

## Child Safety at The Grove Children's Centre

At The Grove Children's Centre, the safety, wellbeing, and inclusion of every child is our highest priority. We believe every child has the right to a safe, secure, nurturing environment—free from harm, abuse, and neglect—and we are committed to upholding the highest standards of child safety at all times.

Our Child Safety and Wellbeing Policy guides everything we do and is supported by clear procedures, staff training, and a strong culture of listening to children and families.

### Our Commitment:

- We have zero tolerance for child abuse in any form.
- We actively promote children's rights, voice, and participation in decisions that affect them.
- We are committed to cultural safety, particularly for Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disability, and children with diverse needs.
- We continuously review and improve our practices through audits, feedback, and professional learning.

### Who our Policy applies to:

Our child safety expectations apply to every person involved with The Grove, including:

- Management and Approved Provider
- All educators and staff (permanent, casual, students, and volunteers)
- Contractors and regular service providers
- Families, carers, and visitors while on site

### How we keep children safe:

We use a range of strategies to support child safety and wellbeing, including:

#### Safe Environments & Supervision

- Careful supervision in all indoor and outdoor areas
- Regular safety checks and maintenance of equipment and spaces
- Risk assessments for excursions, incursions, and special events

#### Safe People: Recruitment, Training & Conduct

- Recruitment practices that support child safety (e.g. WWCC, reference checks)
- Ongoing staff training on child protection, mandatory reporting, and safe practices
- A Child Safety Code of Conduct that all staff, students, and volunteers must follow

#### Child-Centred Practice

- Building trusting relationships where children feel **heard, respected, and valued**
- Supporting children to understand their rights, body safety, and how to seek help
- Responding to children's concerns seriously, promptly, and sensitively

### **Listening to children and their families**

We are committed to:

- Encouraging children to express their thoughts, feelings, and worries
- Taking all concerns, disclosures, or changes in behaviour seriously
- Seeking feedback from families and the community to strengthen our child safe practices

Families are encouraged to talk with educators or leadership at any time if they have a question or concern about safety or wellbeing.

Families can request a copy of our Child Safety and Wellbeing Policy and related documents from the office or via email.

### **Responsibilities - Management / Approved Provider**

Our management team is responsible for:

- Implementing and regularly reviewing the Child Safety and Wellbeing Policy
- Ensuring all staff understand and comply with Child Safe Standards and legal obligations
- Providing training, resources, and support to maintain safe environments
- Responding promptly and appropriately to any child safety concern or allegation

### **Responsibilities Educators and Staff:**

All educators and staff must:

- Follow the Child Safety and Wellbeing Policy and Code of Conduct
- Maintain current Working With Children Checks (WWCC) and required qualifications
- Provide safe, inclusive, and respectful care at all times
- Identify, record, and report risks, incidents, and concerns
- Fulfil their mandatory reporting obligations where there is a risk of significant harm to a child

### **Families/Guardians and Carers:**

Families and carers are encouraged to:

- Read and understand our child safety information and policies
- Share relevant information that helps us support their child's safety and wellbeing
- Raise any concerns, questions, or feedback with us as early as possible

## Reporting Concerns or Making a Complaint

If you have a concern about a child's safety or wellbeing, or about the conduct of a staff member, volunteer, or visitor, you can:

- Speak directly with the Centre Director or Operations Manager
- Email the service: [info@thegrovechildcare.com.au](mailto:info@thegrovechildcare.com.au)
- Call us on 03 9386 3033

All concerns will be taken seriously, treated confidentially as far as possible, and followed up in line with our Child Safety and Wellbeing Policy, legal obligations, and relevant reporting requirements.

If you believe a child is in immediate danger, please contact 000.

## Related Policies and Documents

At The Grove Children's Centre, child safety is supported by a suite of policies, including:

- Child Safety Code of Conduct
- Dealing with Complaints Policy
- Recruitment Policy and Procedures
- Privacy and Confidentiality Policy

