



**GRPSA** GOULBURN REGION  
PRESCHOOL ASSOCIATION



# CHILD SAFETY WITHIN GRPSA





# GRPSA

GOULBURN REGION  
PRESCHOOL ASSOCIATION



## OUR COMMITMENT TO CHILD SAFETY



GRPSA is a child safe organisation

### GRPSA VALUES



GRPSA is a Child Safe Organisation with zero tolerance for child abuse.

Our practices safeguard children from child abuse and harm and prioritise their safety and wellbeing.

We actively promote and uphold the Victorian Child Safe Standards.

Child safety is at the heart of the work we do in leadership, service and program delivery, policies, procedures and practices.

This document provides an overview of our child safe practices.



# GRPSA

GOULBURN REGION  
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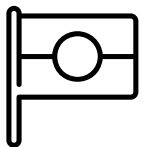
## Commitment to Child Safety



GRPSA has zero tolerance for child abuse and is committed to children's best interests, wellbeing and keeping them safe.



GRPSA is committed to providing a child safe environment where all children are safe and feel safe, and their voices are heard about decisions that affect their lives.



Particular attention is paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.



GRPSA actively strives to listen to and empower children to express their views and concerns, ensuring their voices are heard and valued.



We work to educate children about their right to safety.



All persons involved in GRPSA have a responsibility to understand the important and specific role they play as an individual and also a member of a collective group. This is to ensure that the wellbeing and safety of all children underpins everything we do.



# Child safety within GRPSA GOVERNANCE Safeguards



## GOVERNANCE

GRPSA is a not-for-profit provider with a Board that provides oversight on the long term viability of the organisation.

As a Child Safe Organisation we prioritise the safety and wellbeing of children.

We do this by providing leadership and guidance, and remain accountable to all members of the service.



## POLICIES

We have policies to protect children and keep them safe whilst in our care.

## POLICIES AVAILABLE

Our policies are accessible on our Website and as hard copies at the service.

Key safety policies include:

- Child Safety and Wellbeing
- Interactions with Children
- Supervision of Children



## REPORTABLE CONDUCT SCHEME

We abide by the Commission of Children and Young People (CCYP) - Reportable Conduct Scheme



## HEAD OF ORGANISATION

Our CEO is the appointed Head of Organisation and must report allegations under the scheme within 3 business days.



## INVESTIGATIONS

Any allegations of Reportable Conduct are investigated thoroughly. CCYP guides the investigation process and makes recommendations.

If the allegation against an employee is substantiated, employment is ceased and relevant authorities are notified of the outcome.



## POLICY REVIEW



All policies and procedures are reviewed regularly as part of an ongoing improvement process. Families are invited to be part of the review process.



## CODE OF CONDUCT

Our Code of Conduct applies to all members of GRPSA services - staff, families, students and volunteers. The Code of Conduct Policy is designed to ensure that all interactions at the service are respectful, honest, courteous, sensitive, tactful and considerate.



# GRPSA

GOULBURN REGION  
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## Code of Conduct



**All members of the GRPSA  
community are expected to:**



**Take an active role in encouraging learning and achievement**



**Interact respectfully with others**



**Understand and appreciate individual differences**



**Be supportive of each other**



**Resolve conflict in a polite, calm and non-physical manner**



**Protect the rights and safety of all children**



# Child safety within GRPSA

## STAFF RECRUITMENT

### Safeguards



*Play, laugh...  
...learn, grow!*

## RECRUITMENT

Our recruitment process includes advertising that we are a child safe organisation.



Our interview questions include specific questions relating to child safety.

We have clear job descriptions outlining staff responsibilities.



## REFERENCE CHECKS

Reference checks are completed with previous employers and colleagues, with specific questions asked about child safety and performance.

Referees are asked specifically if the applicant has ever been under investigation or performance improvement plans.



## WORKING WITH CHILDREN CHECKS

WWCC is checked during the recruitment period and is checked periodically throughout each staff person's employment period with GRPSA to ensure it is current.



## QUALIFICATIONS

Qualifications are checked through ACECQA's qualification checker for validity.



## COMPLIANCE

All Early Childhood Teachers must be registered with the Victorian Institute of Teaching. VIT cards must be current.

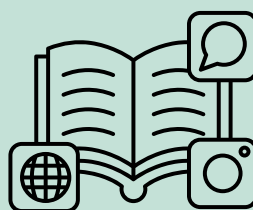


Ongoing registration is checked through the employer portal on the VIT website.



## REGISTER OF PROHIBITED PERSONS

Prior to employment, applicants are checked via the Register of Prohibited Persons and Suspended Educators Register.



## BACKGROUND CHECKS

Background checks are completed thoroughly prior to employment. Staff are only employed if all checks are clear. Staff are not employed without a current Police Check being completed.



# Child safety within GRPSA

## STAFF TRAINING

### Safeguards



*Play, laugh...  
...learn, grow!*

## ONGOING PROFESSIONAL DEVELOPMENT

As part of our commitment to ongoing staff development and continued improvement, each year our staff are provided with professional development opportunities which are delivered by industry experts.



## OHS TRAINING

OHS training is provided for staff to ensure they are aware of their responsibilities in maintaining a safe workplace for children and staff.

## FOOD SAFETY

Food safety training is required for all staff.

## FIRST AID TRAINING

First aid training is completed annually by all staff.

**PROTECT  
OUR  
CHILDREN**

## CHILD SAFE STANDARDS TRAINING

Staff are provided with comprehensive professional development focussed on the Victorian Child Safe Standards.

**SAFE SPACES  
for EVERYONE**

We also provide Trauma informed practice training at conferences and teacher meetings delivered by the Department of Education and other Child Safe agencies.

## SAFE SLEEP TRAINING



Staff are provided with Safe Sleep Training and our Safe Sleeping policy guides practice and provides clear procedures for maintaining a safe sleeping environment.

## 11 CHILD SAFE STANDARDS

GRPSA has adopted 'plain language' Child Safe Standards that break down the 11 standards so that they are easy to understand. These are on display in our services and available to view on our website.



## MANDATORY REPORTING

All staff are required to complete Mandatory Reporting training annually.



# Victoria's 11 Child Safe Standards

## UNDERSTANDING VICTORIA'S CHILD SAFE STANDARDS

The Child Safe Standards help keep children safe from abuse and harm. The standards include specific requirements for us as an organisation to:

- involve families and communities in our work to keep children safe.
- focus on cultural safety of Aboriginal children.
- keep children safe when they are online.
- improve governance, systems and processes to keep children safe from abuse and harm.



## VICTORIA'S CHILD SAFE STANDARDS - A PLAIN LANGUAGE SUMMARY

### Child Safe Standard 1

GRPSA welcomes Aboriginal children. Our staff support them to express their culture and to enjoy their rights. We don't allow racism.

### Child Safe Standard 2

Child safety is important to everyone at all levels in our organisation. GRPSA staff document how we find, avoid, and stop risks of child abuse or harm.

### Child Safe Standard 3

GRPSA supports children to know their rights to be safe from abuse, informed, and involved. Our staff help them to talk openly and take part in decisions that affect them.

### Child Safe Standard 4

GRPSA tells families and the community about what we do, and how we keep children safe from harm and abuse. We help families to have a say and to take part in decisions that affect their child.

### Child Safe Standard 5

GRPSA staff understand that every child is different and has different needs. We make sure that they can get the information and help that they need.

### Child Safe Standard 6

GRPSA staff know what they must do to keep children safe from abuse and harm. They record, report, and share information about child safety when they should. Staff who work with children have had the background checks they need.

### Child Safe Standard 7

GRPSA children and their families know how to make a complaint and what happens when a complaint is made. GRPSA staff know how to respond properly to complaints.

### Child Safe Standard 8

GRPSA trains and supports staff to keep children safe from abuse and harm. Our staff know the signs of child abuse and harm and what to do if there are issues of abuse and harm.

### Child Safe Standard 9

GRPSA makes sure children are safe when they use our services, settings, and activities. This includes when children are online.

### Child Safe Standard 10

GRPSA checks and improves the ways we keep children safe from abuse and harm.

### Child Safe Standard 11

GRPSA has written policies about how we keep children safe from abuse and harm. They are easy to understand, and all staff follow them.





# Child safety within GRPSA STAFFING Safeguards



*Play, laugh...  
...learn, grow!*

## OUR STAFF

As a Child Safe Organisation, our staff are carefully selected to provide high quality care to children in our communities. Staff are selected as the 'right fit' for the community/service.



## SUPERVISION

Supervision practices require staff to communicate well with each other, ensuring that children can be seen and heard at all times.



## STAFFING ABOVE RATIO

Where possible, we staff above the minimum ratio requirements to provide high quality care and attention to all children in our care.



## RESPONSIVE TO CHILDREN

Staff develop strong connections with the children enabling them to notice any change in the child's emotions and wellbeing.

Staff act on their observations to ensure each child's needs are met.



## REPORTING

As mandatory reporters, staff know the process for making a report to child Protection and Police.

Appropriate records are maintained for reports made.



## TUNING IN TO KIDS

Our services are part of an Australian first research project called Tuning In To Kids. This program focusses on emotion coaching for children, empowering them to recognise their emotions and to successfully navigate those feelings with the support of a trusted adult.



## PROCEDURES

Nappy change and sleep procedures are documented. Procedures ensure that there is good line of sight for attending to children's personal needs and maintaining safety.



# Child safety within GRPSA COMPLAINTS PROCESSES



*Play, laugh...  
...learn, grow!*

## RESPONDING TO COMPLAINTS

GRPSA takes complaints seriously and investigates all complaints raised.

*my voice  
matters*



## FAMILY CONCERNS

Families can raise concerns directly with leaders at the service and can formally raise concerns with GRPSA via the GRPSA Admin email.

## STAFF CONCERNS

Staff can raise concerns with leadership at their service or directly to their managers. Issues are documented and investigated.



## CHILDREN'S VOICES



Children are empowered to have a voice within their program.

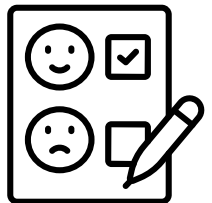
Educators provide a safe and supportive environment where children's voices can be heard and staff can respond appropriately to children's needs.



Educators keenly observe children to note non-verbal cues which may indicate a child is upset or unhappy.

## FEEDBACK SOUGHT

We provide annual surveys for families to complete at all services. Results are collected by an independent body.



Results are compiled with strengths and opportunities for improvement reported. These results help us to strengthen practices over time.



## ACECQA



ACECQA is the Australian Children's Education and Care Quality Authority. ACECQA assists the Government in Administering the National Quality Framework. GRPSA follows ACECQA recommendations on health and safety and makes reports through the National Quality Agenda IT System portal.

## GRPSA BOARD

Families may contact the Board if they are not satisfied with the outcome of a complaint to GRPSA.

## REGULATORY AUTHORITY

Quality Assessment and Regulation Division (QARD) is the Regulatory Authority that families can contact the if they wish to raise a formal complaint relating to the care provided at a service if their concern has not been dealt with to their satisfaction.

# COMPLAINTS PROCESS

We understand that from time to time a person may be unhappy with a service that we have provided, and they have a right to have their complaint heard. We will handle all complaints with respect for the rights of the individual and without bias.

*A complaint can be defined as a person's expression of dissatisfaction with their engagement with any aspect of our service.*

Our Complaint Policy can be found on our website, via the QR code, or as a hard copy in the folder onsite at the service.



Understanding and resolving complaints provides an opportunity to improve our service delivery across all areas of our business.

## Making a complaint

Any person wishing to make a complaint should follow the following processes as required.

## Resolving the complaint at the service

If possible, families and relevant staff members should try to resolve the complaint through discussion at the time it is made. If a separate meeting is required as part of the process, that should be arranged by the staff members involved.

*Families and staff members should be aware that discussions in a public area of the service may not be in the best interests of children and may breach a person's privacy. Meetings should be held in a private space.*

## Escalating the complaint to GRPSA

If the matter cannot be resolved by the family and staff members involved, the matter should be raised directly with GRPSA.

We ask that you discuss the nature of the complaint with GRPSA. This can be done via email to [admin@grpsa.com.au](mailto:admin@grpsa.com.au) and/or by phone: **58262780**.

*Complaints will be responded to within 3 – 5 working days. A complaint can be raised by telephone or via email.*

## Escalating the complaint further

If the matter is not resolved or is of a more serious nature, the matter should be raised directly with the GRPSA CEO via email to [ronni@grpsa.com.au](mailto:ronni@grpsa.com.au)

## Making a complaint to the Regulatory Authority

Anyone can raise a complaint directly to the Regulatory Authority by phone or email. An Authorised Officer from the local regional office will assess the complaint and take further action. To contact the **Quality Assessment and Regulation Division (QARD)**, call **1300 307 415**.

## Conduct

When dealing with complaints, service staff, families, GRPSA Admin/Management will abide by the GRPSA Code of Conduct by seeking to resolve conflict in a polite, calm and non-physical manner, interacting respectfully with others.



# Child safety within GRPSA DIGITAL (ICT) Safeguards



*Play, laugh...  
...learn, grow!*

## DIGITAL SAFETY

ICT is a part of operations within the organisation and as such, we have safeguards in place to ensure data is stored securely and information is accessed on secure servers.



## NO PERSONAL DEVICES

Our Safe Use of ICT policy ensures that staff only use service issued devices for capturing images and videos as part of learning documentation.



## SAFETY WITH ICT

Staff use ICT under strict policy guidelines to ensure privacy and confidentiality are maintained.



## EMERGENCIES

When staff take children out of the service buildings in an emergency, the service issued phones are taken for communication purposes.

## EXCURSIONS

On excursions, lead staff seek approval and permission to take an additional phone for safety measures.



## CHILDREN'S USE OF ICT



The Educational Program is designed by qualified educators and is consistent with approved learning frameworks. The learning frameworks include use of information and communication technologies to access information and investigate ideas. Children's use of IT within the program is strictly supervised and not used in excess.

## SERVICE ALLOCATED DEVICES

Staff only use service issued devices for documentation. GRPSA uses an ICT company to set up and manage security controls on the devices.



## PERMISSIONS

Families indicate whether their children can participate in use of digital technologies as part of the program. Children cannot use ICT within the program without parent permission.



THIS IS A  
**SAFE  
SPACE**



# Child safety within GRPSA PROGRAM Safeguards



*Play, laugh...  
...learn, grow!*

## OUR PROGRAMS



Our dedicated staff create intentional programs which are also responsive to the needs of children.

## EMPOWERING CHILDREN

Age appropriate body safety is incorporated into the program. Children are taught to recognise 'safe' and 'unsafe' feelings.

Programs such as Bravehearts "Ditto" show are often incorporated into the 4-year-old kinder programs so that children can learn how to recognise 'unsafe' feelings and to 'tell someone they trust'.



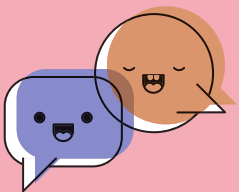
## DOCUMENTATION

Children's learning is regularly documented by staff. This documentation provides insight into each child's individual needs, interests, learning and development.



## INTERACTIONS

Positive interactions and inclusive practices are practiced in all interactions staff have with children in their care.



## APPROVED LEARNING FRAMEWORKS

Staff plan and develop programs that are aligned with approved learning frameworks. The Victorian Early Years Learning Framework (VEYLDF) and the Early Years Learning Framework (EYLF) are used to ensure the program is holistic and meets the required learning outcomes for all children.



## STUDENTS ON PLACEMENT



From time to time students may complete placements at our services. Students are inducted to the service and must adhere to all policies whilst at the service. Students are fully supervised and at no time are they left alone with children.

## VOLUNTEER



## VOLUNTEERS

We welcome volunteers into the program to enrich our learning programs.

Volunteers adhere to GRPSA policies and are always supervised by GRPSA staff whilst engaging with the children in programs.



# The United Nations Convention on the Rights of the Child

54 reasons



#1

Everyone under the age of 18 has all of these rights.

#2

You should be treated fairly

#3

Adults should do what is best for you

#4

Governments should protect your rights

#5

Your family should help you grow and enjoy your rights

#6

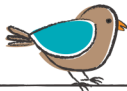
You have the right to life

#7

You have the right to a name, nationality and to know your family

#8

You should have an official record of your name, nationality and family



#9

You can live with your family, unless it isn't safe

#10

You should be reunited with your parent(s) if you are in separate countries

#11

No one can illegally take you out of Australia

#12

Your opinion matters, and adults should seriously consider your views in decisions that impact you

#13

You can learn new things and express yourself creatively

#14

You can choose what you think and believe

#15

You can start or join groups, and socialise with others

#16

Your privacy, reputation and family should be respected

#17

You should have access to reliable news and information

#18

You should be raised by your family, or a guardian who cares about and protects you

#19

You should be protected from being hurt or badly treated

#20

You should receive special protection and help if you can't live with your parents

#21

You should receive the best care possible if you are adopted or in foster care

#22

You should receive special protection and help if you are a refugee or asylum seeker



#23

You should have respect, care and support in living with a disability

#24

You have the right to healthcare, healthy food, clean water and a clean environment

#25

If you can't live at home, you should have your living situation regularly checked and reviewed

#26

Governments should help you afford the things you need to keep safe and healthy

#27

You have the right to food, clothing and a safe place to live

#28

You have the right to an education

#29

Your education should help you to thrive, enjoy your rights and understand your responsibilities

#30

You should be able to enjoy your own culture, religion and language, even if these are not the same as most people in your country

#31

You have the right to rest, play and relax

#32

You should be protected from work that exploits you, or harms your wellbeing and education

#33

You should be protected from anything to do with harmful drugs

#34

No one can sexually abuse or exploit you

#35

You cannot be kidnapped or sold

#36

No one can exploit you in any way



#37

You have the right to be treated fairly, even if you commit a crime

#38

You have the right to protection and care in times of war

#39

You have the right to special care to help you recover, if you have been harmed by war

#40

You should be helped and treated fairly if you are accused of breaking the law

#41

You should enjoy the protection of any Australian laws which provide better rights than the ones listed here

#42

You have the right to know your rights

#43-54

Governments, the United Nations and adults need to work together to protect your rights, and hold each other accountable for this





# Child safety within GRPSA RELATIONSHIPS Safeguards



*Play, laugh...  
...learn, grow!*

## INCLUSIVE PRACTICES

All families are welcome at our services.

We respect all cultural backgrounds and beliefs and incorporate these into the programs where possible.



## CHILD'S VOICE

All staff prioritise the individual rights of the child as outlined in the United Nations Rights of the Child.

Staff are committed to ensuring children understand that their opinion matters and they have a right to be treated fairly and to be protected from harm.

Staff involve children in decisions that affect them.



## RELATIONSHIPS WITH FAMILIES

Staff work in partnership with families to provide the best outcomes for children. Staff communicate with families any issues or concerns about their children's health and wellbeing.



## FAMILY FIRST

Our staff recognise that a child's family is their first and most influential teacher.



## TRUSTING RELATIONSHIPS

Staff develop strong, positive and safe relationships with children in their care.

The child's dignity and rights are respected in all interactions.



## RESPECTING DIVERSITY

We support children to express themselves and their culture, paying particular attention to Aboriginal and Torres Strait Islander children.

## ALL BACKGROUNDS VALUED

We recognise and celebrate difference and diversity amongst all families, including LGBTQIA+ families and children with disability.







# Child safety within GRPSA COMMUNITY Safeguards



*Play, laugh...  
...learn, grow!*

## CELEBRATING OUR COMMUNITIES

We recognise the value of children learning about their communities and to feel a sense of belonging in that community.



### COMMUNICATION TO OUR LOCAL COMMUNITIES

Our services have GRPSA Facebook pages and Instagram pages that promote the learning taking place in the service.



Pages are monitored by GRPSA Management and Service leaders.



## REFERRALS

Staff keep families informed of their child's progress and when appropriate, provide suggestions to families of additional services that may be appropriate to support their child's learning.



This might include referring to:

- Pre School Field Officer
- NDIS
- Speech Therapy



## THE ORANGE DOOR

Families can self refer to The Orange Door to seek support if they are experiencing family violence or if they need assistance with the care and wellbeing of children.



Our staff can also talk with families about services provided to support women and children and can make referrals to The Orange Door.

## TRANSITIONS

Our staff develop positive professional relationships with their local school learning community to ensure children transitioning on to school feel welcome and that continuity of learning is supported.



## SAFE IN THE COMMUNITY

Our services are connected to their local communities and are often out and about in the community. Risk assessments are completed prior to venturing out to ensure measures are put in place to keep children safe while engaging with the public.