



# 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

### Policy Information

<b>Title:</b>	Child Safe
<b>Effective Date:</b>	16 June 2025
<b>Policy Owner:</b>	Executive Officer
<b>Applies To:</b>	All TNC staff and volunteers Board members and management Contractors, students, and visitors involved in child-related work
<b>Next Review Date:</b>	June 2026

### Change Control

Effective Date	Author	Approver	Comments
28/03/2025	Donna Tudman	Board of Management	Initial policy
16/06/2025	Donna Tudman	Board of Management	Update to incorporate outcomes of Office of Children's Guardian Assessment Report and to align to Child Safe Standards

### Publication & Review

This policy is made publicly available on the TNC website and at our Centre. Feedback is welcomed and considered at each review.



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## Policy 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.

### 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.

### Context

At Toukley Neighbourhood Centre (TNC), policies are developed in alignment with the [TNC Policy Framework](#).

TNC Policy documents are developed to:

- Assist TNC to meet the objects of the organisation and manage risk effectively
- Assist TNC staff and volunteers in performing their duties
- Outline how TNC will meet governance expectations
- Provide transparency and clarity to TNC staff and volunteers.

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

### Scope

This policy applies to:

- All TNC services and activities that involve or may involve children.
- All individuals engaged with TNC in paid or unpaid roles.

### Definitions

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
Sexual abuse	Touching, grooming, exposure to abuse material
TNC	Toukley Neighbourhood Centre
WWCC	Working with Children Check

## Principles

### 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: 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 10: 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.

## Reporting Concerns and Allegations

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

### 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.

### 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.

### 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.

### 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.

## 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.

## Related Documents

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

## 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