory authority. - Ensure that the child safe standards and procedures are implemented, the appropriate risk assessments and action plans are completed, and all identified actions are taken to minimise the risks to children's health and safety. - Ensure all staff have undertaken current child protection legislation training, including mandatory reporting requirements and obligations in Victoria. - Ensure that there is a plan for training to be undertaken in a suitable timeframe and updated annually.
In regard to regulation 168- Education and care service must have policies and procedures.	Approved Provider will - Ensure that obligations under the Education and Care Services National Law and National Regulations are met. - Ensure they take reasonable steps to ensure that the policy and procedures are current, reviewed regularly and communicated to educators, staff, and stakeholders. - Take reasonable steps to inform and support educators and staff regarding their responsibilities in implementing the policy and procedures at all times. - Take reasonable steps to ensure that nominated supervisor, educators, staff, and volunteers follow the policy and procedures. - Ensure copies of the policy and procedures are readily accessible to nominated supervisor, educators, staff, stakeholders, and volunteers and are available for inspection. - Notify families at least 14 days before changing the policy or procedures if the changes will: - Affect the fees charged or the way they are collected or - Significantly impact the service's education and care of children or - Significantly impact the family's ability to utilise the service.

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

	- Ensure policies and procedures regarding regulatory requirements are in place at the service. - Ensure that a suitable Nominated supervisor is in place and will monitor practices and procedures relating to all policies in the service. - Ensure policies and procedures are reviewed at least annually and changes are made if required prior to this review. - Ensure all stakeholders are involved in the review. - Ensure the service is conducive to a child safe environment and guidelines set out in the policy and procedure are clearly outlined.
In regard to regulation 170- Policies and procedures to be followed.	Approved Provider will - Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process. - Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. - Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. - Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
In regard to Regulation 171- Policies and procedures to be kept available.	Approved Provider will - Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. - Ensure policies will be available on request for all staff members to have access when required. - Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge.
In regard to Regulation 172- Notification of change to policies or procedures	Approved Provider will - Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. - Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. - Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback. - Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. - Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. - Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.
In regard to Regulation 175(c)(d)(e)- Prescribed information to be notified to the Regulatory Authority and Regulation 176	Approved Provider will - Ensure that any incident that poses a risk to the health, safety, or wellbeing of a child at the service will be notified to the regulatory authority. (c) - Ensure that any incident where an approved provider believes that a child has been physically or sexually abused at the service must be reported to the regulatory authority. (d) - Ensure that any allegations that a child has been physically or sexually abused at the service must be notified to the regulatory authority. (e) - Ensure that a full investigation occurs, and all due processes are completed as per this policy - Disciplinary actions will be put in place as a result of the outcome if required if the accused is deemed to be found guilty.
CONTINUOUS IMPROVEMENT	We are dedicated to the ongoing improvement of our practices and procedures through the following actions: - Conducting regular reviews and updates of this policy with all stakeholders. - Actively seeking feedback from children, families, and staff members.

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

	Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.
KEY TERMS	Aboriginal-The term Aboriginal in this policy is inclusive of Aboriginal and Torres Strait Islander peoples. Child abuse- is defined in the Child Wellbeing and Safety Act 2005 (Vic) as including: - a sexual offence committed against a child - an offence committed against a child under section 49M (1) of the Crimes Act 1958 (Vic), such as grooming - physical violence against a child - causing serious emotional or psychological harm to a child - serious neglect of a child. Cultural safety- is the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination and more than ‘cultural awareness’ and ‘cultural sensitivity’. It empowers people and allows them to contribute and feel safe to be themselves. Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES	- Australian Children’s Education & Care Quality Authority. ACEQCA - Child Safe Standards - Child Wellbeing and Safety Act 2005 (Vic) - CCYP Standard 1: Services establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued - Code of Ethics - Education and Care Services National Law Act 2010. - Education and Care Services National Regulations. - Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. - Guide to the National Quality Framework. - National Quality Standard. - Reportable Conduct Scheme - United Convention on the Rights of the Child

Policy Name	VICTORIA-CHILD SAFETY and WELLBEING POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	January 2025	Last review date	January 2025	Next review date	May 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				