

# Child Safe Policy

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**VERSION:**

3

**RESPONSIBLE OFFICER:**

Director Experience and Capability

**APPROVED BY:**

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**RELATED DOCUMENTS:**

Working With Children Check Policy

Police Check Policy

Employee Code of Conduct

Disciplinary Policy

Information Privacy and Security Policy

**RELATED LEGISLATION:**

*Children, Youth and Families Act 2005 (Vic)*

*Child Wellbeing and Safety Act 2005 (Vic)*

*Crimes Act 1958 (Vic)*

*Crimes Amendment (Grooming) Act 2014*

*Crimes Amendment (Protection of Children) Act 2014*

*Crimes Amendment (Sexual Offences and Other Matters) Act 2014*

*Commission for Children and Young People Act 2012 (Vic)*

*Equal Opportunity Act 2010*

*Privacy and Data Protection Act 2014 (Vic)*

*Working with Children Act 2005*

## 1. PURPOSE

Manningham Council is committed to child safety, supporting the health and wellbeing of children, and being compliant with the Child Safe Standards.

The purpose of the *Child Safe Policy* (Policy) is to outline requirements for:

- Compliance with the Victorian Government's Child Safe Standards (2022);
- Educating workers on child abuse to assist them to identify and prevent it from occurring in the workplace; and
- Providing a framework for the reporting and management of child abuse allegations.

## 2. APPLICATION

This Policy applies to:

- Employees, including permanent, temporary, and casuals
- Contractors
- Volunteers, including work experience and work placement volunteers
- Persons employed by a third party agency
- Mayor and Councillors.

### 3. DEFINITIONS

For the purpose of the Policy the following definitions apply.

**Aboriginal Child** means a person under the age of 18 years of Aboriginal or Torres Strait Islander descent; identifies as an Aboriginal or Torres Strait Islander; and/or is accepted as such by the Aboriginal or Torres Strait Islander community in which they live. The issue of identification is complex and Aboriginal and Torres Strait Islanders may choose to define and express their identity in a multitude of ways. The Aboriginal and/or Torres Strait Islander status of children is determined by self-identification or by the parent, relatives or other kin.

**Child/Children** means a person/s under the age of 18 years.

**Child Abuse means** (a) any act committed against a child involving a sexual offence or an offence under section 49B (2) of the *Crimes Act 1958*; and (b) the infliction, on a child, of physical violence; or serious emotional or psychological harm; and (c) the serious neglect of a child.

**Child-Related Work** means work at or for a service, body or place or that involves an activity, specified in the *Working with Children Act 2005*, and that usually involves direct contact with a child.

**Child Safe Standards** refers to compulsory framework that supports organisations to promote the safety of children by requiring them to implement policies to prevent, respond to and report allegations of child abuse. The legislation that creates the standards is the *Child Wellbeing and Safety Act 2005*. The standards are designed to drive cultural change and embed a focus on child safety by placing children's rights and wellbeing at the forefront of the organisation's mind.

**The Child Safe Standards** (see Appendix 1 for full description):

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.
2. Child safety and wellbeing is embedded in organisational leadership, governance and culture.
3. Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.
4. Families and communities are informed, and involved in promoting child safety and wellbeing.
5. Equity is upheld and diverse needs respected in policy and practice.
6. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
7. Processes for complaints and concerns are child focused.
8. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
9. Physical and online environments promote safety and wellbeing whilst minimising the opportunity for children and young people to be harmed.
10. Implementation of the Child Safe Standards is regularly reviewed and improved.
11. Policies and procedures document how the organisation is safe for children and young people.

**Code of Conduct** is a set of rules or practices that establish a standard of behaviour to be followed by individuals and organisations. A Code of Conduct defines how individuals should behave towards each other and towards other organisations and individuals in the community (refer to the Manningham Council Employee Code of Conduct).

**Direct Contact** means any contact between a person and a child that involves physical contact; or face-to-face contact; or contact by post or other written communication; or contact by telephone or other oral communication; or contact by email or other electronic communication.

**Failure to Disclose** refers to the criminal offence when an adult who forms a reasonable belief that a sexual offence has been committed by an adult against a child under 16 fails to report that information to police. Failure to disclose is a criminal offence under the *Crimes Act 1958 (Vic)*.

**Failure to Protect** refers to the criminal offence when a person in a position of authority fails to reduce or remove the risk of sexual abuse of a child by an adult associated with their organisation. Failure to protect is a criminal offence under the *Crimes Amendment (Protection of Children) Act 2014*.

**Grooming** means the criminal offence concerning predatory conduct undertaken to prepare a child for sexual activity at a later time. Grooming can be sexual misconduct and can involve the use of a variety of manipulative and controlling techniques used to build trust or normalise sexually harmful behaviour with the overall aim of facilitating exploitation or preventing disclosure (or both). Grooming can target those involved in gaining access to the child's life, including parents and other caregivers, colleagues and others in an organisation. Some examples of some grooming behaviours include:

- Initiating opportunities for unsupervised contact with a child or group of children
- Spending inappropriate special time with a child
- Inappropriately showing special favours to one child over others
- Inappropriately allowing a child to overstep rules
- Inappropriately giving gifts, money, alcohol or drugs
- Asking the child not to tell anyone else about their conversations, activities or interactions.

Grooming is a criminal offence under the *Crimes Amendment (Grooming) Act 2014*.

**Mandatory Reporting** refers to the legal obligation of mandatory reporters, who in the course of practising their profession or carrying out the duties of their office, position or employment, forms the belief on reasonable grounds that a child is in need of protection must report that belief to the Victorian Child Protection Service (Department of Families, Fairness and Housing) Mandatory reporters include registered medical practitioners, nurses, midwives, persons registered as a teacher or early childhood teacher, school principals, members of the police force, early childhood workers, youth workers and social workers. Failure for a mandated reporters to report is a criminal offence under the *Children, Youth and Families Act 2005*.

**Reasonable Belief/Reasonable Grounds** means a belief based on facts that would lead a reasonable person in the same position to form the belief on the same grounds. For example, a person is likely to have reasonable belief if they observed the conduct themselves, heard from a child that the conduct occurred, or received information from another source (including another person who witnessed the conduct).

**Reportable Conduct** refers to the five types of reportable conduct listed in the *Child Wellbeing and Safety Act 2005*:

- Sexual offences (against, with or in the presence of, a child)
- Sexual misconduct (against, with or in the presence of, a child)
- Physical violence (against, with or in the presence of, a child)
- Behaviour that causes significant emotional or psychological harm to a child

- Significant neglect of a child.

**Reportable Conduct Scheme** means the scheme established under the *Child Wellbeing and Safety Act 2005*, which requires certain organisations that provide services or conduct activities related to children to notify the Commission for Children and Young People (CCYP) about allegations of child abuse and child related misconduct made against their employees, volunteers or contractors. It also requires organisations to undertake an investigation into any allegations and allows the CCYP to oversee those investigations.

**Sexual Offences** means certain sexual behaviours against, with or in front of, a child. Many of these behaviours are reportable conduct as per the Victorian Reportable Conduct Scheme. This includes sexual assault, indecent acts, possession of child abuse material, and grooming a child in order to commit a sexual offence. This is a criminal offence under the *Crimes Amendment (Sexual Offences and Other Matters) Act 2014*.

**Sexual Misconduct** refers to a broader range of inappropriate behaviours of a sexual nature that are not necessarily criminal. Sexual misconduct refers to conduct that amounts to misconduct, is of a sexual nature, and occurred against, with, or in the presence of, a child, including behaviour, physical contact or speech or other communication of a sexual nature, inappropriate touching, grooming behaviour and voyeurism.

**Worker** is used as a generic term meaning a person engaged or providing services on behalf of Manningham Council. For the purposes of this policy, the word “worker” includes employees, volunteers (including work experience and work placement volunteers), contractors, consultants, persons employed through a third party agency, the Mayor and Councillors.

## 4. CHILD SAFETY AT MANNINGHAM COUNCIL

### 4.1 Manningham Council’s Statement of Commitment to Child Safety

Manningham Council demonstrates its commitment to child safety through creating and maintaining an environment that protects children from child abuse when engaging in Manningham Council programs and services, and those provided on behalf of Council. Manningham Council has zero tolerance for child abuse and all allegations and safety concerns will be treated very seriously and consistently with our policies and procedures.

Manningham Council is committed to:

- The protection, safety, participation and empowerment of all children;
- Promoting cultural safety for Aboriginal children, and children from culturally and/or linguistically diverse backgrounds;
- Providing a safe environment for children with a disability;
- Supporting a safe environment for lesbian, gay, bisexual, transgender and intersex children and young people;
- Preventing child abuse and identifying risks early and removing and reducing these risks.
- Having robust practices in place to reduce the risk of child abuse;
- Regularly training and educating employees on child abuse risks;

### 4.2 Requirements

Workers must not engage in, encourage or assist, any conduct that may constitute child abuse or grooming, or that puts a child’s safety at risk. Workers must report all actual, perceived, or potential cases of child abuse or grooming in accordance with the reporting section of this Policy.

To assist in the prevention of child abuse, all workers must:

- Report any suspected child abuse to external authorities and their manager;

- Make recruitment and employment decisions that incorporate the Child Safe Standards and principles.
- Ensure all contractors performing work on behalf of Council have thorough knowledge of Child Safe standards and principles, and behave in accordance with this policy at all times.

#### 4.3 Employee Code of Conduct

Manningham Council has an *Employee Code of Conduct* which includes the expectations for complying with the Child Safe Standards, including:

- Not engaging in or encouraging any behaviour that puts a child's safety at risk;
- Avoiding unnecessary physical contact with children;
- Reporting inappropriate behaviour toward children (suspected or otherwise) immediately;
- Participating in child safety training programs; and
- Complying with relevant legislation and our policy.

#### 4.4 Child Safe Standards of Behaviour

In addition to Manningham Council's Employee Code of Conduct, Manningham Council has developed child safe standards of behaviour (as set out in Appendix 2) to promote child safety in Manningham Council, set expectations for what constitutes appropriate and inappropriate behaviours by adults towards children, and to protect workers from potential accusations of inappropriate behaviour.

Refer to Appendix 2 for the Manningham Council Child Safe Standards of Behaviour.

#### 4.5 Legal Obligations

Workers also have a number of legal obligations, including:

- Reporting information to the Police when a reasonable belief that a sexual offence has been committed by an adult against a child under 16 years of age (refer to *Failure to Disclose* section).
- Acting to protect a child when a person in authority knows of a risk of child sexual abuse by someone within Manningham Council and has the authority to reduce or remove the risk (refer to *Failure to Protect* section).
- Reporting to relevant authorities when a role with mandatory reporting responsibility forms the belief of reasonable grounds that a child has suffered or is likely to suffer, significant harm as a result of physical injury or sexual abuse and the child's parents have not protected, or are unlikely to protect, the child from such harm (refer to *Mandatory Reporting* section).

##### 4.5.1 Contracted/Outsourced services and venue hirers who have direct contact with children:

Contracted and/or outsourced services who use Council venues or offer services on behalf of Council and who have direct contact with children, such as leisure, facilities and libraries, are required to have robust reporting processes in place with regard to child safety concerns and additionally:

- Provide Manningham Council a copy of their Policy/Statement/Commitment to child safety and assurance over the WWCC processes via the declaration in the Rapid Global portal.
- Advise Manningham's Child Safe Contact Officer of any child safety concerns that arise.
- Hirers of Council venues will be made aware of their obligations to provide a child safe environment when using Council assets and are required to comply with these requirements as per the terms and conditions of their hire contract.

##### Contracted/Outsourced services and venue hirers who have indirect contact with children:

Contracted and/or outsourced services who access Council venues and who have indirect contact with children, such as maintenance or building services in children's services, are required to have robust reporting processes in place with regard to child safety concerns and additionally:

- Provide Manningham Council a copy of their Policy/Statement/Commitment to child safety and assurance over the WWCC processes via the declaration in the Rapid Global portal.
- Advise Manningham’s Child Safe Contact Officer of any child safety concerns that arise.

#### 4.6 Manager obligations

Managers, in addition to these responsibilities and obligations, are expected to be champions for child safety in their area and ensure that any services/programs provided incorporate child safe considerations.

Managers, in consultation with People Experience, are responsible for determining positions that require a Working with Children’s Check (WWCC) and ensuring that a valid WWCC is in place before a new recruit commences employment.

Managers are also responsible for raising any suspected child abuse or breach of this policy to the Child Safe Contact Officer if it relates to allegations of child abuse (and other child-related misconduct) made against a worker.

### 5. EDUCATION AND SUPPORTING PROCESSES

#### 5.1 Education and Training

All workers will be made aware of this Policy and provided with education on the contents of the Policy. This includes:

WHO	EDUCATION AND TRAINING
Mayor and Councillors	Will be provided with education upon their induction following election.
Other Workers with access to Manningham Council’s e-learning system	Will have access to the Policy and be provided with access to e-learning education within six months of commencement and refresher education at least every two years.
Other Workers without access to Manningham Council’s e-learning system	Will be provided with information and training as determined by the Line Manager.

#### 5.2 Child Safe Contact Officer

Manningham Council has nominated the Manager People Experience to be the Manningham Council Child Safe Contact Officer. The Manningham Council Child Safe Contact Officer is responsible for responding to concerns or complaints made by workers, parents, children, or the community, as well as providing initial support and education.

#### 5.3 Recruitment

Manningham Council incorporates child safe working practices into its recruiting, selection and screening policies and procedures.

#### 5.4 Records management

Personal information recorded regarding a case of suspected child abuse is treated confidentially and is respectful of privacy of the individuals involved, unless there is a risk to someone’s safety, in accordance with the *Information Privacy and Security Policy*.

### 6. REPORTING A CHILD SAFE CONCERN OR COMPLAINT

Manningham Council takes all concerns and complaints about potential child abuse seriously and has practices in place to investigate and escalate to authorities if necessary.

Concerns or complaints about child safety should be made to the Manningham Council Child Safe Contact Officer, however any person who believes on reasonable grounds that a child needs protection can make a report to child protection.

The Manningham Council Child Safe Contact Officer can be contacted on (03) 9840 9201, email [childsafetyofficer@manningham.vic.gov.au](mailto:childsafetyofficer@manningham.vic.gov.au), or in writing. Because of their sensitive nature, written child safety concerns or complaints sent through the post should be marked:

Strictly Confidential

Manager People Experience  
Child Safety Contact Officer  
Manningham City Council  
Po Box 1,  
Doncaster 3108

Nothing in this Policy prevents a person, who holds a reasonable belief that child abuse has been committed, to report such allegations directly to the relevant authorities.

**If a Child is in immediate risk of Child Abuse, call the Police on 000.**

A flowchart outlining Manningham Council's child safety reporting process is included in Appendix 3 of this policy.

## 7. BREACHES

Workers who are in breach of the Policy may be subject to disciplinary action, up to and including the termination of employment, in accordance with the *Disciplinary Policy*.

Workers charged with an offence related to Child Safety will be suspended on pay whilst the matter is investigated. A decision on disciplinary action is NOT reliant on the outcome of any Police investigation.

Workers who are not employees may be subject to review of their terms of engagement and/or referral to Victoria Police.

## 8. ADMINSTRATIVE UPDATES

From time to time, circumstances may change leading to the need for minor administrative changes to the Policy. Where an update does not materially alter this policy, such a change may be made by the Policy owner. Examples of minor administrative changes include changes to names of Manningham Council departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this policy, it must be approved by the Director Experience and Capability.

## Appendix 1: Child Safe Standards (in full)

### 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.

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

- 2.1 The organisation 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 behavioural standards and responsibilities.
- 2.5 Risk management strategies focus on preventing, identifying and mitigating risks to children and young people.
- 2.6 Staff and volunteers understand their obligations on information sharing and record keeping.

### **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.

### **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 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 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.

## **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.

## **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.

### **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.

### **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.

### **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.

## Appendix 2: Child Safe Standards of Behaviour

<b>Acceptable behaviours</b>  Workers are responsible for supporting the safety and wellbeing of children they come into contact with and must:	<b>Unacceptable behaviours</b>  Workers must not:
<ul style="list-style-type: none"> <li>• adhere to Manningham Council's Child Safe Policy at all times</li> <li>• take all reasonable steps to protect children from abuse and harm</li> <li>• treat everyone with respect</li> <li>• work to prevent discrimination and actively promote the participation and inclusion of all children</li> <li>• model appropriate adult behaviour</li> <li>• listen to children and respond to their needs appropriately</li> <li>• report any allegations of child abuse to the Manningham Council Child Safety Contact Officer and ensure any child criminal matters are referred to the Victoria Police</li> <li>• work with children in an open and transparent way – other adults should always know about the work you are doing with children</li> <li>• encourage children to “have a say” and participate in matters important to them</li> <li>• ensure as far as practicable, that adults are not alone with a child</li> <li>• avoid physical contact with children, unless required as part of fulfilling legitimate work purposes (such as holding a baby or child when required as part of your role; when appropriate to assist with comforting a distressed child; when appropriate to assist a child with a disability; or when appropriate in training, sports or recreation) or where otherwise necessary (such as to assist in getting a child's attention due to an immediate safety concern or when administering first aid).</li> </ul>	<ul style="list-style-type: none"> <li>• seek to use children in any way to meet the needs of adults</li> <li>• ignore or disregard any concerns, suspicions or disclosures of child abuse or harm</li> <li>• use discriminatory or oppressive behaviour or language with children</li> <li>• engage in rough physical games</li> <li>• leave a child in your care unattended/unsupervised</li> <li>• discriminate on the basis of age, gender, race, culture, religion, disability, vulnerability, sexuality or other protected attributes under the <i>Equal Opportunity Act 2010</i>.</li> <li>• initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves, such as toileting or changing clothes</li> <li>• develop ‘special’ relationships with specific children or show favouritism through the provision of gifts or inappropriate attention</li> <li>• exchange personal contact details such as phone number, social networking site or email addresses with children</li> <li>• have unauthorised contact with children in person, online or by phone.</li> </ul>

### Appendix 3: Flowchart of Child Safety Reporting Process

**DEFINITION of a child, WHO can report and WHAT to report:**

**A CHILD** is a person/s under the age of 18 years; a person under the age of 18 years of Aboriginal or Torres Strait Islander descent; identifies as an Aboriginal or Torres Strait Islander; and/or is accepted as such by the Aboriginal or Torres Strait Islander community in which they live; a person under the age of 18 from culturally and/or linguistically diverse backgrounds, those who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people; a person under the age of 18 with a disability.

**WHO:** Reports can be received from anyone from the community, employees/volunteer; Councillors, parents; child or youth who have a child safety concern.

**WHAT** to report: any child safety concerns, including:

- disclosure of abuse or harm
- allegation, suspicion, or observation
- breach of Code of Conduct
- environmental safety issues

**If child is in immediate danger call 000 for urgent medical and/or police assistance**

**WHO** to report to and **HOW** to report:

**WHO:** Contact Manningham Council's **Child Safety Contact Officer** (and/or direct Manager who will report to the Child Safety Contact Officer) via:

Phone: (03) 9840 9201

Email: [childsafetyofficer@manningham.vic.gov.au](mailto:childsafetyofficer@manningham.vic.gov.au)

Written: Manager People Experience – Child Safety Officer  
Manningham City Council, PO BOX 1, Doncaster 3108

The person notifying the incident will complete the **Child Safety Incident Report (TRIM link)** and submit this to the **Child Safety Officer**.

Our venues and other services must follow their own reporting processes with regard to child safety concerns and additionally report these to Manningham's Child Safety Contact Officer.

Manningham Council's **Child Safety Contact Officer** will offer ongoing support to:

- the child;
- the parents, carers, legal guardians
- others that may have been impacted due to close proximity/knowledge of the matter;
- the person who reports the incident
- the accused staff member and/or volunteer

Manningham Council's **Child Safety Contact Officer** will as the authorised representative:

- Advise the Chief Executive Officer (CEO) and decide, In accordance with legal requirements and duty of care, whether the matter should/must be reported to the Police or Commission for Children and Young People (CCYP) and make the report as soon as possible (**within 3 business days**) via the portal: <https://ccyp.vic.gov.au/report-an-allegation/notify-about-a-reportable-allegation>
- Consult with Police and CCYP to determine what information can be shared with parents/carers and how to communicate

Manningham Council's **Child Safety Contact Officer** will:

- **In instances where an allegation is criminal in nature, get clearance from Victoria Police before beginning internal investigation.**
- Initiate internal processes with People Experience to ensure the safety of the child, clarify the nature of the complaint, and commence disciplinary process (if required)

#### Manningham Council's People Experience Department - Internal Investigation

- Initiate Manningham Council's internal process following *Disciplinary Policy*.
- Undertake investigation in accordance with the Child Safety *Investigation Plan (TRIM link)* and in line with the principles of procedural fairness. Note: Independent investigator may be engaged to conduct the investigation.
- Advise all relevant Manningham parties of the outcome of the investigation in accordance with the *Disciplinary Policy*.

Manningham Council's **Child Safety Contact Officer** will, as the authorised officer:

- Advise the child/parents of the outcome of the investigation
- Provide advice on investigation and the name and contact details of the investigator as soon as practicable to the CCYP
- Provide an update to the commissioner with a 30 calendar days including the following:
  - Details of the allegation; details of Manningham's response to the allegation; details about any disciplinary or other action proposed; any written response from the worker or volunteer about the allegation and the proposed disciplinary action to be taken and the reasons for taking this action.
- Notify the Commissioner of all outcomes of investigation, provide a copy of findings and reasons for the findings. Provide all details about any disciplinary or other action proposed and reasons for taking or not taking action. This needs to be submitted as soon as practicable. Provide the Commissioner with any further documents as requested.