



# Toukley Neighbourhood Centre

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*TNC is the heartbeat of a connected, supported, empowered, inclusive and thriving community. We partner with the broader community to share what we can and provide a hand up to those in need, so they can Wallamba-bayn (come back) and join us in delivering our vision.*

## POLICY – CHILD SAFE

### 1. Policy Information

<b>Title:</b>	Child Safe
<b>Effective Date:</b>	19 January 2026
<b>Policy Owner:</b>	Executive Officer
<b>Oversight:</b>	Risk & Compliance Committee
<b>Next Review Date:</b>	January 2027

#### 1.1. Definitions

This policy uses the terms defined in the *TNC Master Definitions Table*, available on the Toukley Neighbourhood Centre website ([www.tnc.org.au/policies](http://www.tnc.org.au/policies)).

Policy-specific definitions are listed below (if required).

Term	Explanation
ACNC	Australian Charities and Not-for-profits Commission
BoM	Board of Management
Child / Young Person	Anyone under the age of 18
EO	Executive Officer
Grooming	Behaviour by an adult to build trust with a child or their carer for the purpose of sexual abuse
Misconduct	Inappropriate interactions or behaviours that breach professional boundaries
Neglect	Failure to provide adequate care, supervision, food, or medical treatment
Physical abuse	Hitting, pushing, slapping, burning
Psychological Abuse	Bullying, intimidation, verbal abuse, shaming, exposure to family violence
R&CC	Risk & Compliance Committee
Sexual abuse	Touching, grooming, exposure to abuse material
TNC	Toukley Neighbourhood Centre
WWCC	Working with Children Check

#### 1.2. Context

At Toukley Neighbourhood Centre (TNC), policies are developed in alignment with the *TNC Policy Framework* and support the delivery of safe, effective and accountable community services.

TNC policies are developed to:

- Assist TNC to meet its organisational objects and manage risk effectively
- Support staff and volunteers in performing their duties

- Demonstrate how TNC meets its governance, compliance and quality expectations
- Provide clarity, transparency and consistency across all areas of TNC operations.

TNC is bound by the *Australian Charities and Not-for-profits Commission Act 2012 (Cth)* and regulated by the *ACNC*.

### 1.3. Related Documents

- [Child Safe Manual](#)
- Statement of Commitment to Child Safety
- Child Safe Code of Conduct
- Risk Management Plan
- Recruitment, Induction & Training Policy
- Incident Management Policy (as applicable)

### 1.4. Change Control

Effective Date	Author	Approver	Comments
28-Mar-2025	Donna Tudman	BoM	Initial policy
16-Jun-2025	Donna Tudman	BoM	Update to incorporate outcomes of Office of Children's Guardian Assessment Report and to align to Child Safe Standards
19-Jan-2026	Bronwyn Evans	R&CC	<ul style="list-style-type: none"> <li>• Policy updated to align with revised TNC policy template and NSW Child Safe Standards.</li> <li>• Supervision of children requirements have been incorporated into this policy to clarify parental responsibility, staff boundaries, and escalation pathways.</li> </ul>

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## 2. Policy Overview

### 2.1. Purpose

This policy aims to:

- Promote a culture of child safety across TNC.
- Set clear expectations for staff and volunteers in relation to child safety.
- Describe how we implement and comply with the 10 NSW Child Safe Standards.
- Integrate reporting obligations and procedures for responding to harm, abuse, or misconduct.

### 2.2. Overview

At Toukley Neighbourhood Centre (TNC), we are committed to the safety, inclusion, and wellbeing of every child and young person who engages with our services, programs, and activities.

This policy outlines our approach to embedding the NSW Child Safe Standards into daily operations and ensuring compliance with child protection laws.

It supports and gives effect to our Statement of Commitment to Child Safety, which is available on our website and displayed prominently in our Centre.

### 2.3. Scope

This policy applies to all TNC staff, volunteers, contractors, students, and any other individuals engaged in TNC activities.

It applies to all TNC programs, services, premises, digital systems, equipment and activities unless otherwise stated within this policy.

Policy-specific scope requirements or exclusions are detailed below (if applicable).

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### 3. Policy Principles

Policies always contain a set of principles that provide information relating to the rationale for the document. Staff and volunteers must consider and comply with these guiding principles when performing their duties.

#### **Principle 1: Leadership, Culture & Governance**

TNC's leadership prioritises child safety and embeds a child safe culture through policies, supervision, and leading by example.

We model respectful and child-centred behaviour at all levels and promote a culture where safety is everyone's responsibility.

#### **Principle 2: Children's Participation & Empowerment**

We create safe spaces for children to express themselves and be involved in decision-making relevant to them.

Children are encouraged to speak up, ask questions, and contribute ideas, with staff listening and responding respectfully.

#### **Principle 3: Family & Community Involvement**

We partner with families and carers to keep children safe and encourage community feedback on our child safe practices.

We actively inform and include parents and carers in safety matters, and welcome feedback to improve our approach.

#### **Principle 4: Equity & Diversity**

We uphold the rights and needs of all children, especially those from diverse backgrounds or with increased vulnerability.

Our programs are inclusive and culturally respectful, with adjustments made to ensure all children feel safe and supported.

#### **Principle 5: Human Resources Practices**

All staff and volunteers undergo appropriate recruitment screening, including WWCC verification, and receive child safety induction and training.

We select, train and support people who understand and uphold our child safe culture, and act on any breaches swiftly.

#### **Principle 6: Child-Focused Concerns / Reports Processes**

TNC ensures reports processes are accessible to children and families and that children are supported in making disclosures.

We provide safe, multiple avenues for children to raise concerns and ensure they are believed, protected, and responded to appropriately.

#### **Principle 7: Staff Training & Support**

Ongoing education and reflective practice equip our team to identify, report and prevent abuse.

We invest in training to build confidence and skill in safeguarding, with leadership supporting a culture of learning.

#### **Principle 8: Physical & Online Environments**

Our physical spaces are designed to reduce risk. Online environments are monitored, and acceptable use is clearly defined.

We maintain supervision, conduct regular risk assessments, and set clear boundaries for behaviour in physical and digital spaces.

**Principle 9: Supervision and Responsibility for Children**

TNC is committed to ensuring children are safe while on our premises or participating in our activities. Clear supervision arrangements are essential to reducing risk, preventing harm, and supporting child wellbeing.

Parents, guardians, or nominated carers are responsible for the supervision of children at all times while at the Centre unless a TNC program or activity explicitly states that supervision will be provided by TNC staff or volunteers.

TNC staff and volunteers are not responsible for supervising children who are not enrolled in, or actively participating in, a supervised TNC program. This includes children accompanying adults to appointments, visiting shared spaces, or attending the Centre informally.

Children must remain within appropriate public areas of the Centre and must not enter staff-only or restricted areas. Responsible adults are expected to ensure children behave respectfully, do not disrupt Centre operations, and do not place themselves or others at risk.

Where a child is identified as being unsupervised or at risk, TNC staff may take reasonable action to ensure the child's immediate safety, including contacting a parent or guardian and requesting collection of the child. Ongoing or serious concerns may be escalated in accordance with this policy's reporting and incident management processes, including where lack of supervision may constitute neglect.

**Principle 10: Continuous Improvement**

We review our child safe practices regularly and use feedback to improve.

Our policies are living documents — we learn from incidents, feedback, and emerging best practice to strengthen child safety.

**Principle 11: Documented Policies & Procedures**

All child safe policies, including this one, are publicly available and reviewed regularly to reflect best practice.

We make our expectations and practices transparent and accessible, supporting understanding and accountability.

## 4. Roles and Responsibilities

### 4.1. Overview

Clear roles and responsibilities ensure that TNC policies are implemented effectively, monitored appropriately and aligned with governance expectations.

Accountability for policy application is shared across the organisation, with oversight provided by the designated committee identified in the Policy Information section.

The roles below outline who is responsible for complying with, implementing, and monitoring this policy. Specific responsibilities are clarified further through the RACI table.

All staff and volunteers are responsible for maintaining appropriate professional boundaries and responding to supervision-related safety concerns in accordance with this policy, without assuming responsibility for supervising children unless explicitly authorised.

### 4.2. RACI

This RACI identifies who is **Responsible (R)**, **Accountable (A)**, **Consulted (C)** and **Informed (I)** for the activities required under this policy.

Activity	BoM	Oversighting Committee	EO	Program / Volunteer Coordinators	Staff and Volunteers
<b>Generic Policy Activities</b>					
Understand and comply with the policy	I	I	C	R	R
Implement policy requirements in daily operations	I	I	A	R	R
Maintain procedures and records required by the policy	I	I	A	R	R
Monitor compliance and identify issues	I	A	R	R	R
Report incidents, risks or non-compliance	I	C	A	R	R
Review policy effectiveness and recommend improvements	I	A	A	C	I
Approve policy revisions	A	C	R	I	I
<b>Policy Specific Activities</b>					

## 5. Policy Guidelines

The policy guidelines outline the rules, expectations and minimum requirements that must be followed under this policy. These guidelines apply to all individuals covered in the Scope section and support consistent, safe and compliant delivery of TNC operations. Policy-specific guidelines are listed below.

### 5.1. Supervision of Children

Supervision arrangements for children attending the Centre are governed by *Principle 9: Supervision and Responsibility for Children*.

Where a staff member or volunteer identifies that a child may be unsupervised or at immediate risk, they must take reasonable steps to ensure the child's safety and escalate the matter in accordance with this policy's reporting and incident management processes.

### 5.2. Breaches of Policy

Failure to comply with this policy may result in:

- Disciplinary action including suspension or termination
- Notification to external bodies
- Possible legal consequences
- Possible monetary fines for TNC
- Possible monetary fines for an involved person not reporting an incident.

### 5.3. Related legislation, regulations and standards

TNC must understand and comply with a number of NSW child protection laws and schemes. These include:

- NSW Child Safe Scheme
- Children's Guardian Act 2019
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013
- Children and Young Persons (Care and Protection) Act 1998

## 6. Processes

The processes describe how the requirements of this policy are applied in practice. They outline the key steps, actions and records needed to implement the policy effectively. Detailed procedures or work instructions, where required, are maintained separately and referenced from this section.

### 6.1. Reporting Concerns and Allegations

TNC is committed to ensuring all concerns about child safety are taken seriously and responded to promptly and appropriately.

#### 6.1.1. Internal Reporting Process:

- Staff and volunteers must immediately report any concerns, disclosures, or observations of harm, abuse, neglect, grooming, or inappropriate behaviour involving a child.
- Concerns must be reported to the EO or delegated child safety contact.
- An internal incident report must be completed and submitted.

#### 6.1.2. Use of ChildStory Reporter (eReport):

- TNC uses the ChildStory Reporter tool, provided by the Office of the Children’s Guardian, to make mandatory reports when a child is suspected to be at risk of significant harm.
- Reports to ChildStory must be lodged by authorised staff using their @tnc.org.au account, ensuring that the report is securely linked to the organisation’s record.
- All reports must be made using an official @tnc.org.au email account to ensure confidentiality, accountability, and proper recordkeeping.
- The tool provides confirmation and tracking of submitted reports and should be used in consultation with the EO.

#### 6.1.3. External Reporting Requirements:

Depending on the nature and urgency of the concern, staff may be required to report directly to external authorities:

- NSW Child Protection Helpline (DCJ): 132 111
- NSW Police (Immediate danger): 000
- NSW Police (Non-urgent): 131 444
- Office of the Children’s Guardian (reportable conduct): [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)

TNC is a reportable conduct employer under the [Children’s Guardian Act 2019](#). Allegations involving staff or volunteers must be notified to the OCG within 7 business days of becoming aware.

In the case of concerns raised relating to the EO or a BoM member, a report can be made directly in ChildStory Reporter or to one of the external authorities without an internal report being made.

#### 6.1.4. Confidentiality & Whistleblower Protection

- Reports will be kept confidential, unless disclosure is required by law.
- TNC will support and protect anyone making a report in good faith from victimisation or disadvantage.

## 6.2. Recordkeeping Requirements

Records created under this policy must be stored in accordance with TNC’s records management requirements. This includes ensuring records are complete, accurate, accessible to authorised personnel, and retained for the required period.

Records may include:

- Security Risk Assessments