

randstad education

child safeguarding statement

1. overview

1.1. randstad's 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. Whilst we are a staffing agency / labour hire business and do not run a children's service facility or school, we are deeply committed to following the guidelines and recommendations (where applicable) of the Royal Commission into Institutional Responses to Child Sexual Abuse.

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

1.2. business principles

To read more about Randstad's business principles please click this [link](#).

1.3. 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 on-boarding process, at which time a copy is provided to all new teachers, educators and cooks. 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.

1.4. scope

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

2. definitions

2.1. child abuse

The World Health Organisation refers to child abuse as all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power. Many forms of child abuse are a criminal offence and can lead to imprisonment.

2.2. mandatory reporting

Mandatory reporting refers to the legal obligation for certain professionals and individuals to report suspected cases of child abuse and neglect to child protection authorities. This includes those who work in the education sector.

2.3. reportable conduct

The Reportable Conduct Scheme requires certain organisations that work with children to report and investigate allegations of child abuse and misconduct to the relevant authorities. This includes those who work in Education and Care Centres and Schools. Reporting entities must report allegations against employees, volunteers and contractors which include reportable conduct, including:

- a child sexual offence
- sexual misconduct committed to, or in the presence of a child
- ill-treatment of a child
- significant neglect of a child
- physical violence committed to, or in the presence of a child, or
- behaviour that causes significant emotional or psychological harm to a child.

Reportable conduct may occur through a single act or omission, or a series of acts or omissions. Conduct relating to behaviour that occurs both in the workplace and the Teacher / Educator / Cooks home life can be reportable. The Reportable Conduct Scheme applies even if the conduct does not relate to criminal charges, recognising that not all harmful behaviour is criminal, but still poses a risk to children.

2.4. grievance

A grievance is a formal complaint raised by an employee regarding a workplace issue that they believe is unfair, unjust or violates their rights.

2.5. whistle blowing

A whistleblower is someone with inside knowledge of an organisation who reports misconduct or dishonest or illegal activity that may have occurred within that organisation.

2.6. code of conduct

A code of conduct is a set of rules and principles that outline expected behaviours and ethical standards for all employees. For Randstad Education employees, all Temporary Educators, Teachers and Cooks are required to sign and return the Randstad Education Code of Conduct and Safeguarding Children and Young People Declaration during onboarding.

2.7. child safeguarding

Child safeguarding refers to proactive measures taken to protect a child's health, wellbeing and human rights, ensuring that they live free from harm, abuse and neglect.

2.8. 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.

3. legislative requirements

- 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](#)

4. child safe principles

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.

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 identification of ten National [Child Safe Principles](#).

The Principles, as set out in the Royal Commission's report, are:

1. Child safety is embedded in institutional leadership, governance and culture.
2. Children participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved.
4. Equity is upheld and diverse needs are taken into account.
5. People working with children are suitable and supported.
6. Processes to respond to complaints of child sexual abuse are child focused.
7. Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training.
8. Physical and online environments minimise the opportunity for abuse to occur.
9. Implementation of the Child Safe Standards is continuously reviewed and improved.
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 Principles set out above.

Randstad operates across Australia and in States or Territories which have adopted Child Safe Standards into legislation, we will have regard to these. Where this has not been adopted into law, the National Principles will apply.

5. recruitment and screening

At Randstad Education, the safety and well-being of all children are our top priority, a commitment we clearly communicate throughout our recruitment processes. For full details, please see the **Randstad Child Safety Recruitment Procedure & Process**

5.1. ensuring suitability for working with children

As part of their recruitment and employment contract, all Randstad teachers, educators and cooks will be informed that their employment is contingent upon satisfactory results from:

- A relevant state/territory Working With Children (WWC) Check.
- Professional referee checks that include questions related to the candidate's suitability to work with children.

5.2. maintaining ongoing suitability

It's a serious breach of policy for anyone to continue working with children if they've been charged with or convicted of a crime that would disqualify them from a Working With Children clearance (or equivalent). All Randstad teachers, educators and cooks must understand that their continued involvement with our organisation depends on meeting these ongoing screening requirements.

6. training, support, and awareness

6.1. empowering our team through education

All Randstad teachers, educators and cooks will receive training, support, and awareness resources. These resources are designed to support them:

- Recognise the signs of child abuse, neglect, grooming, and/or domestic and/or family violence.
- Feel confident and safe to take appropriate and effective action including reporting their concerns.

6.2. continuous learning for child safeguarding

We acknowledge the evolving nature of child abuse indicators and the inherent complexities of providing care and services to children. Therefore, all Randstad personnel will be required to complete yearly updated training and/or professional development in child safety as a minimum.

6.3. support for difficult incidents

Anyone who has dealt with serious incidents of child abuse will be offered appropriate debriefing and employee assistance support.

7. responding to disclosures

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 should notify the police on 000, as opposed to making a report.
- For information on mandatory reporting in each state or territory, click [here](#).

8. reporting child or young person related concern

ACECQA and the various state and territory governments have created a [range of resources](#) that may assist teachers and educators to identify and report child abuse.

Child protection legislation varies from state to state/territory. It is important that educators know who to report to and what to report in their state or territory. Randstad will distribute state/territory based information to working educators, teachers and cooks for reference. when concerns relating to child abuse or reportable conduct arise, consideration should be given to where the matter must be reported.

Depending upon who the perpetrator is, this could include:

- Police
- Child Protection authorities
- Reportable Conduct Scheme
- Regulatory Authorities (ECEC) or Department (Schools)
- The host employer / client / service

If you are unsure about who to report to and how, please speak to your Randstad consultant on 1300 360 014 and we can support you through the process.

8.1. police

If a child is in immediate danger, call 000 so that the Police can urgently intervene in order to ensure the safety of the child. In addition, if a child has been subjected to physical or sexual assault or if you believe this to be the case, you are required to call the Police Assistance Line to report the matter and take their advice. This includes whether the allegation relates to conduct which occurs in the professional or private life.

8.2. mandatory reporting (child protection authorities)

All teachers, educators and cooks 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 or school Child Safety Policy. If a Nominated Supervisor doesn't deem the incident to be reportable, but you do, you should still report to the relevant state based child protection authorities.

Generally the statutory child protection authorities respond to risk of significant harm (ROSH) which occurs in the home or community. If the allegation of inappropriate conduct occurs within an education and care setting, or relates to an educator, teacher or cook, then please also refer to the section on reportable conduct (8.3).

8.3. reportable conduct scheme

The Reportable Conduct Scheme (RCS) requires organisations to investigate and report allegations of child maltreatment (abuse and inappropriate behaviours) made against their employees, volunteers and contractors. The scheme is designed to hold organisations to account for the manner in which they handle complaints made against employees who work with children, and can span to conduct committed in both their personal and professional life.

The Reportable Conduct Scheme for each state can also be found here: [NSW](#), [ACT](#), [VIC](#), [WA](#), [QLD](#).

Whilst Randstad is not a respondent to the Reportable Conduct Scheme, we supply workers to clients who are. As such, Randstad will support the investigation and reporting requirements of any client who informs us that a Randstad employee is subject to or witness of a complaint of reportable conduct.

8.4. regulatory authorities (ECEC) or department (Schools)

8.4.1. ECEC

Under the National Education and Care Services 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.

8.4.2. schools

government schools

Australian Government: Department of Education

- <https://www.education.gov.au/>

Australian Capital Territory: ACT Education Directorate

- <https://www.act.gov.au/directorates-and-agencies/education-directorate>

New South Wales: NSW Department of Education

- <https://education.nsw.gov.au/>

Northern Territory: Department of Education

- <https://education.nt.gov.au/>

Queensland: Queensland Department of Education

- <https://www.qld.gov.au/education>

South Australia: Department for Education

- <https://www.education.sa.gov.au/>

Tasmania: Department for Education, Children and Young People

- <https://www.decyp.tas.gov.au/>

Victoria: Department of Education

- <https://www.vic.gov.au/department-education>

Western Australia: Department of Education

- <https://www.wa.gov.au/service/education-and-training>

catholic and independent schools

Refer to the reporting requirements of the School or Diocese.

8.5. the host employer / client / service

It is important that you raise any concerns with the Director, Co-ordinator or Principal of the centre or school should you have them. This is because:

- They are ultimately responsible for the wellbeing of children and young people in their care
- They can offer support where required
- They may need to make reports themselves
- They may be aware of a pattern of behaviour, which may indicate cumulative risk of harm

9. 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. Randstad will consider the outcome of any investigation and undertake a risk assessment, which may result in your removal from the candidate talent pool

9.1. 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: 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.

Randstad will collaborate with host employers conducting investigations related to child safety or reportable conduct. An investigation which involves child safety or reportable conduct. Where investigations are conducted by the client, they will follow their internal procedure. Randstad may or may not be directly involved in this process, however will maintain regular contact with the client to ensure this process is conducted in a timely and efficient manner. Randstad will provide regular updates throughout this process.

9.2. speak up confidently confidentiality / 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)

Free phone Number: 1800 452 051

Language Options: English

10. child safe behaviour and standards for Randstad teachers, educators and cook

The steps below are designed to ensure that all Randstad teachers, educators and cooks understand their responsibilities in protecting children from harm, promoting positive interactions, and upholding the highest ethical standards in their professional conduct.

10.1. 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.

10.2. active supervision

- Educators must actively 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.

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

10.3. 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.

10.4. 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.

10.5. national model code for taking images or videos of children while providing education and care

Randstad Education is committed to following the [National Model Code](#) and [Guidelines](#) to promote a child safe culture when it comes to taking, sharing and storing images or videos of children in early childhood education and care.

Randstad Teachers, Educators and Cooks are to:

1. Leave your personal devices (i.e.. mobile phones and recording devices) in your bag in designated staffing room and/or locker (if provided)
2. Only use service-issued devices such as tablets and computers
3. Authorised essential purposes include emergencies, health and family needs
4. Gain approval from a Director if a Teacher or Educator needs to carry a mobile under point 2

10.6. inappropriate discipline

ACECQA has provided an information sheet on [Inappropriate Discipline](#). Corporal punishment, inappropriate and unacceptable discipline and behaviour towards children by educators, teachers and cooks in ECEC can often be illegal and subject to criminal convictions and / or reportable conduct schemes. Randstad casuals should be familiar with this document and act in accordance with accepted community and professional standards of behaviour at all times. This includes:

acceptable (with child's permission) and unacceptable physical contact

Teachers and 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

ACECQA also has a wide variety of information sheets which will support educators and teachers to meet the National Quality Standards. Educators and teachers are encouraged to follow the relevant [information sheets](#).

11. more support

Randstad has an Employee Assistance Program 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**.
- **Bravehearts** for information on recognising the signs of shield sexual abuse and grooming, as well as protective behaviours programs

12. state & territory specific 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](#)