



Surf Coast Shire Child-friendly Child Safe Organisation Policy

This document is a child-friendly version of
MPP-052 Child Safe Organisation Policy

What's This About?

Every child and young person has
the right to be safe and feel safe.

This policy explains how the Surf Coast Shire Council (Council) works to keep you safe.

Our Promise

It's never okay to harm children. Council has rules to protect you.

Who Needs to Know?

Everyone can read about how Council keeps you safe – adults, teens, and kids.

Everyone working for Council learns how to protect you.

Who Follows This?

Everyone working with Council, whether paid or volunteering, must follow these rules
to keep you safe. This includes all Council activities.

Our Main Rules

The Victorian Government has 11 standards we follow to keep you safe:

1. We make sure Aboriginal young people feel culturally safe and respected.
2. Our leaders focus on your safety and have ways to prevent harm.
3. You know your rights, are taken seriously, and can contribute to decisions.
4. We inform families and communities about our safety measures and involve them in protecting you.
5. We understand every child is unique and provide the care you need.
6. We ensure people working with you are suitable and trained to keep you safe.
7. We have child-friendly ways to handle complaints and concerns.
8. We educate our staff to keep you safe from abuse.
9. We ensure your safety in our services, activities, and online spaces.
10. We constantly check and improve our safety measures.
11. We have written rules on how we protect you.

Who Does What?

Keeping you safe is everyone's job, but some have special roles:



Robyn

CEO Robyn: Makes sure everyone follows the rules and reports to the Police and the Commission for Children and Young People (CCYP) if needed.



Gail



Chris



Damian

General Managers: Gail, Chris, and Damian: Report any rule-breaking to the CCYP.

Managers and Coordinators: Ensure their teams follow the rules.

Councillors, including the Mayor: Elected by the community to make important decisions and follow safety rules.

People and Culture Department: Make sure everyone knows the rules and hires safe people.

Child Safe Working Group: 14 trained people to help with safety questions.

Your Rights

Council supports the United Nations Convention on the Rights of the Child. This means you have rights like:

- The right to participate and be heard
- The right to be safe and not harmed
- The right to live and grow up healthy
- The right to express your views
- The right to information, like this policy



Council listens to you and involves you in decisions. You can also make complaints if you feel unsafe.



Diversity and Inclusion

Council takes extra care to keep children and young people safe who are:

- Aboriginal and Torres Strait Islander
- culturally diverse and speak languages other than English
- LGBTQIA+
- living with disability

Types of Child Abuse.

Harming children isn't just physical. It includes:

- Physical Abuse: Hurting or threatening to hurt you physically.
- Emotional Abuse: Being mean repeatedly, hurting your feelings, or shaming you.
- Neglect: Not keeping you safe, fed, clothed, and well cared for.
- Sexual Abuse: Inappropriate actions involving private parts, like touching or showing inappropriate images.
- Family Violence: Violence at home that you see or hear.
- Grooming: An adult trying to befriend you with bad intentions.



How to Get Help

IF YOU'RE IN DANGER, CALL TRIPLE ZERO (000) IMMEDIATELY.

You have a right to be safe and feel safe wherever you are, the adults around you should keep you safe.

Being safe means you are free from abuse, harassment, discrimination or inappropriate behaviour. Feeling safe means you are comfortable in the places where you spend time and trust the adults around you.

If you feel unsafe, or if you're being hurt:

- Call the Police on **000**.
- **Tell a trusted adult.** This could be a parent, carer, family member, teacher, coach, counsellor, or another trusted adult. If they don't help, keep telling others until someone does.
- You can call **Kids Helpline** at **1800 551 800** anytime or chat via **kidshelpline.com.au/**
- You can contact the **Commission for Children and Young People (CCYP): 1300 782 978** (free call) or **contact@ccyp.vic.gov.au**
- If you speak a language other than English you can call **131 450**

How to contact Council or make a complaint

If you want to speak with someone at Council or make a complaint you can:

- Email **childsafe@surfcoast.vic.gov.au**
- Use the 'live chat' or 'make a complaint' features on the website **surfcoast.vic.gov.au**
- Visit the Customer Service at the Council Office 1 Merrijig Drive, Torquay' or call them on **(03) 5261 0600** or **1300 610 600**