

# **Information about our child safety policy**



**Easy Read**

# About this policy



This information is about the **child safety policy** for the City of Sydney.



A **child safety policy** are rules we have about how we keep children safe.



This information tells you the most important things from our child safety policy.



When we say children in this information we mean

- Children under 18 years
- Young people between 18 and 24 years.



To read the full child safety policy go to  
**[www.cityofsydney.nsw.gov.au/policies/child-safety-policy](http://www.cityofsydney.nsw.gov.au/policies/child-safety-policy)**



Our policy follows the laws in Australia that help keep children safe.



Our child safety policy is for everyone who works for the City of Sydney.



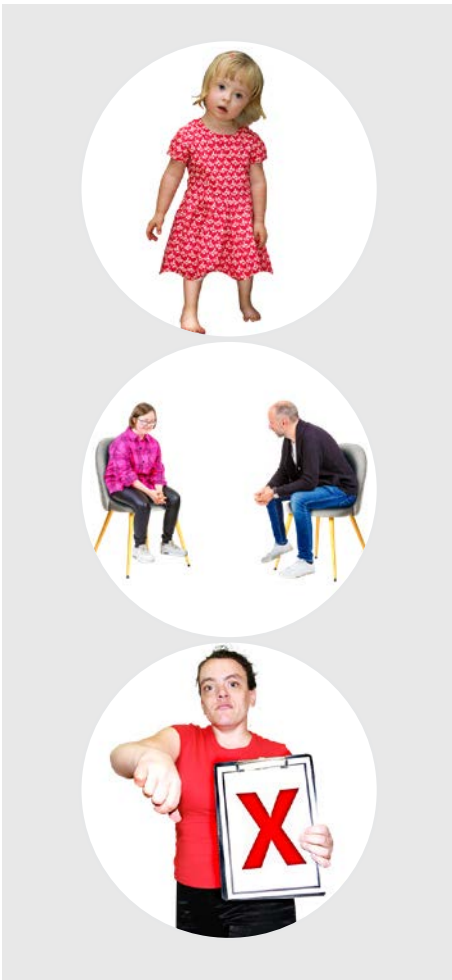
We want all our staff to know how important it is to keep children safe.



When we say staff we mean anyone who works for the City of Sydney.

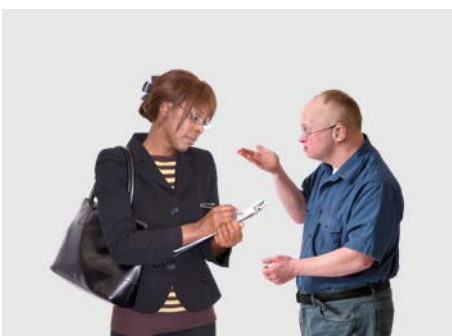


It is for everyone who wants to know what our staff must do to keep children safe.



This information says

- What City of Sydney does to keep children safe
- What our staff must do to keep children safe
- How we deal with **complaints**.



A **complaint** means someone tells us that something happened that is not ok.

# Places children use at City of Sydney



There are many places in the City of Sydney that children go to.



They might go to

- Youth programs
- Child care services
- Community centres
- Libraries
- Swimming pools and sports grounds.

# Keeping children safe from abuse



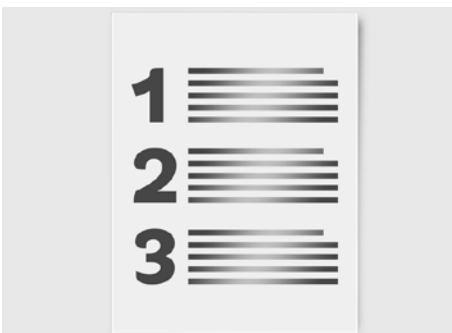
We will do what we can to keep children safe from **abuse**.



**Abuse** means someone does bad things to a child.



Abuse can happen 1 time or more often.



There are different types of abuse.





**Physical abuse** means someone hurts the child's body and it is not an accident.



They might hit or kick the child.

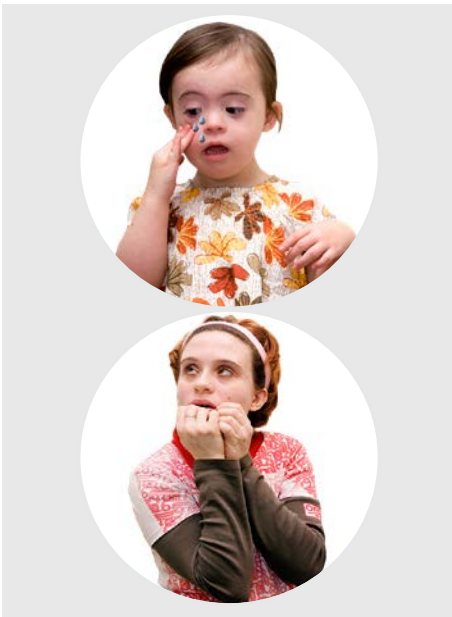


**Sexual abuse** is when someone

- Talks to or touches a child in a sexual way
- Makes the child do sexual things.



This also means taking photos of the child in a sexual way or making them watch sexual things.



Emotional abuse is when someone treats a child in a way that makes them feel

- Upset
- Scared.



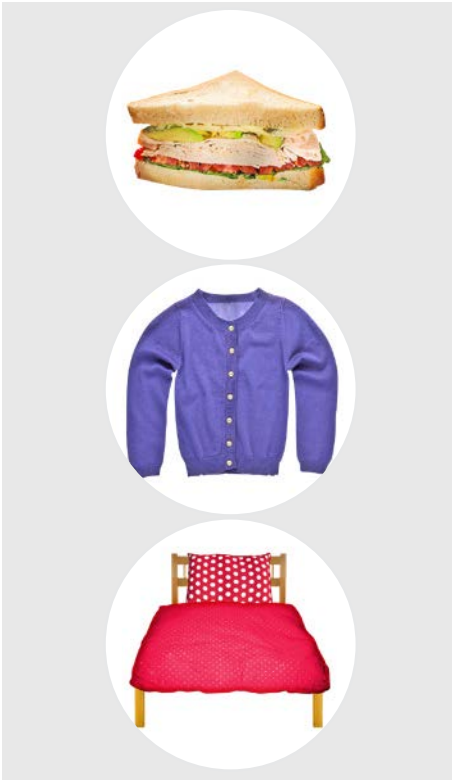
They might do things like

- Say mean things to the child
- Make the child feel left out
- Not letting the child see their friends or family
- Say they will hurt the child.





**Neglect** means an adult does not look after a child well.



They might not give a child these things when they need them

- Food
- Clothes
- A place to stay.



They might not take them to the doctor or give them medicine if they are not well.



They might not let them go to school.

**Grooming** is when someone is nice to a child because they want to



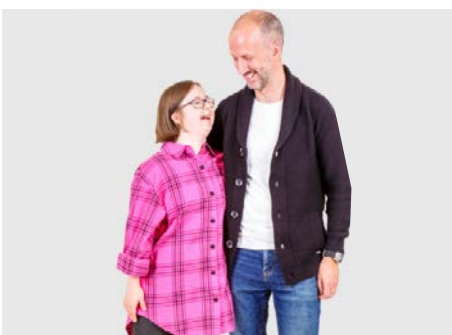
- Abuse the child



- Hurt the child.



This might be getting the child to do sexual things.



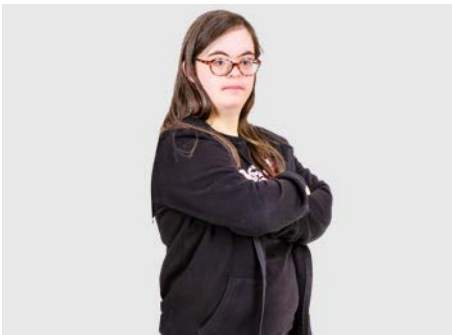
Abuse can happen when the child is in the same place with the person.



It can also happen over the phone or online.



If a child gets abused they may feel bad or sick for a long time.

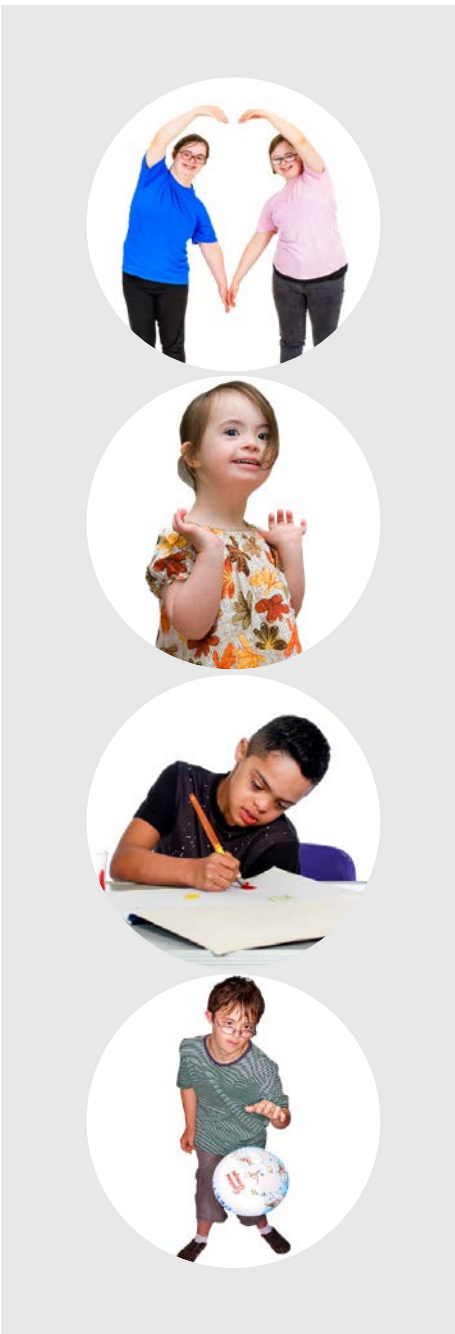


The child might think a lot about the bad thing for a long time.

# What we do to keep children safe



We will do what we can to keep children safe and not get hurt.



We want children to be able to

- Feel safe
- Be happy
- Learn new things
- Do the things they like to do.



We want to support children to speak up about the things they want and need.



We want to make sure children know how to get help if they need it.



We have a team that makes sure we

- Treat children the right way
- Know the rules to follow when someone is worried about a child.



There are lots of things we already do to make sure children are safe and happy.

We support children to connect with



- Other children



- People in the community



- Their **culture**.



**Culture** means how we do things because of where our family is from.



We support and respect all children.





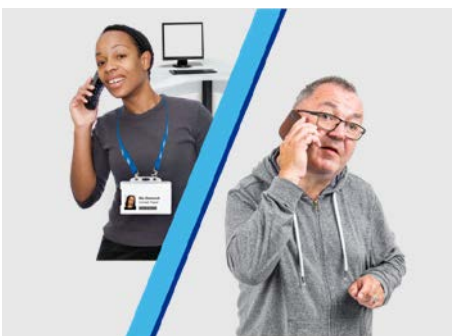
We have rules for how we keep a child's information safe.



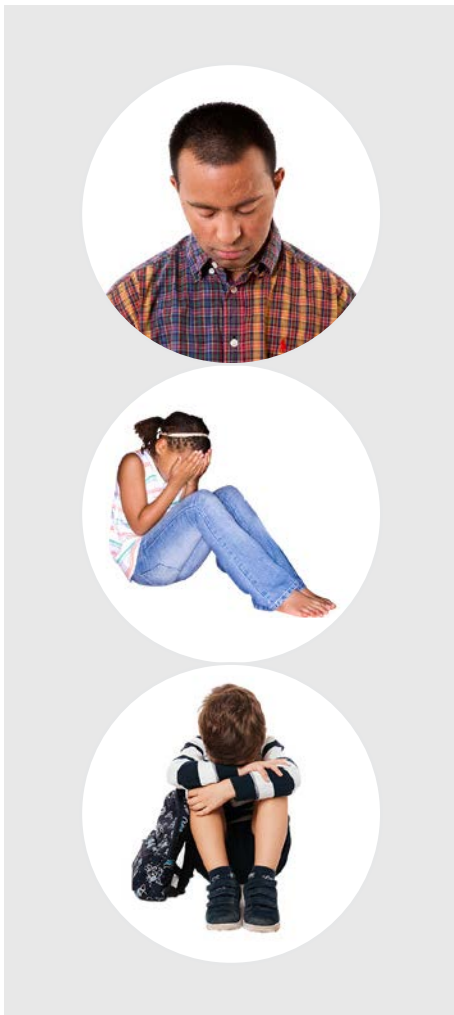
Only people who need to see the information can see it.



We have rules for what to do when someone makes a report about something that is not right.



We follow the law for who we need to contact if we worry that a child is not safe.



We also follow the law for who we must contact if we hear that our staff or someone else

- Did something wrong
- Hurt a child
- Made a child feel unsafe.

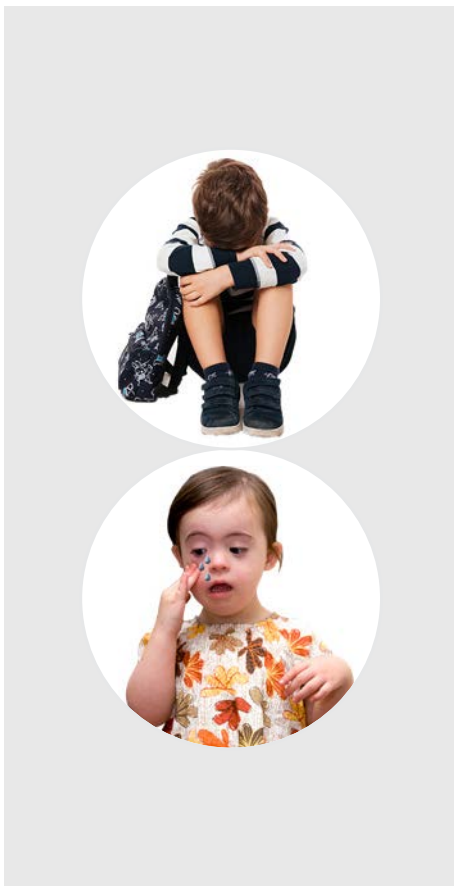


These are some of the things we do to keep children safe.



**Working  
with  
Children  
Check**

Staff that work with children must have a **Working with Children Check.**



A **Working with Children Check** is a check used to see if someone has

- Done bad things to children
- Put a child in danger.



If they have done these things they would not be safe to work with children.



Sometimes people have done bad things to children but no one knows about it.



It would then not show up on the Working with Children Check.



That is why it is important to do other things to help keep children safe as well.



We also train staff to look out for signs that someone might not be safe.



We often check our policies and rules to see how we can make them better.

# Making sure everyone feels safe and welcome



We want to have services and programs where everyone feels safe.



We think about all the different things children need in our services for children.



We want all children to feel welcome.



We want every child to feel they can join all of our programs.

# How we deal with complaints



There are things our staff must do when we get a complaint.



The complaint could be that someone treated a child in a bad way.

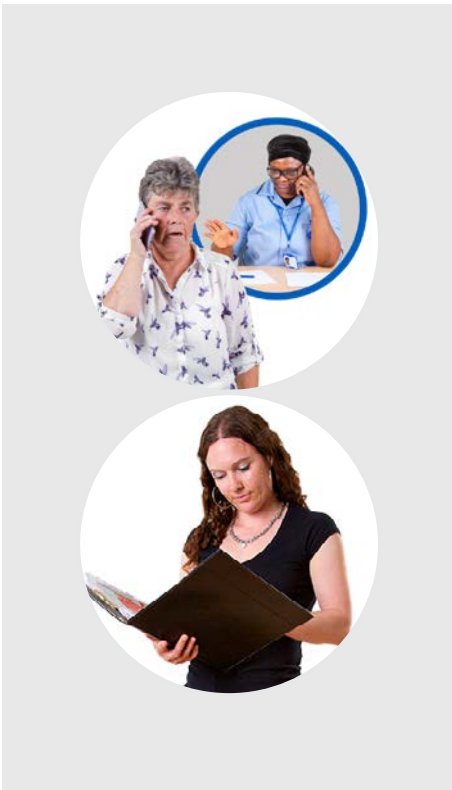


We must make sure that we treat everyone fairly.



We always think about what we can do to keep the child safe and well first.



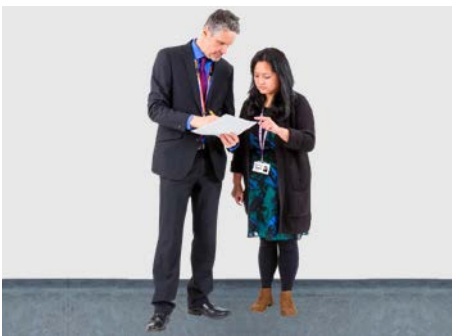


If we hear that someone did something to a child we must

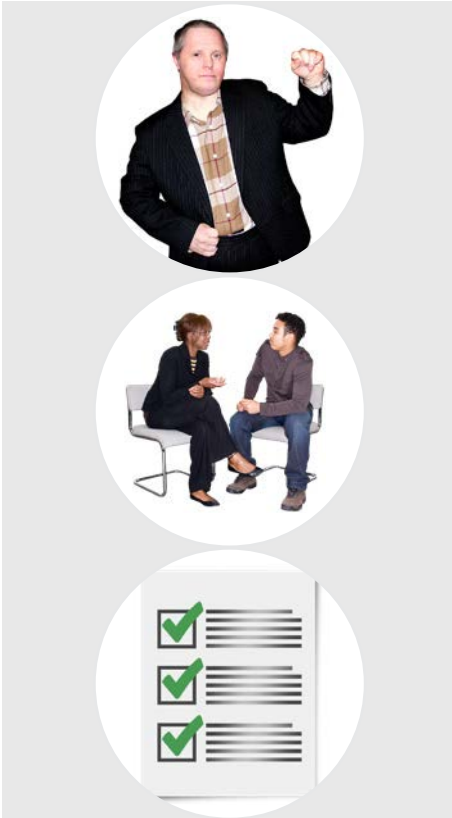
- Tell the Police or the Child Protection Helpline
- Look into what happened.



We also make sure the person can not go near that child while we look into what happened.



We will tell the person looking into what happened all the important information.



We will give everyone information about

- What their rights are
- Where to get support
- What we have to do to deal with what happened.



We will look at what we can do to make sure it does not happen again.



We will make changes to the rules if we have to.

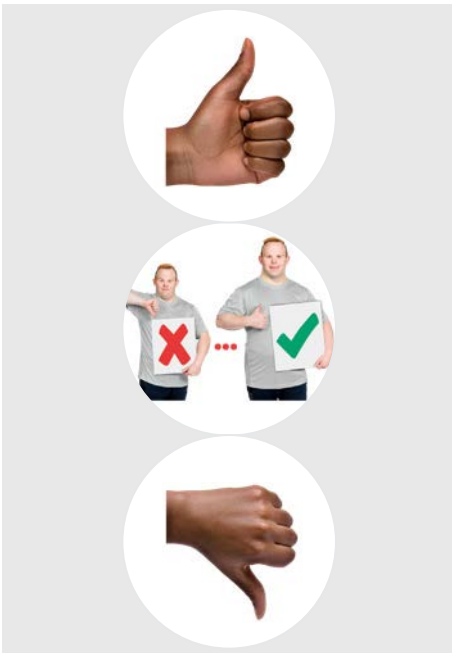


We will then tell all City of Sydney staff when the changes happen.

# How to give us feedback or make a complaint



It is important that you give us **feedback** or make a **complaint** so we can change things.



**Feedback** means you tell us about

- Something we did well
- How we can do something better
- An issue.



**Complaint** means you tell us about something that you are not happy with.



Complaints and feedback also help us keep children safe.

To make a complaint or give feedback you can



- Send us an email to  
**council@cityofsydney.nsw.gov.au**



- Call us on 02 9265 9333



- Send us a letter  
City of Sydney  
GPO Box 1591  
Sydney 2001



- You can also tell us in person and come to  
Town Hall House  
Level 2  
456 Kent Street  
Sydney 2000

Council for Intellectual Disability made this document Easy Read. **CID** for short.  
Email CID at **business@cid.org.au** if you want to use any of the pictures.