



Tatura Children Centre's Child Safe Manual 2026

"We are proud to be TCC's advocates for children's safety and will support the TCC team with any advice, questions or inquiry's to ensure children's safety is a priority"

**TCC's Child Safety officers
Sheree, Sarah and Amanda**

To be given to all TCC Employees,
Students and Volunteers and
families as requested.

**"TCC will provide
a culturally safe
environment in
which the diverse
and unique
identities and
experiences of
Aboriginal
children and
young people are
respected and
Valued"**

Reviewed March 2026

"We will ensure TCC is a child safe organisation and will demonstrate leadership in enforcing and cooperating with all relevant authorities
This includes the Commission of Young People (CCYP) regarding reportable conduct of Adults"

TCC's Nominated Supervisors.



TABLE OF CONTENTS

TCC's Commitment to Child Safety

TCC's Victorian 11 Child Safe Standards

TCC's Child Safety Appointed Officers

TCC's Code of conduct

Identifying the signs of harm

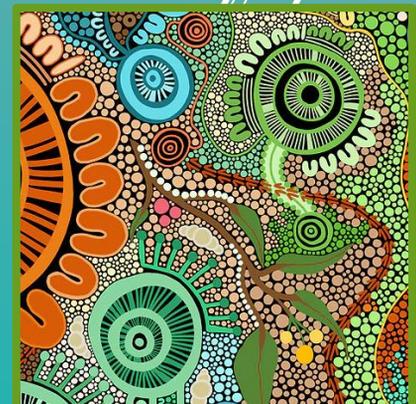
Information sharing- Responding to concerns for assistance

Legal Reporting Obligations Facts

Role of TCC management to investigate concerns and complaints with support from CCYP

Where to access more information

Appendix's 1,2,3,4,5,6



TCC's Commitment to Child Safety

Tatura Children's Centre is committed to the safety and wellbeing of all children and young people. This will be the primary focus of our care and decision-making. TCC has zero tolerance for child abuse. TCC is committed to providing child safe environments where children and young people are not only safe but also feel safe and where their voices are heard in decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, LGBTIQA, as well as the safety of children with a disability. Every person involved in TCC has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

► **This Statement of Commitment references TCC's principles for child safety and wellbeing:**

Equity at TCC is embedded, promoted and upheld. A culturally safe environment is provided and we actively support children to express their culture. **(CS1)**

TCC's Child Safe Manual has been developed to promote deeper understandings of TCC's policies, practices, standards and obligations. TCC commits to ensuring all stakeholders understand their responsibilities **(CS2, CS3)**

Educators will empower children to know their rights and will develop a culture where friendships are supported so children feel safe. **(C4)**

Equity and the diverse needs of individual children will be respected. Culture safety for Aboriginal, Torres Strait Islander, and LGBTIQA children will be upheld. **(CS5)**

TCC management will ensure that individuals working with young children will undertake appropriate references, induction and background checks, and that records will be stored appropriately, including WWC Checks **(CS6)**

All complaints will be taken seriously and appropriate reporting systems will be in place for all so responses can be actioned. **(CS7)**

Child Safe training for all Educators and Volunteers will be embedded. This includes recognising indicators, responding effectively and understanding reporting obligations & Child safe policies & practices **(CS8)**

TCC will ensure our environments (physical and online) promote safety and minimise the risks of harm to young children. **(CS9)**

TCC management and educators will comply and review child safe standards, policies and practices of regularly. Management will ensure concerns, complaints and findings are reviewed and systems are put in place to improve. **(CS10)**

TCC will champion and role model compliance with policies and procedures to all stakeholders **(CS 11)**

VICTORIAN 11 STANDARDS

Child Safe Standards

Child Safe Standard 1 – Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued

In complying with Child Safe Standard 1, an organisation must, 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 organisation 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 organisation to ensure racism within the organisation is identified, confronted and not tolerated. Any instances of racism are addressed with appropriate consequences.
- 1.4 The organisation actively supports and facilitates participation and inclusion within it by Aboriginal children, young people and their families.
- 1.5 All of the organisation'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.

TCC will create a culturally safe environment for Aboriginal children and young people. TCC will meet this requirement regardless of whether or not there are Aboriginal children and young people currently using our services or facilities. TCC will:

- Create a safe environment for Aboriginal children and young people and their families. Implementing this Standard will require ongoing effort, not just a once-off change.
- Have no tolerance for racism. Equity will be upheld, and diverse needs of children will be respected.

Child Safe Standard 2 – Child safety and wellbeing is embedded in organisational leadership, governance and culture

In complying with Child Safe Standard 2, an organisation must, at a minimum, ensure:

- 2.1 The organization makes a public commitment to child safety.
- 2.2 A child safe culture is championed and modelled at all levels of the organisation 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 Code of Conduct provides guidelines for staff and volunteers on expected behavioral 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 record keeping.

Child Safe Standard 2 has a greater emphasis on information sharing, record keeping and governance arrangements to create a child safe culture at all levels in TCC. TCC will:

- Ensure policies, practices, code of conduct and commitment to safety is reflected in all aspects of TCC.
- Promote a culture of expected standards and behaviors that focus on minimizing risks

VICTORIAN 11 STANDARDS

Child Safe Standards	What practices do we do at TCC to comply to the standards
<p>Child Safe Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously</p> <p>In complying with Child Safe Standard 3, an organisation must, at a minimum, ensure:</p> <p>3.1 Children and young people are informed about all of their rights, including to safety, information and participation.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>3.5 Organisations have strategies in place to develop a culture that facilitates participation and is responsive to the input of children and young people.</p> <p>3.6 Organisations provide opportunities for children and young people to participate and are responsive to their contributions, thereby strengthening confidence and engagement.</p>	<p>TCC will have the below strategies in place to empower children and young people and promote their participation. At TCC we will:</p> <ul style="list-style-type: none"> • listen to children and promote knowledge to them so they understand their rights. • Inform children and young people about their rights • Recognise the importance of friendships and encourage support from peers, to help children and young people feel safe and connected • Offer children and young people sexual abuse prevention programs where relevant • Equip staff and volunteers to identify the signs of harm to children.
<p>Child Safe Standard 4 – Families and communities are informed, and involved in promoting child safety and wellbeing</p> <p>In complying with Child Safe Standard 4, an organisation must, at a minimum, ensure:</p> <p>4.1 Families participate in decisions affecting their child.</p> <p>4.2 The organisation engages and openly communicates with families and the community about its child safe approach and relevant information is accessible.</p> <p>4.3 Families and communities have a say in the development and review of the organisation's policies and practices.</p> <p>4.4 Families, carers and the community are informed about the organisation's operations and governance.</p>	<p>Child Safe Standard 4 creates specific obligations on organisations to involve families and communities in promoting child safety. TCC will:</p> <ul style="list-style-type: none"> • Seek the input of families and communities in decisions impacting children and young people <ul style="list-style-type: none"> • Involve families and communities in the development and review of our child safe policies and practices • Communicate effectively with families and communities about how to raise child safety concerns and how TCC operates • Take into account the diversity of families and act to reduce barriers to inclusion.

VICTORIAN 11 STANDARDS

Child Safe Standards	What practices do we do at TCC to comply to the standards
<p>Child Safe Standard 5 – Equity is upheld and diverse needs respected in policy and practice</p> <p>In complying with Child Safe Standard 5, an organisation must, at a minimum, ensure:</p> <p>5.1 The organisation, including staff and volunteers, understands children and young people’s diverse circumstances, and provides support and responds to those who are vulnerable.</p> <p>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.</p> <p>5.3 The organisation 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.</p> <p>5.4 The organisation pays particular attention to the needs of Aboriginal children and young people and provides/promotes a culturally safe environment for them.</p>	<p>Child Safe Standard 5 requires TCC to recognise and respond to diversity and understand that some children are more vulnerable to abuse than others. To date this has been expressed through three principles relating to the cultural safety of Aboriginal children, culturally and/or linguistically diverse children and the safety of children with disability. TCC will:</p> <ul style="list-style-type: none">• Understand children and young people’s diverse backgrounds, circumstances and needs• Make any necessary adjustments and provide equal protection to all children and young people• Consider the needs of children and young people who are unable to live at home as well as lesbian, gay, bisexual, transgender and intersex children and young people. <p>We also need to give attention to the needs of non-binary and gender diverse children.</p> <p>We are to establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.</p>

VICTORIAN 11 STANDARDS

Child Safe Standards	What practices do we do at TCC to comply to the standards
<p>Child Safe Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice</p> <p>In complying with Child Safe Standard 6, an organisation must, at a minimum, ensure:</p> <p>6.1 Recruitment, including advertising, referee checks and staff and volunteer pre-employment screening, emphasise child safety and wellbeing.</p> <p>6.2 Relevant staff and volunteers have current working with children checks or equivalent background checks.</p> <p>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.</p> <p>6.4 Ongoing supervision and people management is focused on child safety and wellbeing.</p>	<p>TCC must have child safety policies and procedures for recruitment and selection processes, screening, supervision, training, development and performance monitoring of staff and volunteers. We are also required to make staff and volunteers aware of the organisation's reporting procedures for child safety issues. TCC will:</p> <ul style="list-style-type: none"> • Inform staff and volunteers about TCC's record keeping processes in relation to child safety and well being information sharing and reporting obligations.
<p>Child Safe Standard 7 – Processes for complaints and concerns are child focused</p> <p>In complying with Child Safe Standard 7, an organisation must, at a minimum, ensure:</p> <p>7.1 The organisation 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.</p> <p>7.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.</p> <p>7.3 Complaints are taken seriously, and responded to promptly and thoroughly.</p> <p>7.4 The organisation 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.</p> <p>7.5 Reporting, privacy and employment law obligations are met.</p>	<p>This Child Safe Standards requires TCC to have effective processes that support children and young people to raise complaints and ensure that TCC can appropriately respond to and report suspected child abuse. Child Safe Standard 7 emphasises the importance of complaints processes being child focused and understood by children and young people and their families, in addition to staff and volunteers.</p> <p>TCC will:</p> <ul style="list-style-type: none"> • Take complaints seriously, and respond to them promptly and thoroughly • Co-operate with law enforcement • Meet reporting, privacy and employment law obligations.

VICTORIAN 11 STANDARDS

Child Safe Standards

What practices do we do at TCC to comply to the standards

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

In complying with Child Safe Standard 8, an organisation must, at a minimum, ensure:

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

TCC is to provide information and training to staff and volunteers so that they can create child safe environments and respond to allegations of abuse.

Child Safe Standard 8 spells out obligations for TCC to train and support staff and volunteers, and provide ongoing education and training to:

- Implementing TCC's child safety and wellbeing policy
- Recognising indicators of harm (including harm caused by other children and young people)
- Responding effectively to child safety issues and concerns and support colleagues who disclose harm.

This Standard links to Standards 1 and 5, with all three Standards placing obligations on organisations to provide training and information for staff and volunteers on building safe environments for children and young people.

VICTORIAN 11 STANDARDS

Child Safe Standards	What practices do we do at TCC to comply to the standards
<p>Child Safe Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed</p> <p>In complying with Child Safe Standard 9, an organisation must, at a minimum, ensure:</p> <p>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.</p> <p>9.2 The online environment is used in accordance with the organisation's Code of Conduct and child safety and wellbeing policy and practices.</p> <p>9.3 Risk management plans consider risks posed by organisational settings, activities, and the physical environment.</p> <p>9.4 Organisations that contract facilities and services from third parties have procurement policies that ensure the safety of children and young people.</p>	<p>This Child Safe Standard requires TCC to be mindful of the risks associated with both physical and online environments and to adopt measures to remove risks of child abuse. TCC will:</p> <ul style="list-style-type: none">• Consider online environments ie: Families preferences about social media posts supported• Identify and mitigate risks in TCC's environments• without compromising a child or young person's right to privacy, access to information, social connections and learning opportunities ie: All rooms have a supervision plan and broom blinds will used to promote a culture of supervision during play and rest\ sleep periods• Promote child safety and wellbeing as well as minimising the opportunity for children and young people to be harmed.• Have policies that ensure the safety of children and young people• Ensure external contractors at TCC ie builders, incursion programs are never left alone with children• Risk Management plans are carried out regularly and all excursions have risk management plans which will consider risks at the physical environment children are visiting. Ie public toilets

VICTORIAN 11 STANDARDS

Child Safe Standards	What practices do we do at TCC to comply to the standards
<p>Child Safe Standard 10 – Implementation of the Child Safe Standards is regularly reviewed and improved</p> <p>In complying with Child Safe Standard 10, an organisation must, at a minimum, ensure:</p> <p>10.1 The organisation regularly reviews, evaluates and improves child safe practices.</p> <p>10.2 Complaints, concerns and safety incidents are analysed to identify causes and systemic failures to inform continuous improvement.</p> <p>10.3 The organisation reports on the findings of relevant reviews to staff and volunteers, community and families and children and young people.</p>	<p>Review and continuous improvement are part of this Child Safe Standard. TCC has a strong commitment and obligation to:</p> <ul style="list-style-type: none"> • Analyse complaints, concerns and safety incidents to identify causes and systemic failures to inform continuous improvement • Report on the findings of relevant reviews of child safe practices to staff and volunteers, community and families and children and young people.
<p>Child Safe Standard 11 – Policies and procedures document how the organisation is safe for children and young people</p> <p>In complying with Child Safe Standard 11, an organisation must, at a minimum, ensure:</p> <p>11.1 Policies and procedures address all Child Safe Standards.</p> <p>11.2 Policies and procedures are documented and easy to understand.</p> <p>11.3 Best practice models and stakeholder consultation informs the development of policies and procedures.</p> <p>11.4 Leaders champion and model compliance with policies and procedures.</p> <p>11.5 Staff and volunteers understand and implement policies and procedures.</p>	<p>TCC will prepare comprehensive policies and procedures to support implementation of the child safe practices \ standards. TCC will:</p> <ul style="list-style-type: none"> • Make policies and procedures easy to understand • Use stakeholder consultation and best practice models to inform the development of policies and procedures <ul style="list-style-type: none"> • Ensure TCC's Child Safety Officers and Management champion and model compliance with policies and procedures. • Ensure TCC's Child Safe Manual is easy to understand.

TCC'S CHILD SAFETY OFFICERS



Sheree, Sarah and Amanda have appointed as TCC's Child Safety officer to work alongside Governing bodies, to ensure Educators, Children and Families can be further supported if they have any enquiries or concerns regarding children's safety and wellbeing.

Collectively, we will create a child safe culture where children are empowered to understand their rights, their fellow educators will have a deep knowledge on understanding concerns, and of the reporting processes and their obligations.

We will will work alongside families and communities and understand the importance of diversity, being inclusive and establishing a child safe environment.

With Management support, we will support the TCC team to reflect upon their physical environments, practices to minimise risk, assist them with training opportunities relating safety and wellbeing of children and ensure our online social platforms are used appropriately.

Most importantly, we will to set the bench mark within our Industry for child safety in our efforts to keep children and young people safe at all times.

Source: (Child Safe Standards 1-10)

TCC'S CODE OF CONDUCT

"TCC is committed to the safety and wellbeing of children and young people. Our TCC community recognises the importance of, and a responsibility for, ensuring our Centre is a safe, supportive and enriching environment which respects and fosters the dignity and self-esteem of children and young people, and enables them to thrive in their learning and development. This Code of Conduct aims to protect children and reduce any opportunities for child abuse or harm to occur.

The Management team of TCC will support implementation and monitoring of the Code of Conduct, and will plan, implement and monitor arrangements to provide inclusive and safe learning environments. This includes all new employees, students and volunteers signing the Code of Conduct and undertaking reference checks. All staff, contractors, volunteers, students and any other member of the TCC community involved in early child-related work at TCC are required to comply with the Code of Conduct by observing expectations for appropriate behaviour below. The Code of Conduct applies in all TCC situations, including excursions and in the use of digital technology and social media"

Expected behaviours, attitudes and responsibilities:

As staff, volunteers, contractors, and any other member of TCC involved in early childhood related work individually, are responsible for supporting and promoting the safety of children by:

- Upholding TCC's Child Safe Statement and Safe Use of Technologies Safety Agreements.
- Treating children and families in the TCC community with respect both within TCC environment and outside the TCC environment as part of normal community activities i.e. excursions, incursions and TCC's social media platform
- Listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused or that they are worried about their safety/the safety of another child.
- Promoting the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children.
- Promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
 - Promoting the safety, participation and empowerment of children with a disability.
- Reporting any allegations of child abuse or other child safety concerns to TCC's Nominated Supervisors and/or TCC's Nominated Child Safety Officers.
 - Understanding and complying with all reporting or disclosure obligations (including mandatory reporting) as they relate to protecting children from harm or abuse.
- If child abuse is suspected, ensuring as quickly as possible that the child (s) are safe and protected from harm.

TCC'S CODE OF CONDUCT

Unacceptable behaviours:

As staff, volunteers, contractors, and any other member of the TCC community involved in child-related work we must not:

- Ignore or disregard any concerns, suspicions or disclosures of child abuse
- Develop a relationship with any child that could be seen as favouritism or amount to 'grooming' behaviour (for example, offering gifts).
- Exhibit behaviours or engage in activities with children which may be interpreted as abusive and not justified by the educational, therapeutic, or TCC delivery context.
- Ignore behaviours by other adults towards children when they appear to be overly familiar or inappropriate.
- Discuss content of an intimate nature or use sexual innuendo with children, except where it occurs relevantly in the context of parental guidance, delivering the education curriculum or a therapeutic setting.
- Treat a child unfavourably because of their disability, age, gender, race, culture, vulnerability, sexuality or ethnicity.
- Photograph or video a child in TCC's environments except in accordance with TCC's curriculum guidelines for documenting children's learning or where required for duty of care purposes.
- Share any photos of children from TCC devices with members outside of the TCC environment in accordance that does not give permission. (social media)
- Ignore or disregard TCC's Supervision plans and commitment to safety within our physical environments by closing TCC's blinds to a position where viewing access isn't evident between rooms or outdoor yards.
- Have any personal devices on you within our early childhood rooms. This includes personal mobiles, smart watches which can take photos or videos and personal laptops and i-pads.
- Use smartwatches to reply to messages or to engage in verbal communications.

By signing this Code of conduct, you commit to:

- Complying with the 11 Child Safe Standards & UN Conventions Rights of the Child.
- Understand TCC's Safe use of digital technologies and online environments policy and TCC's Online Safety Agreement.
- Maintaining confidentiality in all matters of children's safety and wellbeing and will actively commit to improve the safety for children and young people.

Name: _____

Position: (**Educator**) or (Student, Volunteer, Contractor):

Employees Signature: _____

Date: _____

TCC Management Revised: November 2025

Source: Child protection onsite Training, Online Creating Safe digital environments webinar and TCC's Child Safety Manual 2026.

IDENTIFYING THE SIGNS OF HARM

In our commitment to understanding, identifying and reporting concerns, it is important we reflect on what is abuse and of the behaviours or concerns that can relate to child abuse and misconduct. More detailed information on indicators and signs can be found in TCC's Policy manual, where more information is outlined regarding behaviour and physical signs that can be present in children's behaviours. It's important we understand and are attuned to the signs of harm so we can facilitate child friendly ways for children to express their views and then document and raise concerns accordingly.

(Child Safe standard 3, 2, 8)

Understanding
the signs of
harm!

"It is important we understand the signs of harm to ensure we are able to identify the signs \ risks to young children"

Physical

1. Facial, head and neck bruising
2. Explanations are not consistent with injury
3. Bite marks or scratches
4. Multiple injuries or bruises
5. Bone fractures
6. Burns and scalds

Sexual

1. The child describes or role models sexual acts
2. Direct or indirect disclosures
3. Self destructive behaviour
4. Bleeding from the vagina or anus
5. Injuries such as tears to the genitalia
6. Regression in developmental milestones

IDENTIFYING THE SIGNS OF HARM

In our commitment to understanding, identifying and reporting concerns, it is important we reflect on what is abuse and of the behaviours or concerns that can relate to child abuse. More detailed information can be found in TCC's Policy manual, where more information is outlined regarding behaviour and physical signs that can be present in children's behaviours. It's important we understand and are attuned to the signs of harm so we can facilitate child friendly ways for children to express their views and to raise concerns accordingly.

(Child Safe standard 3, 2, 8)

Emotional and/or psychological

- Lack of apparent connection with parents.
- Overly affectionate or clingy with strangers.
- Anxious or extra vigilant disposition.
- Emotional outbursts.
- Problems interacting with other children appropriately.
- Other symptoms of child abuse

Family and domestic violence

1. Show signs of depression
2. Have reduced social skills
3. Experiences anxiety
4. Show emotional or physical distress
5. Show signs of depression
6. Low levels of empathy

Neglect, abuse, child maltreatment

1. Poor Standard of hygiene
2. Scavenging or stealing food
3. Extreme longing for adult affection
4. Delay in developmental milestones
5. Untreated physical problems
6. Delay in development milestones

INFORMATION SHARING: RESPONDING TO CONCERNS FOR ASSISTANCE!

TCC Management

Phone: 0358241415

- Report your concerns\ a child's disclosure to TCC management.
- Reflect upon the "Four Critical Action" document. (Appendix 1)
- You will be asked to document your concerns using the "Child Safe incident Response template" (Appendix 2)
- Reflect and report your concerns to an appropriate authority below

Option 1:

Orange Door: Shepparton: 1800 634 245

- If you have a significant concern for a child's wellbeing
- If your concerns have a low-to-moderate impact on the child
- If the child's immediate safety is not compromised
- If a family needs assistance due to family pressures, parenting problems, are vulnerable or have had significant social or economic disadvantages.

Option 2:

Victoria Police. Within 24hrs or sexual\physical nature

Phone:000

- Child's (or anyone else involved) immediate safety is compromised
- Child is partaking in any risk-taking activity that is illegal and extreme in nature or poses a high risk to the child or any other person.

Option 3:

Child protection

Phone: East Division: 1300360452

- Have a serious impact on a child's safety, stability or development (including abandonment, death or incapacity, extreme risk-taking behaviour, or harm to an unborn child)
- Are persistent and entrenched and likely to have a serious impact on a child's safety, stability or development
- Relate to a parent who cannot or will not protect the child from significant harm
- Include a belief that the family is likely to be uncooperative in seeking assistance.

Option 5: VECRA (Victorian Early Childhood Regulatory Authority)

Phone: 1300307415

Email:vecra@education.vic.gov.au

- VECRA helps keep children safe and regulate the Child safe standards in Victoria
- Has the powers to respond quickly if a child's safety, health or wellbeing is at risk.
- They can enforce more frequent compliance checks, tougher penalties for breaches
- They can liaison with other authorities to intervene if it helps keep children safe.

Remember: **First we must document any concerns of misconduct or allegations and then we contact the appropriate authorities for guidance before we investigate if needed.**

INFORMATION SHARING: RESPONDING TO CONCERNS FOR ASSISTANCE!

Option 4:

eSafety Commission

Phone: East Division: 1300360452

If there are concerns about children's online safety, these may also be reported to Victoria Police, Child protection and the eSafety Commissioner. These relate to:

- Cyber Bullying.
- Adult cyber abuse or image based abuse.

Option 5:

Commissions for Young people and Children (CCYP)

Phone: East Division: 1300782978

<https://ccyp.vic.gov.au/contact/>

The CCYP requires TCC Management to respond to allegations of child abuse (and other child misconduct) made against any TCC educator, worker or volunteer and to notify the CCYP of any allegations. The CCYP role is to oversee TCC's responses to these allegations as an independent authority and adhere to the ***Reportable Conduct Scheme*** during this reporting and investigation process. The CCYP's role is to facilitate sharing of information between the Victorian National regulatory Authority, Victoria Police, Department to Government, Working with Children's check and themselves.

TCC Management will use the below investigation form on the CCYP website to document any concerns\allegations made and utilize the steps in this guide to form an investigation if required.

<https://ccyp.vic.gov.au/assets/resources/Reportable-Conduct-Guidance/CCYP-Investigation-guide.pdf> (Appendix 3)

Remember: First we must document any concerns of misconduct or allegations and then we contact the appropriate authorities for guidance before we investigate if needed.

LEGAL REPORTING OBLIGATIONS FACTS:

1. We are mandatory reports.
2. We must report contact Vic Police if we believe a child has been abused or criminal behaviour has occurred within 24 hours
3. We must contact Child protection if we have significant concerns for a child safety and wellbeing
4. If you believe a reportable conduct has taken place (ie physical violence, sexual misconduct, by an employee, volunteer or student, it must be reported to TCC Management. TCC must notify the Commission within 3 days. They will then advise on steps to follow next.
5. “Early Years Obligations and Reportable Conduct Scheme” Fact sheet
(Appendix 4)
6. “Reporting Requirements for Early Childhood Services” Fact sheet
(Appendix 5)

ROLE OF TCC MANAGEMENT TO INVESTIGATE CONCERNS AND COMPLAINS

1. To take all disclosures seriously.
2. To support Educators, Children and Families with support, advice, guidance and reporting steps if needed.
3. To review and reflect upon any incidents to inform continuous improvement.
4. To communicate any reviews to stakeholders to inform continuous improvement and changes in practices.
5. To report reportable conduct of adults (where there is reasonable belief) to the Commission for Children and Young people (CCYP).
6. To complete a notification on the NQ ITS system if a reportable incident has occurred.
7. To regularly reflect on the Risks and to complete risk assessments where needed. This will reflect across the 11 standards ie social media, environments (physical\online), excursions, incursions, contractors on site and more. Refer to Room Risk Assessment Folder regarding Risk Assessments on Children’s Safety. (Appendix 6)

WHERE TO GET MORE INFORMATION

Tatura Children's Centre Policy Manual Child Safe Culture Policies

Commission for Young people and Children (CCYP)

<https://ccyp.vic.gov.au/assets/resources/New-CSS/New-Child-Safe-Standards-Information-Sheet.pdf>

Victorian Government

<https://www.vic.gov.au/about-child-safe-standards>

Tatura Children's Centre Planning Room

All information, can be found on this allocated Child Safety area which will support you with information and resources. Alternatively, Management, will also be able to support you further where needed.

FOUR CRITICAL ACTIONS FOR EARLY CHILDHOOD SERVICES

Responding to Incidents, Disclosures and Suspensions of Child Abuse

Appendix 1



PROTECT



1 RESPONDING TO AN EMERGENCY

If there is no risk of immediate harm, go to **Action 2**.

If the child is at immediate risk of harm you **must** ensure their safety by:

- separating alleged victim and others involved
- administering first aid
- calling **000 for urgent medical and/or police assistance** to respond to immediate health or safety concerns
- identifying a contact person at the service for future liaison with police

Where necessary you may also need to maintain the integrity of the potential crime scene and preserve evidence.

In Victoria there are a range of legal obligations which set out the actions you **must** take if you suspect a child has, or is at risk of being abused. Some of these obligations apply differently across the range of licensed, approved and other early child services and can vary depending on your role within the service. For further information on how these obligations apply to you see the **Identifying and Responding to All Forms of Abuse in Early Childhood Services**.

2 REPORTING TO AUTHORITIES

As soon as immediate health and safety concerns are addressed you **must** report all incidents, suspicions and disclosures of child abuse as soon as possible. Failure to report physical and sexual child abuse may amount to a criminal offence.

Q: Where does the source of suspected abuse come from?

WITHIN THE SERVICE

VICTORIA POLICE

You **must** report all instances of child abuse which are led by a staff member, contractor or volunteer, or child* to Victoria Police.

REPORT TO MANAGEMENT

You **must** report to your approved provider or licensee.

NOTIFY THE REGULATOR

Licensed or approved early childhood services* **must also** report to their Quality Assessment and Regulation Division.

Notifications may be made at www.ocscqa.gov.au/national-quality-agenda-it-system or by contacting **1300 307 415**.

- Sexual offending, involving children 10 years and over.
- Licensed services operate under the Children's Services Act 1986 and approved services operate under Education and Care Services National Law Act 2010.

WITHIN THE FAMILY OR COMMUNITY

DHHS CHILD PROTECTION

You **must** report to DHHS Child Protection if a child is considered to be:

- in need of protection from child abuse
- at risk of being harmed (or has been harmed) and the harm has, or is likely to have a serious impact on the child's safety, health, and wellbeing of a child being educated and cared for by a service.

VICTORIA POLICE

You **must also** report all instances of suspected sexual abuse (including grooming) to Victoria Police.

REPORT TO MANAGEMENT

You **must** report to your approved provider or licensee.

NOTIFY THE REGULATOR

Approved and licensed early childhood services* **must** notify the Quality Assessment and Regulation Division of any serious incidents, circumstances, or complaints which raise concerns about the safety, health, and wellbeing of a child being educated and cared for by a service.

Notifications may be made at www.ocscqa.gov.au/national-quality-agenda-it-system or by contacting **1300 307 415**.

If you believe that a child is not subject to abuse, but you still hold **significant concerns** for their wellbeing you **must** still act. This may include making a referral or seeking advice from Child FIRST (in circumstances where the family are open to receiving support), or to DHHS Child Protection or Victoria Police.

Following these actions will support you to:

- best protect children in your care
- meet your legal obligations and Duty of Care.
- It is also strongly recommended that you use the **Responding to Suspected Child Abuse Template** to keep clear and comprehensive notes. MCH services may opt to use this form, but **must** still utilise their existing information management systems.

It is strongly recommended that **ALL** early childhood service staff follow these **Four Critical Actions** as soon as they witness an incident, or form a reasonable belief that a child has, or is at risk of being abused.

This means acting even when you're not sure and have not directly witnessed the abuse (e.g. if another person tells you about the abuse). A reasonable belief is a deliberately low threshold. This enables authorities to investigate and take action.

3 CONTACTING PARENTS/CARERS

You **must** consult with DHHS Child Protection or Victoria Police to determine what information can be shared with parents/carers. They may advise:

- not to contact** parents/carers (e.g. in circumstances where the parents are alleged to have engaged in the abuse, or the child is a mature minor and does not wish for their parent/carer to be contacted)
- to contact** the parents/carers and provide agreed information as soon as possible (for licensed and approved services it is a requirement that parents/carers are notified within 24 hours if the suspected abuse occurred at the service)

4 PROVIDING ONGOING SUPPORT

Your service **should*** take reasonable steps to make a child feel safe and supported whilst they are attending the service. Your service should also consider providing support for children impacted by abuse. E.g. referral to wellbeing professionals.

MCH nurses should follow the MCH Service Practice Guidelines to determine appropriate support.

You **must** follow the **Four Critical Actions** every time you become aware of a further instance or risk of abuse. This includes reporting new information to authorities.

CONTACT

DHHS CHILD PROTECTION

AREA

North Division **1300 664 9777**

South Division **1300 655 795**

East Division **1300 360 391**

West Division (Rural) **1800 075 599**

West Division (Metro) **1300 664 9777**

AFTER HOURS

After hours, weekends, public holidays **13 12 78**

CHILD FIRST

www.dhs.vic.gov.au

VICTORIA POLICE

000 or your local police station

QUALITY ASSESSMENT AND REGULATION DIVISION

NORTH WESTERN

Loddon Mallee (03) 5440 3111

Northern Metropolitan (03) 8397 0372

SOUTH-EASTERN

Gippsland Area (03) 5127 0400

Southern Metropolitan (03) 8765 5787

NORTH-EASTERN

Eastern Metropolitan **1300 651 940**

Hume (03) 8392 9500

SOUTH-WESTERN

Barwon South West (03) 5225 1001

Western Metropolitan (03) 8397 0246

Grampians (03) 5337 8444

Appendix 1:

4 Step action plan for early childhood services to follow.

Appendix 2.

To be completed by anyone documenting\reporting abuse or child misconduct. Hard copies in Child Safe Culture area in Planning room

CHILD SAFETY

INCIDENT RESPONSE TEMPLATE



Appendix 3.

Guidelines and form for TCC Management to complete after receiving a complaint\disclosure about child misconduct or abuse from an employee, or adult.

Version 1.0

June 2018

Guidance for Organisations

Investigating a Reportable Conduct Allegation

Early Years obligations and the Reportable Conduct Scheme



COMMISSION FOR CHILDREN
AND YOUNG PEOPLE

I am concerned about a child's safety. What should I do?

Follow the PROTECT guidelines: the Four Critical Actions for Early Childhood Services in responding to incidents, disclosures and suspicions of child abuse



Call Victoria Police on 000 if you have immediate concerns for a child's safety

Victoria Police

You must notify Victoria Police immediately if you have reasonable belief that a child has been abused or that criminal behaviour has occurred. Failure to notify Victoria Police that an adult may have committed a **sexual offence** against a child is a criminal offence.

DFFH Child Protection

You must report to DFFH Child Protection if you have significant concern for a child's safety and wellbeing and the child's parent/carer has not protected or is unlikely to protect the child from harm.

Department of Education and Training/Victorian Institute of Teaching

You must notify your regulatory body (such as DET) of any incidents, circumstances or complaints which raise concerns about the safety and/or wellbeing of children using your service. This includes notifying the Victorian Institute of Teaching if the source of suspected harm is an early childhood teacher.

Reportable Conduct

The Reportable Conduct Scheme (the Scheme) operates alongside other reporting obligations. The scheme applies to all Victorian early childhood services from **1 January 2019**. All workers, volunteers and contractors are covered by the Scheme and the Scheme captures allegations about reportable conduct and misconduct that may include reportable conduct which occurs **both within and external** to your organisation.

There are five categories of Reportable Conduct:

Against, with, or in the presence of a child

Physical violence

Sexual offences

Sexual misconduct

Behaviour that causes significant emotional or psychological harm

Significant neglect

Report to the Commission

If you, or anyone else, forms a **reasonable belief** that reportable conduct has taken place, you should follow your organisation's reporting procedures and should notify your Head of Organisation. The Head of Organisation must notify the Commission **within 3 business days** of becoming aware of the allegation(s) of reportable conduct and must wait for clearance from Victoria Police before commencing an internal investigation. If you form reasonable belief that a person associated with another organisation who is covered by the Scheme has committed reportable conduct, you may make a public notification to the Commission through its website.

Appendix 5

This form in its entirety is located on the Child protection Planning room wall

REPORTING REQUIREMENTS FOR EARLY CHILDHOOD SERVICES

Scheme	Who must report	What must be reported	Report to	Age of child	Further information
Mandatory reporting	Mandatory reporters, as defined in section 182 of the Children, Youth and Families Act 2005	Child physical and sexual abuse in the family setting, actual or likely, parents have not protected or are unlikely to protect	Child Protection	Children under 17 years	www.dhhs.vic.gov.au/child-protection
Reportable conduct Child Wellbeing and Safety Act 2005	Head of an organisation	Child abuse and neglect by a worker or volunteer	Commission for Children and Young People	Children under 18	www.cmyc.vic.gov.au/reportable-conduct-schemes
Failure to protect Crimes Act 1958	Head of an organisation	Allegations or concerns of the sexual abuse of a child by an adult associated with the organisation	Victoria Police	Children under 16	www.justice.vic.gov.au/failure-to-protect-fact-sheet
Failure to disclose Crimes Act 1958	All adults	Sexual abuse of a child by an adult regardless of whether the adult: <ul style="list-style-type: none"> Has a child related job; Comes across the information in the profession or private lives 	Victoria Police	Children under 16	www.justice.vic.gov.au/failure-to-disclose-fact-sheet
Education and Care Services National Law Act 2010	The approved provider	Serious incidents, circumstances posing a risk to the safety, health and wellbeing of children, complaints, and allegations relating to physical or sexual abuse occurring at the service.	Quality Assessment & Regulation Division (DET)	Any child being educated and cared for in an education and care service	www.education.vic.gov.au/childhood/providers www.acecqa.gov.au

Scheme	Who must report	What must be reported	Report to	Age of child	Further information
Children's Services Act 1995	The licensee	Serious incidents and complaints relating to contraventions of the law or where the health, safety or wellbeing of any child may have been compromised.	Quality Assessment & Regulation Division (DET)	Any child being cared for or educated by a children's service	www.education.vic.gov.au/childhood/providers/moulton/Pages/vcs.aspx
Victorian teacher registration Education and Training Reform Act 2005	The employer	<ul style="list-style-type: none"> A registered teacher is charged, committed for trial or convicted or found guilty of a sexual offence. Action taken against a registered teacher in response to allegations of serious incompetence, serious misconduct, lack of fitness to teach, a physical or mental impairment that adversely affects the teacher's ability to teach 	Victorian Institute of Teaching	Any child being educated and cared for in service operating under the: <ul style="list-style-type: none"> Children's Services Act 1995; or Education and Care Services National Law Act 2010 	www.vit.vic.edu.au/holding-the-institute-about-teacher-concerns
Sexually abusive behaviour by a child over 10 but under 15 years of age Crimes Act 1958	Any Person	Child exhibits sexually abusive behaviour using power, authority or status to engage another party in sexual activity that is unwanted or where the other party is unable to consent.	Victoria Police	Children under 18	www.education.vic.gov.au/childhood/professionals/paths/childprotection/Pages/ecguidance.aspx

Appendix 6

This form in its entirety is located on the Child protection Planning room wall and in all Room Risk Assessment folders. T

This is an ongoing evolving risk assessment which encourages input regularly so risks are identified and assessed.

2026

CHILD SAFE STANDARD 6: RISK ASSESSMENT TEMPLATE: TATURA CHILDREN'S CENTRE

A key part of a risk management strategy is a risk assessment. Risk assessments can take many forms. This risk Assessment has been developed after reflecting upon the 11 Child Safe Standards and TCC's environments, policies and practices.

At TCC we take child Safety seriously and see this risk assessment template as an evolving tool for all.

Risk Event or Environment	Existing risk management strategies or existing controls	Likelihood	Consequence	Current risk rating	New risk management strategies or treatments	Who is responsible?	Target risk rating
No organisational culture of child safety – lack of leadership, public commitment and frequent messaging	Child safety code of conduct Strategies developed to embed culture of child safety	Possible	Severe	Extreme	<ul style="list-style-type: none"> Strategies to embed organisational culture of child safety are reviewed Statement of commitment to child safety is publicly available 	TCC Committee, Director, Employees and Child Safety Appointed Officers	Low
Inappropriate behaviour is not reported and addressed	Child safety code of conduct Clear child safety reporting procedures Performance management procedures	Unlikely	Severe	High	<ul style="list-style-type: none"> Strategies to embed organisational culture of child safety are reviewed All reporting forms updated. Child Safe Information area created with hard copy forms for reporting and documenting disclosures. 	TCC Committee, Director, Employees and Child Safety Appointed Officers	Low

Reviewed: In line with NQF Child Safe Culture guide, Online Safety Guides 2025. August 2025

Risk Event or Environment	Existing risk management strategies or existing controls	Likelihood	Consequence	Current risk rating	New risk management strategies or treatments	Who is responsible?	Target risk rating
TCC's Policies not updated to inform practice's	Management are to ensure Child Safe Policies are up to date are available to staff, families and the Community	High	High	High	<ul style="list-style-type: none"> TCC Nominated supervisor to update and review all Child Safe polices. To create a new section in Policy Manual 	TCC Nominated Supervisors	Medium
Lack of signage (No drugs, alcohol, vaping and devices)	Management to purchase stickers to be placed at entrance/exit areas	High	High	High	<ul style="list-style-type: none"> TCC to purchased new stickers Inform families on TCC's Facebook Platform about new signage and Polices Educate staff. No tolerance policy 	All stakeholders	Medium