

child safety policy and procedures

randstads child safety commitment

Randstad Education is committed to the safety of children and we have a zero tolerance approach to all forms of child abuse or neglect. We are a staffing agency / labour hire business and do not run a children's service facility or school, however we are committed to following the guidelines and recommendations (where applicable) as per the Royal Commission into Child Sexual Abuse.

To read more about the recommendations from the Royal Commission please click [here](#).

purpose

The purpose of this policy is to explain our role relating to the protection of children and young people from significant harm caused by abuse or neglect.

This policy forms part of our standard induction and onboarding process, at which time a copy is provided to all new teachers and educators. It is also available on our website, www.randstadeducation.com.au and is reviewed annually (updated when required) and sent to our teachers & educators each year as a refresher.

early childhood & outside school hours care

As a member of [Early Childhood Australia](#) (ECA) and supplier to providers within the early learning and outside school hours care (OSHC) sectors we believe it is our responsibility to send the message that child exploitation and abuse will not be tolerated.

schools

We follow the child safe policy (where appropriate) as set out on the Australian governments [department of education website](#).

scope

The scope of this policy is to provide an understanding of the expectations of Randstad teachers and educators whilst caring for children at a host employer. This policy outlines the ethics, reporting requirements and procedures, acceptable behaviour, supervision and behaviour management. All while keeping yourself safe at work.

what are our code of ethics

Randstad Education follows the Early Childhood Australia [Code of Ethics](#). The ECA Code of Ethics is a set of statements about appropriate and expected behaviour of early childhood professionals. Designed specifically for early childhood education and care environments and based on the principles of the United

Nations Convention on the Rights of the Child (1989), the ECA Code of Ethics reflects current pedagogical research and practice.

- respect
- democracy
- honesty
- Integrity
- justice
- courage
- inclusivity
- social responsiveness
- cultural responsiveness
- education



To read more about Randstad's code of ethics please click this [link](#).

[child abuse definition](#)

Child abuse includes physical, sexual and emotional abuse, and neglect inflicted upon a child by a person responsible for their care and wellbeing. Physical abuse includes any non-accidental physical act inflicted upon a child that causes harm. It is a criminal offence to abuse a child and can lead to imprisonment.

[child safe standards](#)

In December 2017 the [Royal Commission into Institutional Responses to Child Sexual Abuse](#) released its final report, which included findings regarding the failure of institutions and organisations across a number of sectors to protect children from abuse and/or to support or respond adequately to children in circumstances where instances of abuse became known to them.

In addition to setting out these findings, the report set out [recommendations](#) specific to a number of sectors and institutions, including child care; outside school hours care and schools.

Moreover, the commission's report set out recommendations in relation to [creating child safe institutions](#), [improving the responses to and reporting of child sexual abuse](#) and record keeping and [information sharing](#) across sectors. Each of the commission's recommendations in this regard can be seen as being prefaced on the acknowledgement and understanding that keeping children safe is the responsibility of everyone in our community – governments, public and private institutions and organisations and members of the wider community.

For institutions and organisations working with children, perhaps the most pivotal element to emerge from the Royal Commission's report is the ten national [Child Safe Standards](#). The Standards, as set out in the Royal Commission's report, are:

- **Standard 1:** Child safety is embedded in institutional leadership, governance and culture.
- **Standard 2:** Children participate in decisions affecting them and are taken seriously.
- **Standard 3:** Families and communities are informed and involved.
- **Standard 4:** Equity is upheld and diverse needs are taken into account.
- **Standard 5:** People working with children are suitable and supported.

- **Standard 6:** Processes to respond to complaints of child sexual abuse are child focused.
- **Standard 7:** Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training.
- **Standard 8:** Physical and online environments minimise the opportunity for abuse to occur.
- **Standard 9:** Implementation of the Child Safe Standards is continuously reviewed and improved.
- **Standard 10:** Policies and procedures document how the institution is child safe.

As part of their report, the Royal Commission recommended that any and all organisations whose operations in any way involve or impact upon children should be compliant with the national Child Safe Standards set out above.

mandatory reporting

All staff teachers and educators are mandatory reporters of child abuse. Meaning if you suspect or witness behaviour relating to or suspect the abuse of a child, you must report this to the Nominated Supervisor (or responsible person) and follow the centre or service's or schools Child Safety Policy. If a Nominated Supervisor doesn't deem the incident to be reportable, but you do (or if the incident involves the Nominated Supervisor), you should still report.

Risk of Significant Harm (ROSH) means the concern is sufficiently serious to warrant a response by a statutory authority (such as Police Force or Community Services) irrespective of a family's consent.

What is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child or young person's safety, welfare or wellbeing, or in the case of an unborn child, after the child's birth.

The significance can result from a single act or omission or an accumulation of these.

All staff must also notify their Randstad Consultant, Branch Manager or HR representative by calling 1300 360 014.

If children disclose something to you, this is grounds for a report.

- Child abuse includes physical, sexual and emotional abuse including neglect and domestic violence.
- If you have a suspicion or a child makes a disclosure to you, you must write your concerns down in detail, sign and date it. You must speak to the Nominated Supervisor who will assist you in making a report or deciding whether a suspicion is reportable (please note this is to remain confidential and not to be discussed with any other staff members. If you are unsure, please contact your Randstad Education Branch Manager).
- If a child discloses information to you, under no circumstances are you to question the child or seek further details from the child. Write down exactly what the child says and take this to the Nominated Supervisor.
- If you feel immediate danger is present you can notify the police.

For information on how to submit a report please click [here](#).

State and territory governments have created a [range of resources](#) that may assist teachers and educators to identify and report child abuse. The Reportable Conduct Scheme for each state can also be found here: [NSW](#), [ACT](#), [SA](#), [VIC](#), [WA](#), [QLD](#), [NT](#) and [TAS](#).

Under the National Law and Regulations, the approved provider (i.e. centre or service) must [notify the regulatory authority](#) of any:

- serious incidents
- complaints
- circumstances at the service which pose a risk to the health, safety or wellbeing of children
- any incident or allegation that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the service.

[acceptable \(with child's permission\) and unacceptable physical contact](#)

Teachers & Educators in some organisations such as day care centres or disability centres, will be responsible for providing personal care and assisting children with things like changing nappies and toileting. Workers in other child-related organisations like schools, would not need to assist (in most cases) with personal care and it would be unacceptable to do so.

[acceptable physical contact \(with child permission\)](#)

- assisting to develop sports or dance skills or techniques
- treating an injury
- preventing an injury
- meeting the requirements of the sport
- showering or toileting assistance to children with disability

[unacceptable physical contact](#)

- any unwarranted or unwanted touching with hands, other body parts or objects.
- corporal punishment, such as smacking or other forms of physical discipline.
- initiating, permitting or requesting unacceptable physical contact with a child or young person, such as massages or kisses.
- facilitating situations which unnecessarily result in close contact with a child or young person, such as wrestling or tickling.
- Undertaking a task of a personal nature for a child if they can do it for themselves, such as changing clothes, feeding, personal grooming or toileting.
- pressuring a child to have unnecessary physical contact.

More information related to ensuring the safety, health and wellbeing of children attending education and care services and inappropriate discipline can be found [here](#).

more information

- The [United Nations Convention on the Rights of the Child](#)
- The [Child Wellbeing and Safety Act 2005 \(Vic\)](#) and [Victorian legislative Working with Children Check requirements](#)
- The [Child wellbeing and protection laws in NSW](#) and [NSW legislative Working with Children Check legislative requirements](#)
- The [Queensland Child Protection Act](#) and [Queensland Working with Children Check legislation](#)
- The [ACT Children and Young People Act 2008](#) and [ACT Working with Children Check legislation](#)
- The [WA Children and Community Services Act](#) and [WA Working with Children Check legislation](#)
- The Northern Territory [Care and Protection of Children Act](#) and [NT Working with Children Check legislation](#)
- The TAS [Children, Young Persons and Their Families Act](#) and [TAS Working with Vulnerable People Check legislation](#)

reporting and resolving grievances

A grievance is an incident which is believed to be grounds for a complaint. This may include a cause for distress, unfair treatment or something more serious.

How do I lodge a formal grievance?

- Discuss with your Randstad consultant, Randstad Branch Manager or Randstad HR Team.
- You may also wish to put your complaint or incident in writing and provide it to your Randstad consultant.
- There may also be instances where it is appropriate to inform your manager at the Host Employer (i.e. centre or service). Please note that this should be in addition to contacting Randstad.

procedure if you have been the subject of a child safety or reportable conduct matter

Should you be the subject of a child safety or reportable conduct matter you will be suspended from work pending an investigation. Should allegations be substantiated, you may no longer remain in the candidate talent pool or be recommended to any other host employer.

complaints investigation

Complaints are investigated in an impartial, confidential and timely manner – the guiding principles of Randstad's grievance handling procedure are:

- **Impartiality**

If you raise a grievance, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given a right of reply.

- **Confidentiality**

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If you raise a grievance, the details will remain confidential between you and the investigating team. Those involved in an investigation, must maintain strict confidentiality with regard to all aspects of the process or face disciplinary action. This is to support procedural fairness at all times.

- **Timeliness**

Each grievance will be investigated and finalised in a timely manner. Where necessary, all information will be passed on to the relevant manager immediately.

keeping yourself safe at work

- Ensure you are not alone with a child and maintain a high level of visibility at all times. If you are left alone with a child immediately inform the room leader or supervisor and ask for assistance.
- Conduct yourself physically and verbally in a way that will not create discomfort for children and young people.
- Do not post inappropriate or personal information about children and young people via any medium (eg social networking sites, phone, text message, letters, emails, internet)
- Set clear communication boundaries, do not use inappropriate sexual jokes or enquires of sexual nature.
- Do not use inappropriate nicknames or make comments about a child or young person's appearance, including excessive comments or flattery.

supervision

- Educators must supervise children closely at all times to ensure they are safe. This means scanning the environment, spreading out from other staff, monitoring activities and taking into account the ages and developmental levels of all children.
- Educators must be alert and aware of risks and hazards and the potential for accidents and injury, not only in their immediate location but throughout the service. To provide effective supervision, educators need to be conscious of the physical environment and be attuned to the needs of individual children.
- Educators are not to undertake other tasks whilst they are meant to be supervising the children. This means tasks that would affect their ability to supervise effectively.
- Educators must interact in a meaningful way with the children, not sit somewhere watching them.
- Educators are not to leave the children without telling another staff member where they are going or without checking that ratios will still be maintained. For example, if you need to go to the bathroom, make sure there are enough staff present. If there isn't, ask someone to replace you while you leave.
- Accidents / Incidents: if a relief staff member is present when an accident or incident occurs, they must fill out the accident form and have it witnessed by a permanent staff member. The form must be taken to the Nominated Supervisor to read and sign.

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More information on active supervision can be found [here](#).

behaviour management

- Educators are expected to read and adhere to centres / schools behaviour management policy.
- No threats of any kind are to be used with the children.
- Educators are expected to deal with any conflict between children or behaviour management issues immediately as it arises.
- Educators are not to use the terminology 'naughty' or label children in any way. Conflict is to be used as an opportunity for learning, not for punishment.
- Educators are to inform a permanent staff member of any conflict or behaviour management issue. Accident reports must be completed if a child is hurt in any way, in any circumstance.
- If a parent/carer asks who hurt their child, educators must let them know it is confidential and refer them to the room leader.
- If at any time an educator feels unable to handle a conflict or behaviour issue, they must ask for assistance immediately from a permanent staff member.

social media

No posts or images are to be posted to social media about children you have cared for whilst on or following an assignment through Randstad Education.

Speak Up Confidently / Whistle Blowing

Randstad uses the SpeakUp integrity reporting tool. This portal is managed by People Intouch, an independent company. Reports are passed on to the Integrity Officer within Randstad. Reporters may choose to leave their name and contact details or they may choose to remain anonymous. The decision is theirs.

<https://www.speakupfeedback.eu/web/integrityatrandstad/au> (Access Code: 47064)

Freephone Number: 1800 452 051

Language Options: English

What to do when you arrive at an Early learning, OSHC centre/service or school for the first time?

Every centre, service or school will have its own policy. It is important to ask to be inducted into the centre's/school Child Protection Policy or know where to access the policy in case of an incident.

If you are unsure please call us on 1300 360 014.

state & territory child protection training

- QLD please click [here](#)
- NSW please click [here](#)
- ACT please click [here](#)
- VIC please click [here](#)
- SA please click [here](#)
- WA please click [here](#)
- NT please click [here](#)
- TAS please click [here](#)

more support

If you need more support please reach out to your Randstad Consultant, Branch Manager or HR Representative. Other support resources can be found through:

- For domestic, family, and sexual violence counselling and support, contact **1800RESPECT**
- For short-term support if you are feeling overwhelmed or having difficulty coping or staying safe, contact **Lifeline**
- For free professional phone and online counselling for anyone affected by suicide living in Australia, contact **Suicide Call Back Service**
- For information and support for anxiety, depression and suicide prevention for everyone in Australia, contact **Beyond Blue**
- For information and support for anyone who is affected by complex trauma, contact **Blue Knot Foundation**
- For free 24/7, confidential and private counselling service specifically for children and young people aged 5 to 25 years, contact **Kids Helpline**