



BEFORE, AFTER & VACATION CARE

# CHILD SAFE ENVIRONMENTS POLICY

TeamKids, February 2026

FUN

GENUINE

INNOVATIVE

INVOLVED

REMARKABLE

## POLICY RATIONALE

This policy provides a set of clear guidelines to strengthen safety for all children attending our services. The policy has taken into account the National Principles for Child Safe Standards and each individual State Child Safe Standards, where applicable, in relation to supporting efforts to drive cultural change to protect children from abuse.

This policy provides standards for:

- Creating safe environments in which children can participate in all aspects of programs and experiences safely and comfortably.
- Ensuring all staff members have adequate knowledge of risk identification, safety and emergency procedures for supervision and advocacy of children in our care.
- Ensuring all staff understand and comply with policies and procedures for reporting concerns of child safety as per legislation and regulations.

## POLICY STATEMENT

### Values:

TeamKids has a moral and legal responsibility to ensure that all children in our care are safe, happy and empowered. We support and respect all children, families, staff and volunteers. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children, the cultural safety of children from Culturally and Linguistically Diverse (CALD) backgrounds, and to provide safe environments for children with disabilities. TeamKids has committed to being a child-safe organisation.

In actioning this commitment, TeamKids have established robust policies designed for the safety of children. TeamKids regularly review and update these policies and accompanying procedures and staff training.

In line with our stance against child abuse, TeamKids will treat all child abuse, allegations and/ or child safety breach seriously. TeamKids staff and volunteers are aware of our expectations and consequences as outlined in our policies, procedures, induction and training programs.

TeamKids supports the 'Paramountcy Principle' that provides that the safety, rights and best interests of children are the paramount consideration in the operation of an education and care service and the delivery of education and care services to children.

TeamKids supports the National Principles for a Child Safe Organisation and each State's individual Child Safe Standards promoting these with staff, educators, families and children, through the induction and ongoing training processes. See Child Safe Standards Policy for further details.

The National Principles for a Child Safe Organisation are:

**Principle 1:** Child safety and wellbeing is embedded in organisational leadership, governance and culture.

**Principle 2:** Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.

**Principle 3:** Families and communities are informed and involved in promoting child safety and wellbeing.

**Principle 4:** Equity is upheld and diverse needs respected in policy and practice.

**Principle 5:** People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.

**Principle 6:** Processes to respond to complaints and concerns are child focused.

**Principle 7:** Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.

**Principle 8:** Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

**Principle 9:** Implementation of the national child safe principles is regularly reviewed and improved.

**Principle 10:** Policies and procedures document how the organisation is safe for children and young people.

## Our Children

This policy empowers children who are vital and active participants in our organisation. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say.

We promote diversity and tolerance in our organisation and welcome people from all walks of life and cultural backgrounds.

### In particular we:

Promote cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children.

Promote cultural safety, participation and empowerment of children from CALD backgrounds.

Ensure that children with disabilities are safe and can participate equally.

## OUR STAFF AND VOLUNTEERS

This policy informs our staff and volunteers of TeamKids expectations in interacting and caring for children.

All of our staff and volunteers must agree to abide by our Code of Conduct. The Code of Conduct specifies the expected standards all TeamKids staff and volunteers must adhere to when working with children. All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the Code of Conduct.

All TeamKids educators wear an easy to recognize TeamKids uniform so all children can quickly and confidentially identify staff.

### Visitors to the Service

Any visitors to the service will always be supervised by an educator of the service. Each visitor will be required to identify themselves and the reason for their presence at the service. If educators feel that their presence is not appropriate, they can:

1. Ask the visitor to leave immediately.
2. If an unauthorised visitor refuses to leave the service when asked, the Police will be contacted for support to remove the unauthorised person. In such a case, children will be moved to a safe place to wait for Police support, or a lockdown procedure will be enacted, whichever action is deemed by the person in day-to-day charge to be more effective in protecting the health, safety and wellbeing of children and educators.
3. TeamKids management will be notified immediately of this type of incident.

**Visitors** to the service may include support workers (NDIS), allied health professionals and/or parents, cleaners, maintenance personnel, and incursion providers.

- All visitors will be required to sign in on arrival at the service.

- All Visitors will provide the following information when signing in.
  - Name
  - Date of Birth
  - WWCC / Blue Card / VIT / WWVPC & expiry date (including Verification for NSW) (*cleaners and Maintenance exempt*)
  - Service name, times and dates attended.

Visitors will be required to acknowledge the following:

- Remain within view of TeamKids educators at all times.
- Ensure that they are not alone with any child in attendance of the service at any time.
- Not remove the child from the service unless they are listed on the child's enrolment as an authorized person with permission to collect the child from the service.
- Accompany the child during all activities to help support them within the service.
- Not using a mobile phone during the session, taking pictures or videos of children.
- It does not possess any electronic device that has the capability of recording, taking pictures, videos, transmitting, storing or receiving images according to the TeamKids mobile phone and multimedia policies.
- Follow TeamKids Staffing, Volunteers and Placement Policy and TeamKids Child Safe Standards and Code of Conduct
- Provide their WWCC/VIT to the person in day-to-day charge to sight and record the number and expiry date. (*cleaners and maintenance personnel exempt*)
- Visitors will not be part of the educator: child ratios for service-based activities.
- Visitors can be included on excursion days (but again they will not be part of the staff: child ratio). Visitors are supervised by a staff member at all times and are not to be left alone with a child at any time.

## PHYSICAL AND ONLINE ENVIRONMENTS MINIMISING THE OPPORTUNITY FOR ABUSE AND OTHER KINDS OF HARM TO OCCUR

TeamKids encourages a 'screen free' environment where possible. Children are not permitted to bring electronic devices to the service, unless it is for agreed upon scenarios, such as homework, medical needs or additional needs. This would be directly supervised at all times, with children informed of this at the commencement of agreed-upon practices to ensure shared understanding. TeamKids iPad and laptops are not suitable for use by children, unless directly supervised by an educator at all times, in particular whilst the internet is in use, to ensure only appropriate content for children of primary school age, is viewed/ accessed.

Educators' personal devices are not permitted to be used while working directly with children. See Mobile Phone and Multimedia Policies.

Personal electronic devices may be used for the following purposes, with TeamKids authorization for the following reasons:

- Communication in an emergency situation such as a child unaccounted for, injury to a child or educator, lockdown, emergency evacuation and other serious incidents.
- Personal health requirements. For example, heart or blood sugar monitoring
- Disability. For example, as an essential means of communication
- Family necessity. For example, an educator with an ill or dying family member.
- Technology failure.
- Local emergency event, requiring further emergency notifications through government warning systems. For example, a text received during a bushfire in the area.

The physical environment is set to allow for appropriate supervision at all times, where educators can 'see, hear and intervene' at any time. Where children require privacy, processes are in place, to ensure supervision procedures can still be in place.

Risks such as risk to physical health, are managed through a daily checklist of the physical environment and where equipment or resources require replacement or repair, this is managed in partnership with the school/venue in which the service is located.

Risk Assessments are conducted to ensure any potential risk of harm or hazard are identified and any measures are taken to rectify any issues. Risk Assessments may be mandated by legislation or those determined to be required by TeamKids and are required to be updated at least annually. Where it is an excursion risk assessment and a venue is used for an excursion more frequently than once a year, the Planning team will contact the venue before each Vacation Care period, to ensure there have been no physical changes that may impact risk. Each service may implement further risk assessments, depending on individual circumstances of their service, educators and the cohort of children. The Quality & Compliance team will support services in the development of these, on an as-needs basis. The format of a risk assessment will vary depending on the risk being assessed. Risk Assessments are currently in place for (but not limited to):

- Transportation of Children
- Sleep and Rest
- Supervision
- Safe Arrivals (Transitions)
- Excursions
- Venue (R97)
- Emergency Procedures
- Playground

These elements are all assessed with a lens to the age/stage of development of the children attending the service and the aim of extending children's learning and development opportunities, in a risk managed manner, given that removing all risk is not necessarily possible or beneficial for children's development.

Physical environments are discussed in 'My Venue Rules' guidance documents.

Each service is responsible for the appropriate storage of any potentially dangerous products at the service. This includes those in kitchens; those used for cleaning and those used in experiences. Where possible, non-toxic products will be used. Educators will follow any relevant MSDS for a product in relation to access by children or educators and protection methods to be used, such as the use of gloves. Products that pose a risk to children will be stored out of reach of children either in locked cabinets, in locked rooms (office/kitchen/laundry/storage) or on shelves higher than a child attending the service can reach.

## TRAINING, NOTIFICATION AND SUPERVISION

TeamKids has a deep commitment to staff and volunteer training. We acknowledge training and education is a critical component to ensuring all staff and volunteers understand that child safety is **everyone's** responsibility.

The TeamKids culture encourages all staff, volunteers, parents, carers and most of all, children to feel confident and comfortable to discuss any allegations of child abuse and/or child safety concerns. TeamKids' staff and volunteer training programs include the identification and appropriate responses, as well as risk mitigation strategies, of child abuse.

TeamKids is required to notify the Regulatory Authority within 7 days of becoming aware of an educator’s impaired capacity to supervise or provide education and care to children.

TeamKids utilise the attendance record and headcounts process to ensure children are accounted for throughout the day.

All educators who hold the role of Responsible Person are required to have Child Protection Training. The educators training level will meet the requirement of each specific state as stated in Section 162A of the Education and Care Service National Law Act 2010.

TeamKids will maintain a record of any child protection concerns and this is managed by the Child Safeguarding Manager.

Child protection risk assessment tools are maintained in the Child Protection Policy.

## NEW SOUTH WALES SPECIFIC

In New South Wales the Reporting Decision Tree is used to guide educators’ decision making and is available within this policy and at all services, through their access to this policy.

The examples in the following tables aim to help educators make an informed decision about the most appropriate decision tree to use within the Mandatory Reporting Guide. Please note that in some situations more than one tree may be applicable.

Decision Tree	Use this when:
Physical Abuse	<ul style="list-style-type: none"> <li>You suspect a non-accidental injury or physical harm to a child/young person that may have been caused by a parent/carer or other adult household member.</li> <li>You know of treatment of a child/young person by a parent/carer or other adult household member that may have caused or is likely to cause an injury or physical harm.</li> <li>Child/young person was injured, or nearly injured, during a domestic violence incident involving adults.</li> </ul> <p>NOTE: If any of the above are true, but the person causing physical harm or injury is a child living in the home, the decision to report should be guided by whether the incident was due to neglect: supervision. Please refer to that decision tree.</p> <ul style="list-style-type: none"> <li>If a child was injured by a non-household member, the issue may be a police matter.</li> <li>Female genital mutilation is an injury likely to be caused by a non-household member and should be reported to both the Child Protection Helpline and NSW Police.</li> </ul>

<p>Neglect</p>	<ul style="list-style-type: none"> <li>• You suspect that a parent/carer is not adequately meeting child/young person needs.</li> <li>• A child/young person appears neglected.</li> <li>• A child/young person is a danger to self, or others and parents/carers are not supervising or providing care.</li> <li>• For example - not adequately meeting child/young person’s needs, such as supervision, shelter, medical care, hygiene/clothing, mental health care, schooling/education, poor nutrition, or other basic needs.</li> </ul> <p>NOTE: For concerns related to shelter, use this tree for a young person who is able to make an informed decision around placement. Use ‘Relinquishing Care’ if young person is unable to make an informed decision and for children whose parent/carer is refusing to provide shelter.</p>
<p>Sexual Abuse</p>	<ul style="list-style-type: none"> <li>• You learn about sexual abuse or have concerns about sexual contact involving a child/young person.</li> <li>• A child/young person has medical findings that give rise to suspicions of sexual abuse.</li> <li>• A child/young person’s behaviour, including sexualised behaviour, makes you worry that he/she may be a victim of sexual abuse.</li> <li>• You are concerned that a child/young person is at risk of sexual abuse.</li> <li>• You are concerned/worried that a child or young person may be sexually harming another child or young person.</li> </ul>
<p>Psychological Harm</p>	<ul style="list-style-type: none"> <li>• A child/young person appears to be experiencing psychological/emotional distress that is a result of parent/carer behaviour such as domestic violence, carer’s mental health, carer’s substance abuse.</li> <li>• A child/young person is a danger to self or others as a consequence of parent/carer behaviour.</li> <li>• You are aware of parent/carer behaviours, including domestic violence that are likely to result in significant psychological harm.</li> <li>• You are aware of an underage marriage or similar union that has occurred or is being planned (see Glossary for definition of underage marriage).</li> </ul> <p>NOTE: When a child/young person exhibits emotional or psychological distress, including being a danger to self or others, but the reporter lacks information on whether parent/carer behaviour had contributed to this behaviour, the Child/Young Person is a Danger to Self or Others, Neglect: Supervision or Neglect: Mental Health Care decision trees may be more appropriate.</p>

<p>Child/Young Person is a Danger to Self and/or Others</p>	<ul style="list-style-type: none"> <li>• A child/young person is demonstrating suicidal or self-harming behaviours.</li> <li>• A child/young person is a danger to self or others, and the reporter does not know whether the parent/carer behaviours contributed now or in the past. For example, parent/carer allows the child/young person to consume/use or has provided the child/young person with alcohol or drugs.</li> </ul> <p>NOTE: If you are aware that parent/carer actions or inactions contributed to this behaviour, consider the Psychological Harm decision tree or the Neglect: Supervision or Neglect: Mental Health Care decision trees.</p>
<p>Relinquishing Care</p>	<ul style="list-style-type: none"> <li>• Parent/carer states they will not or cannot continue to provide care for child under the age of 16; or a young person over 16 and he/she is unable to make an informed decision (temporarily or permanently).</li> <li>• If the young person is 16 years old or over and able to make informed decisions, please refer to the 'Physical Shelter' tree.</li> <li>• Child/young person is in voluntary care for longer than legislation allows.</li> <li>• Exclude appropriate care arrangements with other parents, relatives or kin (see Glossary - Informal Care Arrangements)</li> </ul>
<p>Carer Concern</p>	<ul style="list-style-type: none"> <li>• You have information that the child/young person is significantly affected by carer concerns such as substance abuse, mental health or domestic violence.</li> </ul> <p>NOTE: If the child/young person has already experienced abuse or neglect, use the relevant abuse/neglect decision tree first. If a report to the Child Protection Helpline is not indicated using those decision trees, you may consider a Carer Concern decision tree.</p>
<p>Unborn Child</p>	<ul style="list-style-type: none"> <li>• You are concerned for the welfare of an unborn child at birth.</li> </ul> <p>NOTE: Reports related to an unborn child are not mandatory but mandatory reporters should consider the benefits for the parent/s and unborn child in making a report. A report can enable FACS and other agencies to work collaboratively with the parent/s to access support services. Furthermore, a report can enable FACS to prepare for statutory intervention when the child is born. Where FACS has received a ROSH report about an unborn child, a parent responsibility contract can be used to support expectant parents to address issues so the child is safe when born.</p> <p>NOTE: Where you are concerned about a child who has just been born and due to lack of information none of the other decision trees apply, use this tree to identify your concerns such as inadequate preparation for the birth.</p>

**Further guidance on the Neglect, Carer Concern and Sexual Abuse Decision Trees**

<b>NEGLECT</b>	<b>Use this when you suspect or have concerns that a child/young person has been, or may be neglected due to any of the following examples:</b>
Supervision	<ul style="list-style-type: none"> <li>• A child/young person has been or is going to be alone.</li> <li>• A parent/carer is persistently inattentive or leaving child/young person alone or in dangerous company, resulting in or likely to result in significant adverse effects or harm.</li> <li>• A child/young person is a danger to self, or others and parent/carer is not providing adequate supervision.</li> </ul>
Shelter/ Environment	<ul style="list-style-type: none"> <li>• A child/young person or family is homeless.</li> <li>• A child/young person is living in a dangerous environment.</li> <li>• A child/young person is refusing to stay in an available safe place.</li> </ul>
Food	<ul style="list-style-type: none"> <li>• A child/young person is not receiving appropriate nutrition or is underweight or morbidly obese.</li> </ul>
Hygiene/ Clothing	<ul style="list-style-type: none"> <li>• A child/young person appears extremely dirty.</li> <li>• A child/young person is wearing clothing that is not appropriate for conditions.</li> <li>• A parent/carer is not attending to the child/young person’s personal hygiene needs.</li> </ul>
Medical Care	<ul style="list-style-type: none"> <li>• A child/young person has an untreated/inappropriately treated medical condition.</li> </ul>
Mental Health Care	<ul style="list-style-type: none"> <li>• A child/young person has an untreated/inappropriately treated mental health condition.</li> <li>• A child/young person is a danger to self, or others and parent/carer is not providing intervention.</li> </ul>
Education - Not Enrolled Habitual Absence	<ul style="list-style-type: none"> <li>• A child/young person of compulsory school age is not enrolled.</li> <li>• A child/young person of compulsory school age is habitually absent.</li> </ul>

<p><b>CARER CONCERN</b></p>	<p><b>Use this when you do not have information that a child/young person has been injured, abused, neglected or psychologically harmed, however you have concerns for the actions and behaviours of the parent/carer due to the following examples:</b></p>
<p>Substance Abuse</p>	<ul style="list-style-type: none"> <li>• A child/young person discloses significant substance use by a parent/carer.</li> <li>• You observe a parent/carer to be significantly impaired by substance use.</li> <li>• Inappropriate parent/carer substance use is reported to you by a third party.</li> <li>• A child is born and there is evidence that the child was exposed to alcohol or drugs during pregnancy.</li> </ul>
<p>Mental Health</p>	<ul style="list-style-type: none"> <li>• A child/young person discloses significant parent/carer mental health concerns.</li> <li>• You observe a parent/carer to be significantly impaired by mental health concerns.</li> <li>• Parent/carer mental health concerns are reported to you by a third party.</li> </ul>
<p>Domestic Violence</p>	<ul style="list-style-type: none"> <li>• You are aware of an incident of domestic violence (observed by you or reported to you) that did not result in injury to a child/young person or psychological harm to a child/young person.</li> <li>• You suspect domestic violence based on observations of extreme power or control dynamics (including extreme isolation) or threats of harm to adults in the household.</li> <li>• Refer to Glossary for definition of Domestic Violence.</li> </ul>
<p><b>SEXUAL ABUSE</b></p>	<p><b>Use this when you suspect or have concerns that a child/young person has been, or may be sexually abused due to any of the following examples/qualifications</b></p>
<p>Child</p>	<ul style="list-style-type: none"> <li>• The reported victim or potential victim is under age 16.</li> </ul>
<p>Young Person</p>	<ul style="list-style-type: none"> <li>• The reported victim or potential victim is age 16 or 17.</li> </ul>
<p>Problematic Sexual Behaviour Toward Others</p>	<ul style="list-style-type: none"> <li>• You are concerned/worried that a child or young person may be sexually harming another child or young person.</li> </ul>

### **TeamKids supports staff and volunteers through ongoing supervision to:**

- Develop skills necessary for the protection of children in our care from abuse
- Promote the cultural safety of Aboriginal and Torres Strait Islander children; promote the cultural safety of children from CALD backgrounds; and the safety and inclusion of children with disabilities.

New employees and volunteers are supervised to ensure the TeamKids commitment to the message of child safety being **everyone's** responsibility is a lived commitment. Supervision of new staff and volunteers also allows monitoring of behaviours towards children and ongoing learning to increase safety and appropriate interactions (please refer to TeamKids Code of Conduct).

TeamKids commitment means that any behaviour threatening the safety of children will be reported through appropriate channels, including the relevant authority for the state in which the child and the service is located and the Police, depending on the severity and urgency of the matter.

## **RECRUITMENT**

TeamKids exercises all reasonable precautions in employing skilled professionals to work with children.

We develop selection criteria and advertise roles in a manner demonstrating our commitment to child safety and our ethical and legislative responsibilities as an organisation. TeamKids is very clear before and during the recruitment process that our staff and volunteers have ethical as well as legislative obligations to children.

All people engaged in child-related work, including volunteers, are required to hold and provide evidence of a current Working with Children Check, Blue Card/Exemption to the Blue Card, Working with Vulnerable Persons Check, state alternative, or recognised Teaching Registration. TeamKids reserves the right to request a Criminal History Check (Police Check) at any time during the recruitment process or employment period.

TeamKids reference checks all new staff to ensure the recruitment of safe and trustworthy team members. Where a criminal history is revealed during the recruitment process, the applicant will be given an opportunity to provide further context and/or information.

The verification or the required checks or Teaching Registration will be validated by the People and Culture department of TeamKids, on a regular basis, at least annually. For those educators in New South Wales, a formal verification process is mandated before an educator commences work with children.

## **FAIR PROCEDURES FOR PERSONNEL**

The safety and wellbeing of children is TeamKids' primary concern. TeamKids acts in a fair and reasonable manner to all staff, educators and personnel. The decisions TeamKids make regarding recruiting, assessment of incidents and/or exercising disciplinary action will always occur via transparent processes and will be based on evidence.

TeamKids records all allegations of abuse and/or safety concerns via incident reporting forms. This includes investigation updates and information on necessary authorities and/or bodies. All records are securely and confidentially stored.

Where allegation/s of abuse and/or safety concern/s are raised, TeamKids provides information and updates to families and children as appropriate on all progress and any actions TeamKids takes.

## PRIVACY

All personal information considered or recorded, respects and protects the privacy of all individuals, be they staff, volunteers, parents or children, unless there is a risk to a person's safety. TeamKids has procedures and practices to ensure all personal information is protected and confidentially stored. TeamKids believes that everyone is entitled to know how information is recorded, what will be done with it, and who will have access to it. TeamKids acts in a transparent and fair manner through all processes.

## LEGISLATIVE RESPONSIBILITIES

TeamKids prioritises our legal responsibilities and believes these to be of the utmost seriousness. Further details of these responsibilities can be found in the TeamKids Child Protection Policy and the TeamKids – Child Safe Standards and Reportable Conduct Policy, including those of mandatory reporting for each state.

## INAPPROPRIATE CONDUCT

When implementing behavior guidance in a TeamKids service, it is important that any person working directly with children considers that it is an offence under the Education and Care Services National Law Act 2010, (Section 166A) to subject a child to inappropriate conduct.

There are specific elements to be considered depending on the role that you hold within TeamKids:

Approved providers and nominated supervisors must ensure that children are not subjected to inappropriate conduct while at an education and care service and failure to do so will be an offence. The approved provider will value and model a child safe culture, practices and appropriate conduct at all times. This is supported by monitoring and supporting all staff and educators, through providing guidance and professional development.

It is an offence for an approved provider, nominated supervisor, staff member or volunteer (including students) to subject a child to conduct that a reasonable person would consider to be inappropriate in an education and care service.

The legislation references conduct that a reasonable person would consider to be inappropriate in the circumstances, while that child is being educated and cared for at an education and care service including:

- Whether it is likely to cause harm (physical, emotional or psychological) to the child.
- Whether the behavior is consistent with expected practice in an early childhood setting (OSHC)
- Whether it transgresses expectations about what is acceptable in an education and care service
- The child's age and developmental stage
- Whether the behavior is sexual, violent or aggressive.

Factors that will not be taken into account in determining whether the conduct is inappropriate include:

- Whether or not the child consented to the conduct
- Whether the person accused of the offence is related to the child.

A child may be subjected to inappropriate conduct:

- In person, either directly or by witnessing it happening to others
- Through verbal or electronic communication
- By electronic capture, including photographs, recordings or live video.
- Through repeated actions or ongoing patterns of behavior over time.

## How to recognize inappropriate conduct:

Inappropriate conduct breaches professional boundaries and may pose a significant risk to children's safety and wellbeing.

- **Inappropriate physical conduct** – touching a child in a sexualized or intrusive way, including tickling, wrestling, prolonged or unnecessary hugging that is not warranted in the circumstances, massaging or physical closeness (such as encouraging a child to sit on an educators lap for an extended period) that is not age appropriate or required, based on the needs or abilities of a child.
- **Grooming behaviors** – including but not limited to favoritism, offering gifts or special privileges, encouraging emotional dependency (attachment fostering), or initiating private or secret communication with a child.
- **Ill Treatment that is not disciplinary in nature** – including physical or verbal abuse, threats, yelling, swearing, rough handling or other conduct likely to cause emotional, physical or psychological harm. This may include speaking aggressively to a child or using negative language towards a child, which may be perceived as bullying or harassment.
- **Unprofessional communication** – such as sending personal messages, capturing or sharing images of children via unauthorized devices or platforms, or engaging with children online through social media or apps unrelated to your role.  
This may also include inappropriate staff to staff conduct. Examples of this are an educator yelling at another educator in front of children, making sarcastic comments about their competence or question their decisions in a hostile tone.

Educators need to notify their Director of Service, Regional Manager or other management representative if they observe, suspect or receive an allegation that someone is engaging in, or has engaged in inappropriate conduct. The Quality and Compliance Team are then notified to ensure the Regulatory Authority is notified within the legislated 24-hour period.

## RISK MANAGEMENT

All organisations are required to protect children where risks are identified (see information about failure to protect above). In addition to general, occupational health and safety risks, TeamKids proactively manages risks of abuse to our children.

TeamKids implement risk management strategies, including the identification, assessment, appropriate response and immediate and ongoing risk mitigation strategies to minimise child abuse and risks.

All risks to children are noted and managed.

These include risks posed by physical environments (for example, any doors that can lock) and online environments (for example, no staff or volunteer is to have contact with a child or family from our programs on social media).

## REGULAR REVIEW

This policy is reviewed annually and following significant incidents if they occur. TeamKids ensures that families and children have the opportunity to contribute to policy design through surveys and reflection of feedback provided. TeamKids is an inclusive organisation welcoming local Aboriginal communities, Culturally and Linguistically Diverse communities and people with a disability.

## ALLEGATIONS, CONCERNS AND COMPLAINTS

TeamKids treats all allegations seriously and commits to thorough and swift investigation procedures. TeamKids staff and volunteers are trained to deal appropriately with allegations, as per the TeamKids - Grievance and Complaints Policy.

We work to ensure all children, families, staff, and volunteers are familiar with the procedures of action, including reporting all identified abuse or inappropriate behaviours.

TeamKids adheres to the Reportable Conduct Scheme for each state, where allegations made against educators in relation to child abuse or neglect of any kind.

TeamKids believes **everyone** has a responsibility to report allegations of abuse where there is a reasonable belief that an incident took place (see information about failure to disclose above).

TeamKids acknowledges a response is required where:

- A child states they or someone they know has been abused (noting that sometimes the child may, in fact, be referring to themselves)
- Behaviour consistent with that of an abuse victim is observed.
- Someone else has raised a suspicion of abuse but is unwilling to report it.
- Observing suspicious behaviour.

## PROCEDURES

- Educators actively supervise all children attending TeamKids programs. Educators ensure appropriate positioning both indoors and outdoors to ensure maximum supervision for children in our care. (S 165)
- Educators ensure that all children are made aware of program boundaries and program supervision procedures.
- Educators guide program experiences and implement daily routines to ensure children are supervised, supported and safe.
- TeamKids, National Quality & Compliance Team, assess the suitability of the physical environment before TeamKids commit to any venue.
- Director of Services/Coordinators reassess the environment daily for risk of harm or hazard to children.
- Educators complete a daily OH&S checklist during the program to ensure that hazards, risk and concerns are noted and appropriately addressed. Educators encourage children to be mindful of the program environment and the equipment. Educators assist in maintaining a space that is as safe as possible.
- Regional/Area Manager's conduct a detailed child safe audit for each service.
- Educators ensure that any other person/s visiting or present at the service support the achievement of an environment that is physically and emotionally secure for all children. Any persons not supporting a child-safe environment are asked to leave.
- Educators maintain appropriate educator to child ratios. Person/s visiting the program during operating times are encouraged to make appointments to ensure these ratios are kept.

- Educators are especially vigilant when the environment includes water hazards. Rigorous risk assessments are completed before such activities. All Educators read and abide by said risk assessments.
- Educators provide current Working with Children Checks, Blue Card/Blue Card Exemption, Working with Vulnerable Persons Check, relevant teaching registration and any other relevant qualifications (Asthma, Anaphylaxis, First Aid, CPR) training to ascertain fitness and propriety of educators.
- TeamKids ensures that the nominated supervisor/ responsible person/person in day-to-day charge and all staff at the service who work with children are advised of any existing child protection orders.
- All staff are made aware of any court orders related to child protection through our software alert system; there will also be a copy of the court order readily available to all staff at relevant venues on children’s individual enrolment record.
- TeamKids provides an environment that is free from the use of tobacco, illicit drugs, vapes and alcohol for all staff and children. All staff and volunteers at each service comply with and uphold the tobacco, illicit drugs, vapes and alcohol-free environment. Educators will observe the presence of a member of the public smoking or drinking when outside of the approved indoor spaces and, if necessary, will return to a smoke/alcohol-free area or the approved indoor space.
- TeamKids provides a “chill out” or “relaxation and mindfulness area” for children to access at any given time throughout the day. The TeamKids Sleep and Rest Policy will be used to guide sleep and rest for children.

## MULTIMEDIA USE AND STORAGE POLICY

The Company acknowledges that while images of children may be taken for genuine reasons such as program development, documentation of child engagement within a program, and for approved marketing purposes, there may be risk of images or recordings of children being used inappropriately.

The TeamKids Multimedia Use and Storage policy details the procedures and processes in place to ensure that children are protected from having those images used inappropriately, in particular, that they are protected from the taking or sharing of inappropriate or illegal images.

TeamKids recognises that media and technology in all its forms can provide education to children, provided that the material viewed or heard is age appropriate and supervised. Learning management systems that have a primary purpose of supporting the education of users, that allow educators to share course materials and facilitate communication, allowing children to share resources and collaborate with peers, are excluded from age restrictions. This includes YouTube videos if the content is publicly available and does not require the child to log into another platform.

## SOCIAL MEDIA

TeamKids is aware of the Social Media age restrictions, which includes children under 16 being unable to access social media, such as Facebook, Instagram, Snapchat, Threads, TikTok, X, YouTube, Kick and Reddit, as well as messaging features within age restricted social media accounts. Social media is not available for children at the service as they are not permitted to have access to their own personal mobile phones or smart watches at the service.

Children do not have access to any service or personal iPad/laptops, without constant supervision by an educator, therefore will not be able to access social media.

There are other platforms that are deemed excluded from the age restrictions implemented, however TeamKids do not allow these at their services.

The conditions for the age restriction are:

- the sole purpose, or a significant purpose, of the service is to enable online social interaction between two or more end-users
- the service allows end-users to link to, or interact with, some or all of the other end-users
- the service allows end-users to post material on the service.

A mobile phone policy in place ensures that educators are aware that they are not permitted to show children social media (whomever the owner of that account may be) on their personal mobile phones.

## EDUCATORS RESPONSIBILITIES

As per R168(2)(i)(ia), All staff engaged by the approved provider, are required to notify the approved provider if they have a history of a prohibition notice, compliance actions, conditions, suspensions, cancellations, applications refused or disciplinary proceedings to which they have been the subject of in relation to the National Law or other laws such as criminal history checks an WWCC/ BLUE Card/Teacher Registrations. This includes investigations that may be currently in progress.

## REFERENCES

ACECQA National Quality Framework Resource Kit (2012)  
Quality Area 2 – Children’s health and safety  
Quality Area 7 – Leadership and Service Management  
Education and Care Services National Regulations (2011) R 84  
Education and Care Services National Law Act (2010) S 168(2)(h), S 165

## VERSION CONTROL

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