



Child Safe Code of Conduct

For children and young people

Our Commitment to Children and Young People

At Yarra City Council child safety is a priority. We want all children and young people in our community to be safe, happy and to do well. We work hard to make sure our staff understand our commitment to child safety; know how to create safe, welcoming and inclusive environments where all children and young people feel valued and heard; and to ensure they know what to do if a child or young person feels worried or unsafe.

We have lots of measures in place to help us do this, including policies, training, and certain things staff must do before they can even work with us, like getting a Working with Children Check. We also have a Code of Conduct which tells our staff how to treat children and young people. It sets out our expectations about right and wrong behaviours around children and young people, and what we will do if we think adults are not acting the way they should.

We believe that no adult should behave in a way that makes you feel unsafe or afraid, including anyone in your family, at school, at the services and programs you attend, or anywhere else in the community.



Children and young people have the right to:

- » be safe, happy and healthy
- » be protected from abuse or harm
- » be listened to and heard
- » be believed and have their concerns taken seriously
- » be respected and treated fairly
- » be the boss of their own bodies
- » ask for and receive help
- » be supported to get professional help if needed
- » enjoy and fully participate in our community/services
- » access safe and inclusive physical and online spaces
- » have their identity valued and respected by the people, places and spaces they engage with
- » privacy, and to be told when and how their personal information will be used and shared
- » confidentiality, and to be informed about its limits
- » have a say on issues and decisions that affect them.

What should you do if you feel unsafe, or are worried that one of your friends is unsafe?

Tell an adult you trust – this might be a parent, family member, teacher, welfare officer, coach, doctor, or therapist. It can also be someone you trust from one of our services or programs you attend, like a nurse, swim teacher, youth worker, librarian, family support case worker, early childhood educator/teacher, customer service officer, or even a school crossing supervisor.

The adults at our services can help you and will take your concerns seriously.

Remember:

- » Telling someone you trust will not get you in trouble.
- » It's not okay for adults to make you feel scared, unsafe or uncomfortable by the way they touch, talk to and treat you, or by the things they ask you to do.
- » Even if the person who is making you feel unsafe has asked you to keep it a secret, or has told you that something bad will happen if you tell someone, you should still talk to an adult you trust so they can protect you and help you to feel safe.
- » Adults don't have to physically hurt or touch you to be doing the wrong thing. They can also use words, social media, your personal info, or act in other ways that are not safe (like not taking proper care of you).
- » You should also tell an adult you trust if you are worried that a friend is unsafe, so they can make sure your friend is safe and gets help (even if your friend told you not to tell anyone or to keep it a secret).
- » Even if you're not sure, if something doesn't feel right, talk to an adult just in case. Your body does a good job of telling you when you are frightened or unsafe, like sweating a lot, having butterflies in your stomach, becoming shaky, or your heart might start beating really fast. Trust these early warning signs.
- » There are people who care about you and can help you - you do not need to deal with it on your own.



What will happen when you tell an adult at Yarra you feel unsafe, or you think a friend is unsafe?

- » They will believe you, listen to your concerns and take them seriously.
- » They will help you and make sure you do not have to deal with the situation alone.
- » They will have to tell another adult at the service (like their boss, or one of our Child Safe Contact Officers) about your concerns so they can work out the best way to keep you, or the friend you're worried about, safe. They are not allowed to keep what you tell them a secret, as this won't help you or keep you safe.
- » Sometimes, if they think you need special protection, they may also have to tell the police or other workers who specialise in protecting children/young people.
- » They will not share what you have told them with the person making you feel scared or unsafe.
- » They will fill in a report to keep a record of what you told them, and the things they did to keep you safe.
- » If the person making you feel worried or unsafe is one of our staff, they will look into the situation straight away and take appropriate action.
- » They will check in with you and keep you updated on what they have done.

There are lots of people who can help you. Here are some other suggestions:

eHeadspace

Call: 1800 650 850

Online chat/email: [eheadspace.org.au](https://www.eheadspace.org.au)

Kids Helpline

Call: 1800 55 1800

Online chat/email: [kidshelpline.com.au](https://www.kidshelpline.com.au)

Go to your local police station to make a report or
Call: 000