

Child Safety and Wellbeing Policy

Easy Read version



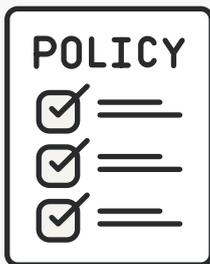
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About this policy



This policy is from Frankston City Council.
We call ourselves the council.



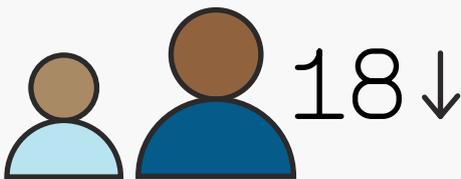
A policy says what we want to
happen and how we do things.



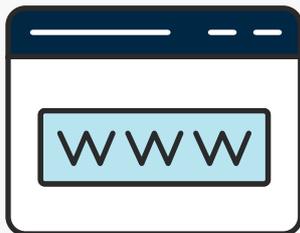
This policy says how we will protect the safety and wellbeing of children and young people who use our services and places.



Wellbeing means you are happy and healthy.



Children and young people are less than 18 years old.



You can read the [full policy on our website](#) [PDF].

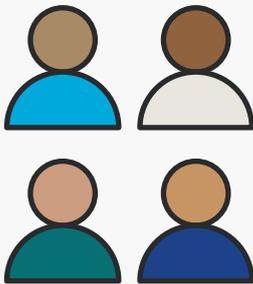


You can find our contact information on page 26.

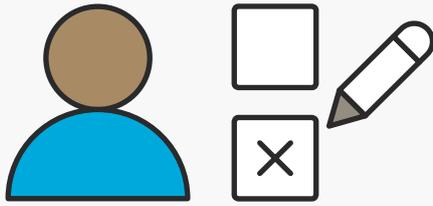
Who must follow this policy



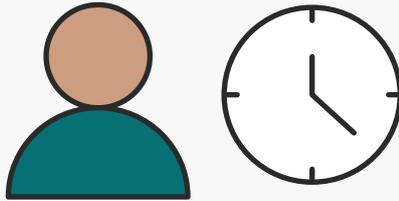
Everyone who works or for us must follow this policy.



People who work for us include councillors, staff members, contractors and volunteers.



Councillors are people you vote for.
They decide what the council will do.



Contractors are people who work
for us for a short time.



Volunteers are people who help us for free

Why we wrote this policy



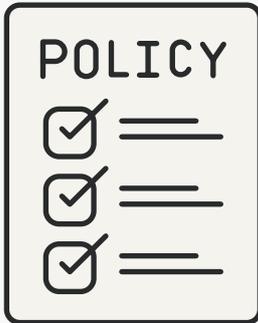
This policy helps us comply with a Victorian law that says we must make sure children and young people are safe.



Comply means we do what the law says.



The law is called the Child Wellbeing and Safety Act 2005.



This policy will:

- help children and young people have control of their lives
- make sure children and young people can use our services and take part in our events
- help stop child abuse
- protect children and young people who have been harmed by abuse or who might be harmed.

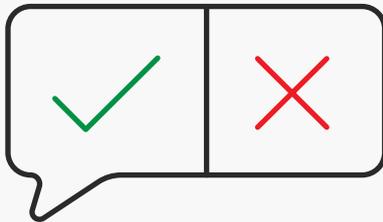
Empowerment and participation



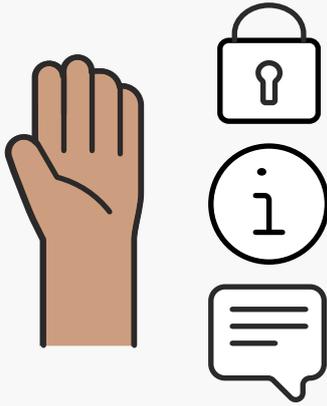
Empowerment means we help children and young people control their lives.



Participation means you are part of something, like going to an event or activity.



We will make sure children and young people know their rights. Your rights say what you can have and do.



Children and young people have the right to:

- be safe
- get information
- participate in the community
- get support and make complaints.

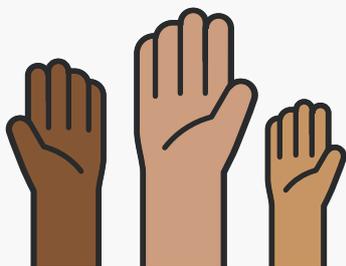


A complaint is when you tell us you are not happy about something we did or did not do. You tell us why you are not happy.



We will make sure we understand what children and young people want when we work with them.

Diversity, inclusion and cultural safety



Diversity means having lots of different kinds of people together. It means we understand and respect how people are different.



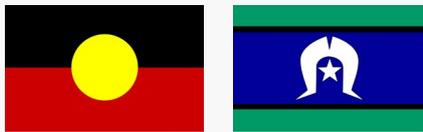
For example people from different races, cultures and genders.



Inclusion means everyone feels they belong and can join in.



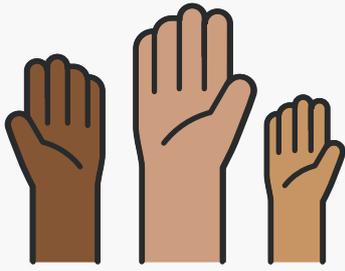
Cultural safety means people from all cultures feel safe, understood and respected.



For example, we respect things that are important to Aboriginal and Torres Strait Islander people.



We understand that children and young people can sometimes be treated unfairly because of their race or culture.



We can help stop this by having staff from lots of different races and cultures.

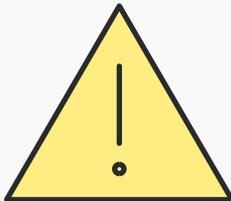


We will make sure our places and services are good for children and young people from all races and cultures.

Recruitment



Recruitment means how we find people to work for us.



The safety of children and young people is a very important part of our recruitment.



We will make sure children and young people are safe with everyone who works for us.

Workforce management, training and support

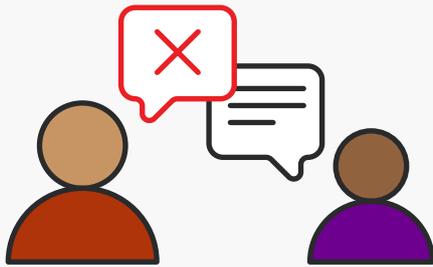


We will teach all our staff about their responsibility to keep children and young people safe.



Responsibility means things you must do.

Complaints



We welcome complaints or concerns about the safety and wellbeing of children and young people in our services and places.



Concerns means you are worried about something.



The needs of children and young people are the most important part of our response to complaints or concerns about their safety and wellbeing.



Response means what we do when we get a complaint or concern.

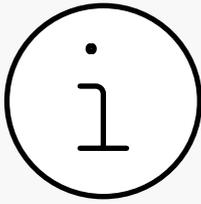


Our response to complaints or concerns about the safety and wellbeing of children will be:

- quick
- fair
- thorough.



Thorough means we make sure we do a good job.



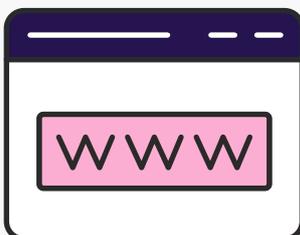
We have information for children, families and the community about our complaints process and the support you can get.



The information is easy to access and understand.



We keep full and correct records about complaints that involve children and young people.

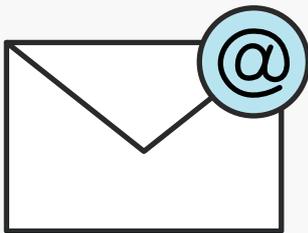


You can find our Complaints Handling Policy on [our website](#).

How to make a complaint



Submit a complaint form on our [website](#).



Email

info@frankston.vic.gov.au



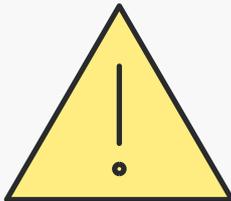
In person at one of our

[customer service places](#).

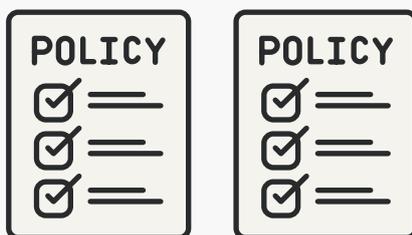
What our staff must do if there is a complaint about child abuse or harm



Staff who are told about a complaint must report it. The Child Safety Reporting Procedure says how to make a report.



Staff must make sure the safety of children or young people is the most important part of their response.



Two policies say what we might do to make sure children and young people are safe:

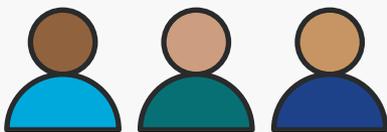
- The Complaint Handling Policy
- The Disciplinary Policy.

Risk management



Risk management means how we think about what might go wrong and how we can stop bad things happening.

For example, we think about all the ways we can make sure children and young people are safe and feel safe.



Our risk management covers everyone who works for us as well as all of our places and services used by children and young people.

Reporting child abuse and children at risk of harm



Everyone who works for us must make a report if they think a child or young person is at risk of being harmed or has been harmed.



Reports must be made through our Child Safe Reporting Procedure.

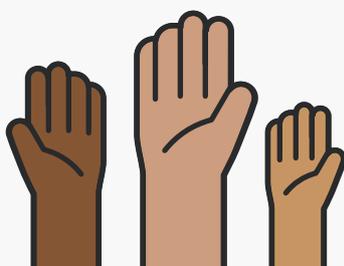
Disclosure of information and record keeping



We have privacy obligations for all personal, sensitive and health information that is part of a report or investigation.



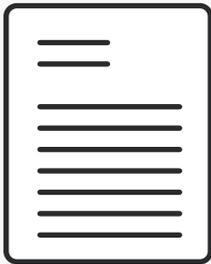
Privacy obligations means we keep information about you safe.



Sensitive information means information about you, like your race or religion.



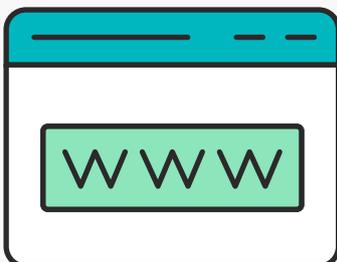
Investigation means we try to find out all the facts if we are told something bad happened.



The Children Youth and Families Act 2025 and the Health Policy Principles say what our privacy obligations are.



We can sometimes share information with other organisations to keep people safe. Our Privacy Policy says when we are allowed to do this.

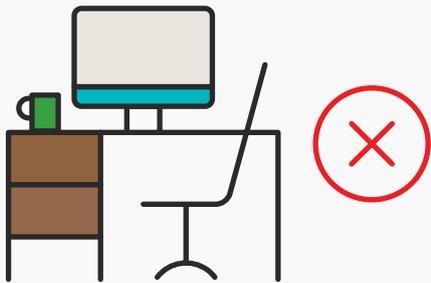


You can find our Privacy Policy on our [website](#) [PDF].

Policy non-compliance



Non-compliance means you do not do what you are supposed to.



You might face disciplinary action or lose your job.



Disciplinary action means you get in trouble at work, like a warning from your manager.

Contact information

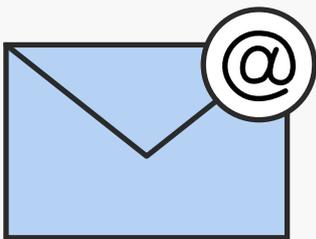


Call us

1300 322 322

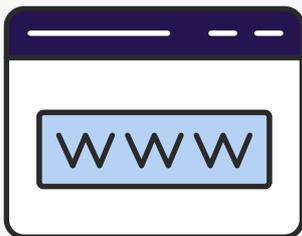


We will answer the phone between
8:30am and 5pm local time.



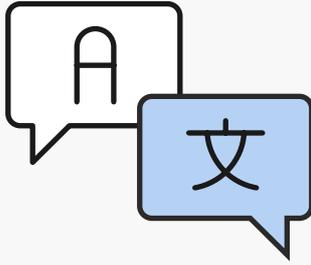
Email us

info@frankston.vic.gov.au



Visit our website

frankston.vic.gov.au



Use the Translating and Interpreting Service (TIS)

Call 131 450 and ask to speak to
Frankston City Council on 1300 322 322.



Use the National Relay Service (NRS)

Visit the [National Relay Service](https://www.nationalrelayservice.org.au) website.

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