Tatura Children Centre's Child Safe Manual

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

"This TCC customised manual aims to provide all stakeholders with a deeper understanding of our legal and policy obligations, how to identify abuse and how to take action if you suspect, receive a disclosure of, or are witness to, any form of child abuse.
As TCC's Child Safety Officers, we are proud of our proactive commitment and dedication to child safety"

TCC's Nominated Supervisors

Reviewed September 2026

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TCC's Commitment to Child Safety

Tatura Children's Centre is committed yo 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 polices, 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 Straight 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	What practices do we do at TCC to comply to the 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 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 behavior's that focus on minimizing risks

VICTORIAN 11 STANDARDS

Child Safe Standards	What practices do we do at TCC to comply to the standards
Child Safe Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously In complying with Child Safe Standard 3, an organisation must, 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 Organisations have strategies in place to develop a culture that facilitates participation and is responsive to the input of children and young people. 3.6 Organisations provide opportunities for children and young people to participate and are responsive to their contributions, thereby strengthening confidence and engagement.	TCC will have the below strategies in place to empower children and young people and promote their participation. At TCC we will: • 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.
Child Safe Standard 4 – Families and communities are informed, and involved in promoting child safety and wellbeing In complying with Child Safe Standard 4, an organisation must, at a minimum, ensure: 4.1 Families participate in decisions affecting their child. 4.2 The organisation 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 organisation's policies and practices. 4.4 Families, carers and the community are informed about the organisation's operations and governance.	Child Safe Standard 4 creates specific obligations on organisations to involve families and communities in promoting child safety. TCC will: • Seek the input of families and communities indecisions impacting children and young people • Involve families and communities in the development ad 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
Child Safe Standard 5 – Equity is upheld and diverse needs respected in policy and practice In complying with Child Safe Standard 5, an organisation must, at a minimum, ensure: 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. 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 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. 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.	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: • 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. We also need to give attention to the needs of non-binary and gender diverse children. 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.

VICTORIAN 11 STANDARDS

Child Safe Standards	What practices do we do at TCC to comply to the standards
Child Safe Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice In complying with Child Safe Standard 6, an organisation must, 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.	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: • Inform staff and volunteers about TCC's record keeping processes in relation to child safety and well being information sharing and reporting obligations.
Child Safe Standard 7 – Processes for complaints and concerns are child focused In complying with Child Safe Standard 7, an organisation must, at a minimum, ensure: 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. 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 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. 7.5 Reporting, privacy and employment law obligations are met.	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. TCC will: • 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
Child Safe Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed In complying with Child Safe Standard 9, an organisation must, 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 organisation's Code of Conduct and child safety and wellbeing policy and practices. 9.3 Risk management plans consider risks posed by organisational settings, activities, and the physical environment. 9.4 Organisations that contract facilities and services from third parties have procurement policies that ensure the safety of children and young people.	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: • 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
Child Safe Standard 10 – Implementation of the Child Safe Standards is regularly reviewed and improved In complying with Child Safe Standard 10, an organisation must, at a minimum, ensure: 10.1 The organisation 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 organisation reports on the findings of relevant reviews to staff and volunteers, community and families and children and young people.	Review and continuous improvement are part of this Child Safe Standard. TCC has a strong commitment and obligation to: • 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.
Child Safe Standard 11 – Policies and procedures document how the organisation is safe for children and young people In complying with Child Safe Standard 11, an organisation must, 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.	TCC will prepare comprehensive policies and procedures to support implementation of the child safe practices\standards. TCC will: • Make policies and procedures easy to understand • Use stakeholder consultation and best practice models to inform the development of policies and procedures • 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 officers to work alongside TCC COM and 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.

As TCC's Child Safe Officers, we understand ***paramount consideration*** *and know that the safety, rights and best interests of children must always come first, therefore, priority always comes first over convenience.*

We will work alongside families and communities, understand the importance of diversity, being inclusive and of establishing child safe environments, practices and policies.

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 to the safety and wellbeing of children and ensure our online social platforms are used appropriately.

Most importantly, we will 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), VECRA, CCYP, SSR, Police, Child protection, TCC Policies

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.

Source: (Child Safe standard 2)

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 2026

Source: Child protection onsite Training, Online Creating Safe digital environments webinar and TCC's Child Safety Manual 2027

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

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(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 AND DUTY OF CARE: RESPONDING TO CONCERNS FOR ASSISTANCE!

We have a duty of care to take reasonable steps to protect children from reasonably foreseeable harm, this is called *Paramount consideration*. Reasonable steps means taking action and seeking advice from the appropriate authorities listed below.

First Step: Seek advise from TCC Management
Phone: 0358241415

- Report your concerns\a childs disclosure to TCC management\Nominated Supervisor\Approved provider
- Reflect upon the "Four Critical Action" documents. **(Appendix 1a, 1b, 1c)**
- You will be asked to document your concerns using "Responding to suspected child abuse form" **(Appendix 2a)** or Child Safety Incident Template **(2B)**
- Reflect and report your concerns to an appropriate authority below.

Option 1:
Orange Door: Shepparton
Role: Is to provide assistance to people who need support with the care and wellbeing of children and young people, who are experiencing family violence.
Phone: 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 24rs or sexual\physical nature
Role: Is to investigate alleged child abuse.
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: Department within Child protection which is allocated to Child Abuse allegations is DFFH(Department of Families Fairness & Housing)
Role: Is to protect children and young people from significant harm caused by abuse or neglect with the **family**
Phone: East Division: 1300360452

- A child has suffered, or is likely to suffer, significant harm as a result of physical injury or sexual abuse.
- Have a serious concern that a child is at risk of significant harm as a result of abuse or neglect.
- A child's parents have not protected, or are likely to protect, the child from physical\sexual harm.

INFORMATION SHARING AND DUTY OF CARE: RESPONDING TO CONCERNS FOR ASSISTANCE!

Option 4:

VECRA (Victorian Early Childhood Regulatory Authority

Role: Is to monitor the safety, quality and compliance of services and supporting them to regulate the Child safe standards

Phone: 1300307415 **Email:** vecra@education.vic.gov.au

- You have a reasonable belief that a child has been physically or sexually abused while at a service.
- There are concerns about a staff members behaviour that may put children at risk
- There is a serious complaint about the safety, health, wellbeing or quality of education and care at a service
- A serious incident has occurred at the service and breaches regulations
- There is a breach or suspected breach of the National law or National regulations

Note: All reports can be anonymous

Option 5:

Social Services Regulator (SSR)

Role: Is to help keep children safe by ensuring concerns about child abuse or misconduct by workers, students or volunteers are promptly reported, investigated and managed. You should contact SSR ***within 3 business days*** of becoming notified of an alleged breach of conduct or allegation involving a worker or volunteer at your service and are to commence an internal ***investigation within 30 business days.***

Phone: 1300310778. **Email:** incidents@ssr.vic.gov.au

- You have a concern a worker or volunteer has physical, sexually abused, engaged in sexual misconduct, ill treated, neglected, caused emotional or psychological harm to a child.

Note: TCC is responsible for managing any internal investigations with external support

Option 6:

eSafety Commission

Role: Is to safeguard Australians from online harm

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 and\or Adult cyber abuse or image-based abuse.

INFORMATION SHARING: RESPONDING TO CONCERNS FOR ASSISTANCE!

The Social Services (SSR) regulator 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 SSR of any allegations. The SSR's 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 SSR's role is to facilitate sharing of information between VECRA, Victoria Police, Department to Government, Working with Children's check and themselves. TCC Management will use the below investigation SSR Guide on the SSR website to document any concerns\allegations made and utilize the steps in this guide to form an investigation if required.

Social Services Regulator Report Incident Form

https://dhhschange.syd1.qualtrics.com/jfe/form/SV_erGLolVeBRFsQdw

(Appendix 3)

Management can also use the Child Safety Incident Response Template to document reports of abuse or misconduct. (Appendix 3A)

Remember: First, we must document any concerns of misconduct or allegations and then we contact the appropriate authorities for guidance before we investigate if instructed by our guiding agencies above.

Who do you Report to?	When do you report?
Child Protection (DFFH)	When a child needs protection or is at serious risk.
Vic Police 000	Physical, sexual abuse or serious neglect.
VECRA (Victorian Early Childhood Regulatory Authority)	When a child has been assaulted or abused at TCC or you have concerns about an educator or the safety of children at TCC. Mainly Management.
The Orange Door	Vulnerable children experiencing or at risk of family violence.
SSR (Social Services Regulator)	When an educator, volunteer or student has hurt a child, a complaints been made, and you as Management are reporting it.

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 (immediate danger), whether it has occurred on TCC premises or outside of TCC hours (ie weekend)
3. We must contact Child protection if we believe a child is being physically or sexually abused by someone outside of our Service.
4. If you believe a reportable conduct has taken place (ie physical violence, sexual misconduct, by an employee, volunteer or student (someone inside the Service), report to Child protection, Police, SSR, & VECRA
5. TCC must notify SSR within 3 days. They will then advise on steps to follow next.
6. "Reporting Requirements for Early Childhood Services" Fact sheet **(Appendix 4)**

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 allegations of reportable conduct of adults (where there is reasonable belief) to SSR
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 in Planning room regarding Risk Assessments on Children's Safety. **(Appendix 5)**

Source: Child Safe Standard 7, 10, 11

WHERE TO GET MORE INFORMATION

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.

TCC's Child Safe Policies are update regularly and form the foundation and underpin our commitment in keeping children safe.

Appendix 1a,1b,1c:

4 Step action plan for early childhood services to follow when identifying and responding to child abuse in Community, family and service. Main copies on Child Safe Board

PROTECT | VICTORIA State Government | Department of Education

4 CRITICAL ACTIONS

Identify | Report | Support | Refer

Identify and respond to child abuse in a service, including grooming

Speak up! Always put the child's safety, rights, and best interests first.

Identify child abuse

All staff

You can identify abuse by:

- witnessing grooming behaviours or an incident
- receiving a disclosure from a child, or someone who knows them
- observing:
  - physical/behavioural signs of abuse
  - something concerning online or on a device.

Tell your service manager, nominated supervisor, and/or approved provider if you become aware of any allegation, complaint, disclosure, or concern that:

- an adult engaged by the service may be abusing a child, or
- a child is at risk of being abused.

Key contacts

Victoria Police

- **000** (emergencies)
- **131 444** or local police station (non-emergencies)

VECRA

- **Enquiries:** 1300 307 415 (9am–5pm, Mon–Fri)
- **Email:** vecra@education.vic.gov.au
- **Online complaint form**

SSR

- **Enquiries:** 1300 310 778
- **Email:** contact@ssr.vic.gov.au
- **Secure webform:** rcs.ssr.vic.gov.au

Local sexual assault service

vic.gov.au/protect-early-childhood

At all times, you must also:

- **Respond to an emergency** – Call 000. Preserve evidence. Keep children safe.
- **Repeat/take different actions as circumstances change.**
- **Document your actions.**

Report abuse to authorities

Service management, nominated supervisors and/or approved providers are responsible for managing reports. However, if you suspect your service manager, nominated supervisor or approved provider of abuse, do not contact them without clearance from police.

Victoria Police

- If you believe a crime (e.g. physical or sexual assault or abuse, grooming, or threatening behaviour) may have been committed against a child, report to Victoria Police.

Victorian Early Childhood Regulatory Authority (VECRA)

- Your approved provider must notify VECRA:
  - **Within 24 hours** of a serious incident at an education and care service (or if someone makes a complaint that there was a serious incident at the service)
  - **Within 24 hours** of becoming aware of reportable sexual misconduct, including any sexual misconduct or sexual offence committed against, with or in the presence of a child by a relevant staff member working or volunteering at the service (even if it did not happen at the service).[1]
- If your service manager, nominated supervisor or approved provider does not notify VECRA of the concern, you can make a complaint to VECRA (including **anonymously**).

Social Services Regulator (SSR)

- Your approved provider must notify the SSR of any reportable allegations within three business days.
- Reportable allegations include the following allegations involving an adult working for/engaged by a service:
  - Physical violence, sexual offences, or sexual misconduct against, with, or in the presence of a child; behaviour that causes significant emotional or psychological harm; and significant neglect.

Notify parents/carers

- If Victoria Police and/or VECRA are involved, seek their clearance on what can be shared before contacting parents/carers.
- Once you get clearance, contact parents/carers as soon as possible (same day preferred).

1 This requirement is in effect from 12 August 2025

Support impacted children

- Engage children and parents/carers to find the best support.
- Arrange additional support for impacted children and staff.
- Tailor support to individual needs.
- Use **Child Link** and information sharing to better understand the situation for impacted children and to provide appropriate support.
- Support parents/carers to engage with their local Maternal and Child Health Service (MCH).
- Continue support for as long as necessary.

Refer to community services

Engage parents/carers and children to connect with services:

- **Local specialist support services** for dedicated support for young children.
- **First Nations people** can also be supported by an Aboriginal Community Controlled Organisation (ACCO).
- **Local sexual assault services** for sexual offences/harmful sexual behaviour.

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4 CRITICAL ACTIONS

Identify | Report | Support | Refer

Identify and respond to child abuse in the community, including grooming

Speak up! Always put the child's safety, rights, and best interests first.

Identify child abuse

All staff

You can identify abuse by:

- witnessing grooming behaviours or an incident
- receiving a disclosure from a child, or someone who knows them
- observing:
  - physical/behavioural signs of abuse
  - something concerning online or on a device.

Tell your service manager, nominated supervisor, and/or approved provider if you become aware of any allegation, complaint, disclosure, or concern that:

- an adult within the community may be abusing a child, or
- a child is at risk of being abused.

Information Sharing staff/Child Link users

- Request information from Information Sharing entities or check **Child Link.**

Service management/nominated supervisors/approved providers:

- Report
- Support and Refer

You may need to take actions in support and refer at the same time.

Key contacts

Victoria Police

- **000** (emergencies)
- **131 444** or local police station (non-emergencies)

Child Protection

8:45am to 5pm, Mon–Fri

North	1300 598 521	East	1300 360 452
South	1300 555 526	West	1300 360 462
After hours	13 12 78		

VECRA

- **Enquiries:** 1300 307 415 (9am–5pm, Mon–Fri)
- **Email:** vecra@education.vic.gov.au
- **Online complaint form**

The Orange Door

Local sexual assault service

vic.gov.au/protect-early-childhood

At all times, you must also:

- **Respond to an emergency** – Call 000. Preserve evidence. Keep children safe.
- **Repeat/take different actions as circumstances change.**
- **Document your actions.**

Report abuse to authorities

Victoria Police

- If you believe a crime (e.g. physical or sexual assault or abuse, grooming, or threatening behaviour) may have been committed against a child, report to Victoria Police.

Child Protection (including Mandatory Reports)

- Report to Child Protection if you form a reasonable belief that the parents/carers have not, or are unlikely to, protect the child from significant harm.
- You must report all physical and sexual abuse to Child Protection.

Victorian Early Childhood Regulatory Authority (VECRA)

- Your approved provider must notify VECRA:
  - **Within 24 hours** of a serious incident at an education and care service (or if someone makes a complaint that there was a serious incident at the service).
  - **Within 24 hours** of becoming aware of reportable sexual misconduct, including any sexual misconduct or sexual offence committed against, with or in the presence of a child by a relevant staff member working or volunteering at the service (even if it did not happen at the service).[1]
- If your service manager, nominated supervisor or approved provider does not notify VECRA of the concern, you can make a complaint to VECRA (including **anonymously**).

Notify parents/carers (if it is safe, reasonable, and appropriate)

- If Victoria Police and/or Child Protection are involved, seek their clearance on what can be shared before contacting parents/carers.
- Once you get clearance, contact parents/carers as soon as possible (same day preferred).

1 This requirement is in effect from 12 August 2025

Support impacted children

- Engage children and parents/carers (if it is safe, reasonable, and appropriate) to find the best support.
- Arrange additional support for impacted children and staff.
- Tailor support to individual needs.
- Use **Child Link** and information sharing to better understand the situation for impacted children and to provide appropriate support.
- Support parents/carers to engage with their local Maternal and Child Health Service (MCH).
- Continue support for as long as necessary.

Refer to community services

Engage parents/carers and children to connect with services:

- **Local specialist support services** for dedicated support for young children.
- **First Nations people** can also be supported by an Aboriginal Community Controlled Organisation (ACCO).
- **Local sexual assault services** for sexual offences/harmful sexual behaviour.

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4 CRITICAL ACTIONS

Identify | Support | Refer | Report

Identify and respond to child abuse in the family

Speak up! Always put the child's safety, rights, and best interests first.

Identify child abuse

All staff

You can identify abuse by:

- witnessing an incident or grooming behaviours
- receiving a disclosure from a child, or someone who knows them
- observing:
  - physical/behavioural signs of abuse
  - signs of family violence trauma in children
  - family violence risk factors
  - narratives and behaviours that may suggest an adult is using family violence
  - something concerning online or on a device.

You only need to collect enough information to form a reasonable belief or to help you take next steps. If you form a reasonable belief:

- go to **Determine your pathway**
- **tell your service manager, nominated supervisor, and/or approved provider**

If you have a concern that a child is experiencing, or at risk of, child abuse in the family and need more information:

- complete Family Violence Identification Tool
- provide to MARAM-nominated staff.

MARAM nominated staff

- complete the Family Violence Screening Tool

If you form a reasonable belief that there is current family violence:

- tell service management
- go to **Determine your pathway**
- complete Basic Safety Plan.

Information Sharing staff/Child Link users

- Request information from Information Sharing Entities or check **Child Link**.

Key contacts

Victoria Police

- **000** (emergencies)
- **131 444** or local police station (non-emergencies)

Child Protection

8:45am to 5pm, Mon–Fri

North	1300 598 521	East	1300 360 452
South	1300 555 526	West	1300 360 462
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VECRA

- **Enquiries:** 1300 307 415 (9am–5pm, Mon–Fri)
- **Email:** vecra@education.vic.gov.au
- **Online complaint form**

The Orange Door

Local sexual assault service

vic.gov.au/protect-early-childhood

At all times, you must also:

- **Respond to an emergency** – Call 000. Preserve evidence. Keep children safe.
- **Repeat/take different actions as circumstances change.**
- **Document your actions.**

Determine your pathway

Report to Child Protection (including mandatory report)

- Report
- Support and Refer

Crime

- Report
- Support and Refer

Family violence (not a mandatory report or crime)

- Refer then Support

Family struggling with the care, wellbeing or development of a child

- Support and Refer

You may need to take actions in 'support' and 'refer' at the same time.

If you are unsure which pathway to take, contact The Orange Door for advice.

Support impacted children

- Engage children and parents/carers (if it is safe, reasonable, and appropriate) to find the best support.
- Tailor support to individual needs.
- Use **Child Link** and information sharing to better understand the situation for impacted children and to provide appropriate support.
- Support parents/carers to engage with their local Maternal and Child Health Service (MCH).
- Continue support for as long as necessary.

Refer to community services

Engage parents/carers and children to connect with services:

- **The Orange Door** for family violence or families struggling with the care, wellbeing or development of a child.
- **First Nations people** can also be supported by an Aboriginal Community Controlled Organisation (ACCO).
- **Local specialist support services** for dedicated support for young children.
- **Local sexual assault services** for sexual offences/harmful sexual behaviour.

Report abuse to authorities

Child Protection (including mandatory reports):

- If you form a reasonable belief that the parents/carers have not, or are unlikely to, protect the child from significant harm.
- You **must** report all physical and sexual abuse to Child Protection.

Victoria Police (Crime)

- If you believe a crime (e.g. physical or sexual assault or abuse, grooming, or threatening behaviour) may have been committed against a child, report to Victoria Police.

Victorian Early Childhood Regulatory Authority (VECRA)

- Your approved provider must notify VECRA:
  - **Within 24 hours** of a serious incident at an education and care service (or if someone makes a complaint that there was a serious incident at the service).
  - **Within 24 hours** of becoming aware of reportable sexual misconduct, including any sexual misconduct or sexual offence committed against, with or in the presence of a child by a relevant staff member working or volunteering at the service (even if it did not happen at the service).[1]
- If your service manager, nominated supervisor or approved provider does not notify VECRA of the concern, you can make a complaint to VECRA (including **anonymously**).

Notify parents/carers (if it is safe, reasonable and appropriate)

- If Child Protection and/or Victoria Police are involved, seek their clearance on what can be shared before contacting parents/carers.
- Once you get clearance, contact parents/carers as soon as possible (same day preferred).

1 This requirement is in effect from 12 August 2025

Appendix 2A- For Educators

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

PROTECT

Responding to Suspected Child Abuse: Template for all Victorian Early Childhood Services

When to use this template

It is strongly recommended that **all*** early childhood service staff utilise this template to document any suspicion that a child has been, is being, or is at risk of being abused

* Maternal Child Health services should utilise their existing information management systems (e.g. CDIS of expedite) to record appropriate detail about any incidents, disclosures and suspicions of child abuse. Services may opt to ALSO use this form, which aligns with the **Four Critical Actions.**

If needed, staff should be supported by management to complete this template, and to ensure that they meet their obligations.

This template should be used in conjunction with following the **Four Critical Actions For Early Childhood Services: Responding to Incidents, Disclosures and Suspicions of Child Abuse**.

Completing this template should not impact on reporting times. If a child is in immediate danger staff should immediately contact Victoria Police on **000**.

Whilst you may need to gather the information to make a report, remember it is not the role of staff to investigate abuse, leave this to Victoria Police and/or DHHS Child Protection.

Why record this information?

When completing this template your aim should be to provide as much information as possible. This information will be critical to any reports and may be sought at a later date if the matter is the subject of Court proceedings. These notes may also later assist you if you are required to provide evidence to support any decisions.

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Appendix 2B- For Educators

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- For Management

Guidelines and form for TCC Management to complete after receiving a complaint\disclosure about child misconduct or abuse from an employee, volunteer or student. This online form can be located on the SSR Website

Reporting to the SSR

Information sheet 7

Social Services Regulator

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When does the Social Services Regulator (SSR) need to be told about a reportable allegation?

It is a criminal offence for a head of an organisation to fail to comply with the three business day and 30 calendar day notification obligations without a reasonable cause.

Three business day notification

When the head of an organisation becomes aware of a reportable allegation against a worker or volunteer, they must notify the SSR within three business days.

30 calendar day update

Within 30 calendar days after becoming aware of a reportable allegation, a head of an organisation must provide the SSR with detailed information about the allegation, disciplinary or other actions undertaken, and the response of the worker or volunteer to the allegation.

Advice on investigation

The allegation must be investigated as soon as practicable after the head of organisation becomes aware of it. The investigation may be conducted by the organisation, their regulator or an independent investigator. The head must inform the SSR of who will conduct the investigation.

Outcomes of investigation

At the conclusion of an investigation into a reportable allegation, a final investigation report must be prepared. The final investigation report should set out the findings, reasons for the findings and recommendations made at the conclusion of the investigation. A copy of the final investigation report and all evidence should be provided to the SSR as soon as practicable.

What information does the SSR need?

The types of information that the SSR will seek are:

Three business day notification	• Name of the worker or volunteer • Date of birth • WWCC or VIT registration number • Details of Police report • Organisation contact details

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Appendix 4

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

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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.ccyp.vic.gov.au/reportable conduct scheme
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: • 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

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Scheme	Who must report	What must be reported	Report to	Age of child	Further information
Children's Services Act 1996	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/regulation/Pages/vcs.aspx
Victorian teacher registration *Education and Training Reform Act 2006*	The employer	• 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: - *Children's Services Act 1996*; or - *Education and Care Services National Law Act 2010*	www.vit.vic.edu.au/notifying 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/health/childprotection/Pages/ecguidance.aspx

Appendix 5

This form in its entirety is located on the Child protection Planning room wall and TCC's Risk Assessment Folder in the Planning room.

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

PROTECT

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	• 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	• 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 Safey Guides 2025. **Reviewed Nov 2026**