



Bambini

child care services

CHILD SAFE GUIDE





HEAD OF ORGANISATION

Emma McCarthy

Director

emma@bambini.com.au

0401 092 307

If you have **immediate safety concerns**
about a child or young person
please call

000

CONTENTS

1. Bambini's Commitment to Child Safety and wellbeing
2. Head of Organisation details
3. Child Safe Standards Summary Chart
4. Child Safe Standards 1
5. Child Safe Standards 2
6. Child Safe Standards 3
7. Child Safe Standards 4
8. Child Safe Standards 5
9. Child Safe Standards 6
10. Child Safe Standards 7
11. Child Safe Standards 8
12. Child Safe Standards 9
13. Child Safe Standards 10
14. Child Safe Standards 11



BAMBINI'S COMMITMENT TO CHILD SAFETY AND WELLBEING

Victoria's Child Safe Standards are a mandatory framework to protect children and young people from harm and abuse. All children have the right to feel safe and be safe, but safety does not just happen. The Standards exist to prevent harm and abuse from happening in organisations.

At Bambini,

- ✓ We are committed to actively promoting the safety, participation, equity, inclusion, and empowerment of all children including those from culturally/linguistically diverse backgrounds, children with disabilities and Aboriginal children.
- ✓ Our child safety and wellbeing policies and procedures are in place to support educators, staff and volunteers achieve commitment in protecting children's safety and wellbeing. It is your responsibility to ensure you are working within these policies.
- ✓ We want children to be safe, included, happy and empowered.
- ✓ We support and respect all children, as well as our staff, educators, and volunteers.
- ✓ We are committed to the safety, participation, and empowerment of all children.
- ✓ We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.
- ✓ Bambini Child Care Services is committed to preventing child abuse and identifying risks early and removing and reducing these risks.
- ✓ We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.
- ✓ Bambini Child Care Services has robust human resources and recruitment practices to reduce the risk of child abuse by new and existing staff and educators.
- ✓ Bambini Child Care Services is committed to regularly training and educating our staff, educators, and volunteers on child abuse risks.
- ✓ We are committed to the cultural safety of Aboriginal children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Reporting any incident can be a difficult one and the head of organisation will support staff, educators, and families throughout this process.

Educators will also find resources and links in the Educator portal on the bambini website.



THERE ARE ELEVEN CHILD SAFE STANDARDS

CHILD SAFE STANDARDS

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 while 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

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.

Standard 1 applies to all early childhood services even if no children attend the service that identify as Aboriginal. It asks services to create a culturally safe, environment for Aboriginal children.

What does this look like at Bambini?

- ✓ Our Child Safety and Wellbeing Policy and a code of Conduct policy that describe our commitment to respecting and valuing Aboriginal children.
- ✓ We include a commitment to the cultural safety of Aboriginal children in our Child safety statement of commitment.
- ✓ We have included a statement in our Child Safety and Wellbeing policy that the service has zero tolerance of racism.
- ✓ We are committed to build service-wide knowledge of Aboriginal histories, cultures, perspectives, values, skills, and attitudes and work together with our local Aboriginal communities to improve staff and educators' knowledge of Aboriginal culture.
- ✓ We provide professional learning and resources for staff and educators about Aboriginal culture and how to embed this in their educational program.
- ✓ We arrange visits to Aboriginal cultural learning centres for educators, children, and staff.
- ✓ We begin events and meetings with an Acknowledgement of Country.
- ✓ We display the Aboriginal and Torres Strait Islander flags in our office.
- ✓ We provide a safe and inclusive environment for all Aboriginal children and their families.
- ✓ We acknowledge and draw on the existing knowledge of Aboriginal children and their families and ask Aboriginal families for feedback about what the service does well, and what could be improved.
- ✓ We have developed and implemented an Aboriginal and Torres Strait Islander Reconciliation Action Plan.
- ✓ We recognise and celebrate key events and anniversaries on the Aboriginal and Torres Strait Islander calendar.

What can you do to ensure you comply with this standard?

- Ensure your practice is aligned with Bambini's Child Safety and Wellbeing Policy and Code of Conduct.
- Provide a culturally safe environment for Aboriginal Children, supporting their inclusion and actively celebrate their achievements, communities, and culture.
- Have an ongoing commitment to training and professional development opportunities to increase your own cultural awareness.
- Embed Aboriginal perspectives in your program regardless of whether they have any Aboriginal children enrolled.
- Consult with Aboriginal families in your service ensuring they have opportunities to participate in sharing information about their culture that informs practice and promotes a sense of belonging.
- Proactively educate children to remove any forms of racism in your service.
- Regularly include an Acknowledgement to Country in your program.
- Embed indigenous resources into your FDC environment.
- Celebrate important days in Aboriginal and Torres Strait islander culture.
- Sign up to Bambini's Reconciliation Action Plan (RAP) on the Narragunnawali website.

CHILD SAFE STANDARD 2

Child safety and wellbeing is embedded in organisational leadership, governance, and culture.

Standard 2 focuses on embedding risk management in service leadership, governance, and culture. A culture of child safety is driven by our service leaders and supported by effective systems and processes. We promote a child safe culture at all levels of the service from our leadership team through to our educators.

What does this look like at Bambini?

- ✓ We have a public commitment to child safety published on our website which is also included in all inductions and trainings as well as referenced in all relevant policies.
- ✓ We communicate and demonstrate that racism is not tolerated in any way and complaints and concerns are taken seriously and acted upon.
- ✓ All our service leaders publicly champion and model child safety.
- ✓ We actively monitor, review, and evaluate child abuse risks and we use this information to inform our policies and procedures.
- ✓ Our Code of Conduct outlines acceptable and unacceptable behaviour for everyone at the service, including all adults and children, and the consequences for breaching it.
- ✓ Our philosophy, policies, procedures, and practices all prioritise protecting children from harm and abuse.
- ✓ We promote regular open discussions on child safety issues at our team meetings.
- ✓ We support children, families, staff, and volunteers to safely disclose any child safety concerns or complaints.
- ✓ We ensure that all educators and staff have annual refresher training on their reporting obligations.
- ✓ Child Safe Standards training opportunities and resources are available for educators and staff.
- ✓ Records about incidents, concerns or complaints of abuse or harm to a child are kept as per our record keeping obligations.
- ✓ Bambini consult with staff, educators, and families during all reviews.

What can you do to ensure you comply with this standard?

- Read, understand, and follow Bambini's Code of Conduct.
- Engage in regular open discussions with your area coordinator regarding what child safety and wellbeing looks like in your service.
- Utilise Child Safe Standards training opportunities and resources to expand and strengthen your knowledge.
- Ensure you complete your child protection training on an annual basis and ensure you fully understand your mandatory reporting obligations.
- Ensure you understand your documentation obligations including completing observations, and any incident reports forwarding them to the office.
- Communicate and demonstrate that racism is not tolerated in any way and complaints and concerns are taken seriously and acted upon.
- Actively engage in policy reviews and updates.

CHILD SAFE STANDARD 3

Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.

Standard 3 focuses on creating a culture that:

- ✓ values and promotes child participation.
- ✓ informs children about their rights including to safety.
- ✓ encourages the importance of friendships.

All information and engagement should be age appropriate. Just like adults, all children have rights.

All but the very youngest children can be supported and encouraged to participate. Include it in your programming using visual aids, posters, infographics, and videos as appropriate.

What does this look like at Bambini?

- ✓ We provide information and resources to our staff and educators to provide child-friendly ways for children about their rights, to express their views, take part in decision-making and raise their concerns.
- ✓ We provide information and resources to educate staff and educators about children's rights, Aboriginal cultural safety and respecting the identity and culture of all children.
- ✓ We encourage educators to provide age-appropriate and accessible information to children regarding child safety.
- ✓ We take children seriously by acting on their concerns.
- ✓ We display posters that are visually engaging, promote children's voice and agency and acknowledge sexuality and gender diversity.

What can you do to ensure you comply with this standard?

- Develop child-friendly ways that children can take part in decision-making, express their views, and raise their concerns.
- Document children's participation in program decision-making.
- Display posters that are visually engaging that promote children's voice and agency.
- Provide a range of age-appropriate picture books that include children's rights and empowerment themes, cultural and linguistic diversity, neurodiverse characters and people with a disability and diversity in sexual orientation and gender.
- Display posters acknowledging sexuality and gender diversity.
- Teach children about what to do when they feel unsafe and who are trusted adults they can talk to.



CHILD SAFE STANDARD 4

Families and communities are informed and involved in promoting child safety and wellbeing.

Standard 4 focuses on involving families in decisions about children's safety and wellbeing. It recognises the vital role they play in monitoring children's safety and wellbeing and helping children raise concerns.

What does this look like at Bambini?

- ✓ We include information to all families upon enrolment about Child safety, Bambini's complaint processes and how to raise any concerns.
- ✓ We provide families with child safety information via websites, newsletters, and any other opportunities.
- ✓ We provide families with the information on who to contact if they have any child safety or wellbeing concerns.
- ✓ We Include child safety on the agenda at all team and area meetings where we discuss and review child safe practices.
- ✓ Our newsletters and communications are inclusive and reflect the characteristics of the Bambini community.
- ✓ Make child safety a standing item at approved provider and service meetings.
- ✓ We ensure we report on the outcomes of relevant reviews to staff, educators, and families to show transparency and accountability.
- ✓ We encourage families to advocate for their children and champion their safety in all environments.
- ✓ If a concern or complaint is raised, we involve families at all stages of the process as appropriate.

What can you do to ensure you comply with this standard?

- Create a welcoming environment so all families feel respected, included, and safe to come into your service.
 - signs that say welcome in different languages - <https://www.star-ts.com/downlo...>
 - couches and comfortable seating that invites parents to linger.
 - photos of children and families displayed at the eye level of both adults and children.
- At the initial interview with families, talk with families about child safety. Let them know how they can raise any concerns they have and what the process is for any complaints.
- Ask parents about their children and discuss their needs. This can be in formal settings or at pick-up and drop-off.
- Make sure families know to contact the service if they have any child safety or wellbeing concerns.
- Translate child safety information into multiple languages to reflect your service community - <https://ccyp.vic.gov.au/resour...>
- Encourage families to advocate for their children and champion their safety at the service and in other environments.
- If a concern or complaint is raised, involve families at all stages of the process as appropriate.

CHILD SAFE STANDARD 5

Equity is upheld and diverse needs respected in policy and practice.

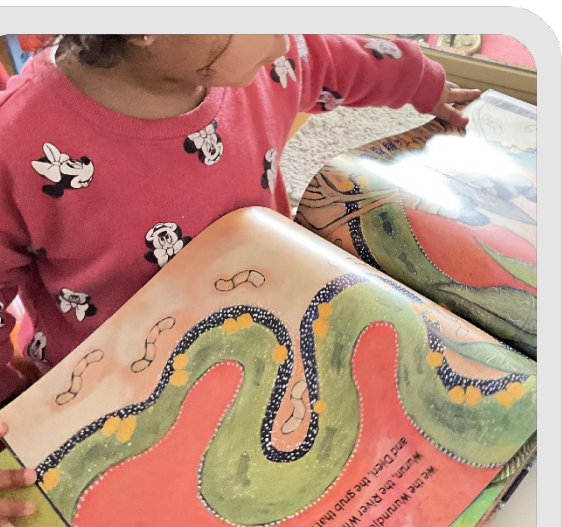
Standard 5 focuses on equity and diversity, and making sure all children feel welcome and have the right to fully participate in your service.

What does this look like at Bambini?

- ✓ We recognise and respect the diverse backgrounds and family attributes of the children at Bambini.
- ✓ We ensure we use culturally sensitive and inclusive examples when discussing families, relationships, professions, activities and preferred pronouns.
- ✓ We have clear communication that the service does not tolerate discrimination and bullying.
- ✓ We address any incidents of bullying or discrimination in line with the service's policy.
- ✓ We respond to family violence in an accessible, culturally responsive, safe, child-centred, inclusive, and non-discriminatory way.
- ✓ We regularly remind educators and staff about diversity and accommodating children's needs.
- ✓ We provide advice to educators to support inclusion.
- ✓ We recognise dates that connect with Bambini families and children.

What can you do to ensure you comply with this standard.

- Validate children' feelings. Children may feel they have not been listened to or believed in the past.
- Let children know they can raise concerns or report incidents at the service and outside it.
- Check in with vulnerable children and their families to confirm their needs are being met. You can do this at pick-up or drop-off, one-on-one meetings, or informal discussions.
- Engage genuinely with children. Find out what matters to them, what they know and don't know about safety, and what they need to be safe and feel safe.
- Discuss how children feel about discussing their personal circumstances and respect their wishes.
- Ensure your environments are welcoming and inclusive. For example:
 - display flags representing different cultures.
 - provide materials in different languages.
 - decorate with artwork from children.
- Be aware and sensitive to the needs of children from diverse backgrounds and life circumstances. Don't expect all children to be equally empowered or comfortable asking for what they need.
- Recognise dates that connect with your children and families.
- Ensure your resources include a range of age-appropriate materials for exploring differences and similarities including books, dolls and toys that reflect different (or no) genders, cultural backgrounds and physical abilities and use images of children with diverse characteristics.



CHILD SAFE STANDARD 6

People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.

Child Safe Standard 6 focuses on making sure people who work with children and young people are suitable and supported to act in a child safe way.

What does this look like at Bambini?

- ✓ We ensure all job applicants are informed about Bambini's child safety policies and practices.
- ✓ We ensure our job advertisements contain information about the job's requirements, duties and responsibilities for child safety and wellbeing and essential or relevant qualifications.
- ✓ We ensure any required documentation is viewed, confirmed to be valid and current, and the details recorded.
- ✓ Bambini's interview process contains conversations regarding child safety and wellbeing.
- ✓ We require all educators and staff members to have a current and valid Working with Children clearance or Victorian Institute of Teaching (VIT) registration as well as a police check upon commencement.
- ✓ All educators and staff members are required to provide at least two previous work references which are spoken to, and conversations recorded.
- ✓ Bambini always check with an educator's previous service before commencement of care.
- ✓ Child safety information is included in the induction process.
- ✓ Child safety and wellbeing information is regularly included in educator, staff, and family newsletters.
- ✓ Refresher child safe training for staff and educators is required annually.
- ✓ Child safety and wellbeing is a regular agenda item for team and area meetings.

What can you do to ensure you comply with this standard.

- Become a child safety champion.
- Seek out training on child safety and wellbeing to increase your understanding and knowledge.
- Ensure you have read, understand, and follow all of Bambini's policies in relation to child safety and wellbeing.
- Ensure that your WWCC and those of anyone residing in the FDC home is current.
- Ensure you regularly read newsletters to stay up to date with any child safety and wellbeing information.



CHILD SAFE STANDARD 7

Processes for complaints and concerns are child focused.

Standard 7 focuses on complaints processes that are child-focused, culturally safe and accessible to everyone.

What does this look like at Bambini?

- ✓ Our policies and processes for complaints are child-focused and culturally safe.
- ✓ We have a dedicated complaints process policy which is easily accessible to educators and families.
- ✓ Provision of contact details for support services including translating and interpreting services available to educators in the educator portal on the website.
- ✓ Concerns or complaints raised are an opportunity to reflect on practice with child focused solutions.
- ✓ Our systems and processes are confidential, and only authorised staff can access complaint records.
- ✓ We practice fair and transparent processes for all people involved in a concern or complaint.
- ✓ Our responsible persons have a detailed understanding of our complaints process and the high-level skills needed to deal with each step of the process.
- ✓ Ensuring we meet all recordkeeping, information sharing and privacy obligations.

What can you do to ensure you comply with this standard?

- Ensure you are aware of and understand the complaint process.
- Make sure children know they can make a complaint about any kind of harm including bullying or cyberbullying and all forms of abuse.
- Talk to children and encourage them to raise concerns with a trusted adult if anything makes them feel uncomfortable or unsafe.
- Make sure children are protected, culturally safe and are heard. Take care to validate their experiences – what may seem small to you might not be to a child.
- Adapt the complaints process to ensure it is easy to understand for everyone, including children by making a simplified version for children or create translations for non-native English speakers.



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.

Standard 8 focuses on systems for staff, educators, and volunteers to receive induction, training, information, and support.

What does this look like at Bambini?

- ✓ Our comprehensive induction process for all new staff, and educators covers our Code of Conduct and Child Safety and Wellbeing Policy
- ✓ We provide regular information about child safety and wellbeing in newsletters to staff, educators, and families.
- ✓ We require all staff and educators to refresh their mandatory reporting training at least annually.
- ✓ We keep records of any child safety programs and training, including a list of attendees.
- ✓ We offer further optional training appropriate to staff and educators on child safety and wellbeing topics.
- ✓ We include child safety training in our Quality Improvement Plan (QIP)
- ✓ We direct staff and educators to the PROTECT website for guidance on child protection in early childhood.
- ✓ We keep a record of all staff and volunteers who complete child safety training to ensure all are appropriately trained and training is refreshed as required.

What can you do to ensure you comply with this standard?

- Complete your child protection training at least annually.
- Attend any professional development sessions Bambini provide on the Child Safe standards or any other training around child safety and wellbeing topics.
- Regularly read the information provided in educator and family newsletters regarding child safety and wellbeing.



CHILD SAFE STANDARD 9

Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

Standard 9 focuses on child safety and wellbeing in physical and online environments and ensuring that arrangements for purchasing services from third parties maintain child safety.

What does this look like at Bambini?

- ✓ Our Code of Conduct includes procedures for the use and misuse of technology and the internet.
- ✓ Our Child Safe Environment Policy includes procedures for acceptable and non-acceptable online behaviour and guidelines for taking, storing, and using images and videos of children.
- ✓ We are committed to protecting children's privacy and provide a respectful, sensitive, and safe environments.
- ✓ We support staff and educators with understanding risk management policies and procedures.
- ✓ We regularly provide information and resources about online safety with staff, educators, and families.
- ✓ We keep up to date with current online safety issues and expert information.
- ✓ We ensure we conduct a comprehensive risk assessment of every FDC residence on at least an annual basis.
- ✓ We identify risks and consider risk management strategies in all inductions, supervision, and ongoing training.
- ✓ We keep records of any intervention orders and court orders about access. We ensure this information must be kept in the child's enrolment record and readily accessible to the relevant educator and are careful in the way our service shares information about children.
- ✓ We review incidents against policies and procedures and make improvements as needed.

What can you do to ensure you comply with this standard?

- Provide a culturally safe environment which welcomes Aboriginal people and people from diverse cultural backgrounds.
- Talk to the children and their families about internet and device use in your service. Let them know how to seek help and report concerns, including cyberbullying and online grooming.
- Always actively supervise FDC children especially when using technology and the internet.
- Complete the E-safety training modules on the E-safety Commissioner website and keep up to date with current online safety issues and encourage your families to visit the e-safety website.
- Visit the Playing It Safe website for age-appropriate activity ideas to promote online safety.
- Create a respectful, sensitive, and safe environment for everyone.
- Promote activities that raise awareness to prevent bullying and violence.
- Ask for children's permission before taking their photo.
- If you use online platforms to share photos of the children with their families, ensure it is private.
- If you use social media to promote your business, ensure any photos published do not divulge the child's identity.
- Ensure your risk assessments are comprehensive and up to date for any outings.
- Read and understand Bambini policies and ensure you are always compliant with them.
- Always supervise children when you have any visitor onsite and ensure they sign in the visitor book.

CHILD SAFE STANDARD 10

Implementation of the Child Safe Standards is regularly reviewed and improved.

Standard 10 focuses on continuous improvement in child-safe policies, procedures, and practices.

What does this look like at Bambini?

- ✓ Bambini regularly review our existing child safe standards policies and procedures on an annual basis and any other time we feel a review is required.
- ✓ We regularly look at how our educators are embedding child safety and rights in their educational program and philosophy.
- ✓ We seek feedback and suggestions from educators and families on how our implementation of the Child Safe standards can be improved.
- ✓ We seek advice from independent specialists to assist with our implementation of the child safe standards
- ✓ We include a review of our implementation of the child safe standards in our Quality Improvement Plan (QIP)
- ✓ We keep records of documentation, such as team and area meetings and minutes, on how to improve and implement child safe practices.
- ✓ We keep a secure log of complaints and concerns, showing appropriate responses and mitigations which is reviewed for possible improvement in our processes.
- ✓ We always inform staff, educators, and families of any relevant child safety policy changes.
- ✓ We use targeted questions on our educator support visit forms to review the level of awareness of child-safe policies and procedures.

What can you do to ensure you comply with this standard?

- Take part in policy review processes.
- Engage in reflective conversations with your area coordinator during support visits to further your understanding and ability to implement the child safe standards in your service.



CHILD SAFE STANDARD 11

Policies and procedures document how the organisation is safe for children and young people.

Standard 11 focuses on:

- making sure policies and procedures document how the service will ensure it is child safe.
- implementing actions from the other standards
- consulting all stakeholders in the development and review of policies and procedures. This includes children, families, staff, and volunteers.
- service leadership in modelling and championing the importance of the child safe standards.
- staff and volunteers complying with the standards.

What does this look like at Bambini?

- ✓ We have documented policies, procedures and statements required by the standards.
- ✓ We seek feedback from staff, educators and families regarding child safety and wellbeing policies and make any relevant improvements.
- ✓ We strive to maintain a high visibility of child safety and wellbeing through our newsletters, trainings, and website.
- ✓ We include regular child safety items in our newsletters.
- ✓ We create regular opportunities to reinforce understanding and resolve any misunderstandings on service policies and responsibilities.
- ✓ Ensure our policies are easily accessible by providing each family a copy of the Bambini handbook upon enrolment.
- ✓ We ensure a copy of the Bambini handbook is published in the educator portal on our website for ease of access.
- ✓ We ensure child safety is a regular agenda item on all team and area meetings.
- ✓ We ensure we are proactive in our awareness emerging legislation, research, and resources in child safety.
- ✓ We ensure our child safety and wellbeing policies and procedures reflect any new developments.

What can you do to ensure you comply with this standard?

- Contribute to child safety and wellbeing policy reviews.
- Ask for feedback from families regarding child safety policies. This can be in an informal manner such as talking with parents when they pick up their children.
- Translate policies and child safety resources into the languages used by families at your service.
- Display easy-to-read posters in various locations around your service.
- Remain proactive in being aware of emerging legislation, research, and resources in child safety.

