



WHITEHORSE

# Child Safety and Wellbeing Policy

Child friendly version 2022–2025



**Everyone has the right to be safe feel protected.**

**No one should behave in a way that makes you feel unsafe or afraid, including anyone in your family, anyone at your Council or anywhere else in the community.**



WHITEHORSE  
CITY COUNCIL

## Introduction:

The Whitehorse City Council wrote this policy. When you see the word 'we', it means Whitehorse City Council Staff, Councillors and Council Volunteers.

We will do everything we can to keep children safe so they can participate in activities and have fun outdoors in our community spaces.



We help and look after all children and young people with different beliefs and different backgrounds. We have many ways to keep them from harm and are committed to keeping them safe.

This means that children and young people that stay, play or visit within the City of Whitehorse should always feel safe and not be worried or scared that there is no-one around to support or help them.

We know what to do if a child or young person says that they feel unsafe.



# Our Commitment to Child Safety and Wellbeing

All children and young people in the City of Whitehorse should feel safe and are important members of the community. We do not tolerate bullying, unsafe behaviour or ignoring the voices of its youngest members of the community.

## Stay Safe from Abuse:

### 1. Violence – when someone hurts you physically

#### 1. Emotional – when someone:

- says mean things to you
- calls you names
- puts you down or your family and friends
- ignores you or leaves you out of games
- stops you from seeing your friends or family



## 2. Sexual – when someone makes you do sexual things you:

- do not want to do
- are too young to do.

The Council looks for problems or things that might be unsafe and then if there are any problems the Council will fix them straight away.

There are posters and information on how to report anything unsafe at all of Council's facilities.

You should always tell someone when you are hurt or frightened.

This includes children and young people that

- a) are Aboriginal and Torres Strait Islander children;
- b) speak another language other than English;
- c) have a different culture;
- d) have a disability;
- e) have a specific gender or sexual identity.



## Code of Conduct

We have a Code of Conduct that tells us how we should behave at work and how we should work with our community. We must look out for and protect children and young people.

Before anyone can work or volunteer at Council, we check their background to see if person is suitable to work with children.

Some of the things we do to make sure they are right for the Council are:

- Check if there is a police criminal record
- They can be given a trial time
- Make sure that they sign the Code of Conduct
- Make sure they are nice to children and young people
- Make sure they follow the rules as well
- Check that they have a Working with Children Check
- See what they did for their last job.

Once they have settled into Council they must do Child Safety & Wellbeing Training and promise to keep children safe, listen to their voices and include them in what they do at Council.

## Reporting Abuse

We have trained and friendly staff who you can report to. They will listen clearly and take notes. They will Act fast and keep you safe. They will keep what you say private. Anyone can make a report. Remember that all of our staff, volunteers and councilors **must** help you. They will ensure you get the help you need.



# Children and Young People's Voices are important to us!

We value and respect differences and love to hear from all children and young people. We are responsible for our actions and our environment all of the time and are really excited to hear new ways of doing things.

We help, look after and include ALL children and young people:

- with different backgrounds
- that are different shapes and sizes
- with different beliefs
- that like different things
- that have different abilities.

We will ensure that all voices are heard – it doesn't matter if you are raising something unsafe, a complaint or a really good idea. We will provide opportunities for children and young people to be included in planning and developing Council activities.

The safety and wellbeing of all children and young people in the Whitehorse community will be thought about when we make a decision about new activities, new playgrounds, new buildings and new services.

We will listen, respect and promise to protect the privacy of all children and young people and what they have to say.

Help us to see the City of Whitehorse through your eyes!





## ACKNOWLEDGEMENT OF COUNTRY

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Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the traditional owners of the land. We pay our respects to their Elders past, present and emerging.

## CONTACTING COUNCIL

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Postal Address:	<b>Whitehorse City Council</b> Locked Bag 2 Nunawading Delivery Centre 3131
ABN	39 549 568 822
Telephone:	9262 6333
NRS:	133 677 then quote 9262 6333 (Service for deaf or hearing impaired people)
TIS:	131 450 (Telephone Interpreter Service. Call and ask to be connected to Whitehorse City Council)
Email:	<a href="mailto:customer.service@whitehorse.vic.gov.au">customer.service@whitehorse.vic.gov.au</a>
Website:	<a href="http://www.whitehorse.vic.gov.au">www.whitehorse.vic.gov.au</a>
Service Centres:	<b>Whitehorse Civic Centre</b> 379–399 Whitehorse Road, Nunawading 3131  <b>Box Hill Town Hall Service Centre</b> Box Hill Town Hall 1022 Whitehorse Road, Box Hill 3128  <b>Forest Hill Service Centre</b> Shop 275 Forest Hill Chase Shopping Centre Canterbury Road, Forest Hill 3131

