

Child Safety and Wellbeing Policy

Calming Waves Support Services Australia

Effective Date: 24/01/2025

Review Date: 24/01/2026

Purpose

The purpose of this policy is to outline *Calming Waves Support Services*' commitment to creating a safe, inclusive, and supportive environment where all children feel protected, valued, and empowered. This policy sets out our strategies and practices for safeguarding children and promoting their wellbeing in all areas of our service delivery.

Scope

This policy applies to:

- All employees, volunteers, and contractors of *Calming Waves Support Services*.
- Children, families, and stakeholders engaged with our services.
- Activities, programs, and operations conducted by or on behalf of *Calming Waves Support Services*.

Our Commitment to Child Safety and Wellbeing

1. **A Child-First Approach:**
 - The safety, rights, and best interests of children are central to everything we do.
2. **Zero Tolerance for Harm:**
 - We have zero tolerance for child abuse, neglect, or harm in any form.
3. **Empowerment of Children:**
 - We respect children's voices, ensure they feel heard, and encourage their active participation in decisions that affect them.
4. **Cultural Safety and Inclusion:**
 - We are committed to providing a culturally safe and inclusive environment for all children, including Aboriginal and Torres Strait Islander children, children from diverse cultural backgrounds, and children with disabilities.

Key Principles and Practices

Child Safety and Wellbeing Policy

Calming Waves Support Services Australia

1. Child Safety Standards

We adhere to child safety standards by:

- Ensuring all employees and volunteers undergo **comprehensive background checks** (e.g., Working with Children Checks and police checks).
- Providing regular **training in child protection, abuse prevention, and safe practices** to all staff.
- Establishing clear codes of conduct for interactions with children.

2. Child Wellbeing Strategies

- Promoting emotional, social, and psychological wellbeing through **safe and nurturing programs** tailored to children's needs.
- Fostering a culture where children feel comfortable discussing concerns or seeking support.
- Incorporating trauma-informed practices into our services.

3. Physical and Online Safety

- Ensuring all facilities are safe, secure, and accessible for children.
- Implementing **online safety protocols** to protect children in digital spaces, including appropriate use of technology and privacy safeguards.

4. Reporting and Responding to Concerns

- **Mandatory Reporting:** All staff are trained to identify and report signs of abuse, neglect, or safety risks as required by law.
- **Clear Procedures:**
 - Reports of abuse or misconduct are taken seriously and acted upon promptly.
 - Concerns can be raised confidentially through designated channels, including the Child Safety Officer.
- **Supportive Responses:** Children and families are offered support throughout the reporting process.

5. Family and Community Engagement

- We collaborate with families and communities to promote children's wellbeing.
- Families are informed about our child safety policies and encouraged to contribute feedback.

Child Safety and Wellbeing Policy



Calming Waves Support Services Australia

Roles and Responsibilities

Management

- Ensure compliance with child safety laws and best practices.
- Provide adequate resources for training, reporting, and ongoing improvement of child safety standards.

Employees and Volunteers

- Follow the Child Safety Code of Conduct.
- Prioritize child safety and report any concerns.

Child Safety Officer

- Act as the primary point of contact for child safety matters.
- Monitor compliance with child safety policies and provide guidance.

Code of Conduct

Our Code of Conduct outlines appropriate and respectful behaviour when interacting with children, including:

- Always prioritizing children's safety and wellbeing.
- Maintaining professional boundaries.
- Never engaging in behaviour that could harm, exploit, or demean a child.

Reporting and Response Procedures

What to Report:

- Suspected or disclosed abuse (physical, emotional, sexual, neglect, or exploitation).
- Unsafe practices, environments, or breaches of this policy.

How to Report:

1. Notify the Child Safety Officer 0400 028 247
2. Submit concerns through our secure reporting system
<https://services.dffh.vic.gov.au/reporting-child-abuse>

Child Safety and Wellbeing Policy



Calming Waves Support Services Australia

3. For immediate danger, contact **000** or local authorities.

Confidentiality:

We handle all reports with sensitivity and respect for privacy, ensuring appropriate follow-up and resolution.

Continuous Improvement

We are committed to regularly reviewing and improving our policies and practices to ensure they remain effective and up to date with legal and community standards.

Contact Information

Child Safety Officer

Danielle Lines

0400 028 247

Danielle@cwss.com.au

General Inquiries

admin@cwss.com.au

Calming Waves Support Services is dedicated to creating waves of change that protect and uplift every child we serve.