

CHILD SAFETY AND WELLBEING POLICY

CHILD FRIENDLY VERSION



WHAT WE DO TO KEEP YOU SAFE



We have **zero tolerance** for child abuse. That means **all children** have the right to **feel safe** and to **be safe**.

If someone or something is making you feel scared, worried or unsafe it is okay for you to speak up. We are here to listen and to help you.

In Hume there are lots of children with different beliefs and backgrounds. We respect all children, including:



Aboriginal and Torres Strait Islander Children



Children who don't speak English



Children who have a different culture



Children who have a disability



Children who identify with a specific gender or sexuality



KEEPING YOU SAFE FROM ABUSE



No one is allowed to hurt you:

PHYSICALLY

– hitting, punching, grabbing you or causing you to be hurt

EMOTIONALLY

– being rude to you, threatening you, yelling or swearing at you, bullying you or embarrassing you in front of others

SEXUALLY

– talking to you or touching you in a sexual manner or in a way that makes you feel uncomfortable, trying to encourage you to touch them or have sex, showing you inappropriate images

NEGLECT

– not providing food, medical care, clothes, shelter or care.

FAMILY VIOLENCE

– seeing or hearing violence in the home between family members

RULES TO KEEP YOU SAFE



We have rules about what our workers can and can't do, and we make sure that they understand how they are allowed to behave.

Our workers ARE allowed to:

- Help you feel welcome and safe
- Speak to you in a kind and respectful way
- Include you and ask your opinion when making decisions that affect you
- Listen to you and support you
- If they find out information that means that you or someone else is unsafe, an adult must tell someone – this might include the police

Our workers are NOT allowed to:

- Hurt you
- Have favourite children or give you gifts
- Tell you to break the rules
- Ask you to keep secrets
- Treat you differently or harshly because of your gender, culture, sexuality or disability.
- Meet you outside of your activity
- Connect with you privately on your phone or other devices

REPORTING ABUSE

If you feel like someone has broken the rules, it is important that you tell us so we can keep you and other children safe.

You can do this by:

- 📞 Calling police on **000** if it's an emergency
- 🗨️ Telling a **trusted** adult like a parent, family member or teacher who can let us know
- ✉️ Emailing **childsaf@hume.vic.gov.au**
- ☎️ **Calling** the Child Safety Advisor on 9205 2200
- 🖱️ **Making a report** online by clicking on this [link](#)
- 📢 **Making a report** to Social Services Regulator(SSR) by clicking on this [link](#)



LISTENING TO YOU

What you have to say is important to us. We will do our best to include your ideas when we are planning the things that Council do.

We also want to hear from you if you have ideas about how we can do things better or if you feel like something is unsafe.

You or your trusted adult can talk to a staff member at your event or activity or you could send us an email childsaf@hume.vic.gov.au or call 9205 2200 and ask to speak to the Child Safety Advisor.



WE LISTEN TO YOU

CONNECT WITH US

Customer Service Centres are open from 8am to 5pm Monday to Friday:

Broadmeadows (Council Offices)

1079 Pascoe Vale Road

Craigieburn

75-95 Central Park Avenue

Sunbury

40 Macedon Street

PO Box 119, Dallas VIC 3047

9205 2200

contactus@hume.vic.gov.au

hume.vic.gov.au

LANGUAGE SUPPORT

Arabic | العربية

Assyrian | رڊق ممل

Farsi | فارسی

Greek | ελληνικά

Hindi | हिंदी

Urdu | اردو

Italian | Italiano

Nepali | नेपाली

Punjabi | ਪੰਜਾਬੀ

Turkish | Türkçe

Simplified Chinese | 简体中文

Vietnamese | Tiếng Việt



For language support visit
hume.vic.gov.au/translate or call
9205 2200 to speak to our team.