



PROVIDING A CHILD SAFE ENVIRONMENT POLICY

Version 4.0
Date: 1/09/2026

POLICY – Providing a child safe environment

BACKGROUND

At PCYC OOSH, the safety, wellbeing and rights of children are at the centre of everything we do. We are committed to providing environments that are safe, inclusive, supportive and child-focused across all service operations, including physical spaces, online environments and community interactions. Through effective supervision, risk management practices, incident reporting, record keeping, staff training and family engagement, we actively promote and maintain a culture of child safety.

PCYC OOSH recognises that all children and young people have the right to feel safe, be heard, be respected and be protected from abuse, harm, neglect, exploitation and violence. These rights are reflected in the United Nations Convention on the Rights of the Child (UNCRC), which guides our commitment to ensuring children are supported to reach their full potential in environments where they feel secure, valued and included.

As an organisation that works closely with children, young people and families, PCYC OOSH is committed to fostering a strong child safe culture where the safety and wellbeing of children is everyone's responsibility. We acknowledge our obligation to protect children from harm and to create environments that support their participation, empowerment and sense of belonging.

PCYC OOSH incorporates the National Principles for Child Safe Organisations and the NSW Child Safe Standards into everyday practice, governance and decision-making processes. Through these frameworks, we strive to minimise risks to children, strengthen protective factors and ensure that child safety remains a fundamental consideration in all aspects of service delivery.

We are committed to maintaining child-safe environments where children's voices are listened to, concerns are acted upon promptly, and children, families, educators, volunteers and community members work together to promote the safety, wellbeing and best interests of every child in our care.

PURPOSE

PCYC OOSH is committed to providing a safe, inclusive and supportive environment where every child is respected, valued and encouraged to participate, learn and thrive. We recognise our legal, ethical and organisational responsibility to safeguard children and young people from harm and to promote their wellbeing at all times.

The safety, welfare and best interests of children are the highest priority in all aspects of our service delivery. PCYC OOSH is committed to taking all reasonable steps to prevent harm, abuse, neglect, exploitation and discrimination, and to creating environments where children feel safe, secure, connected and empowered.

Child safety, wellbeing and the rights of children underpin all decisions, actions and operations across PCYC OOSH. These considerations take precedence over competing priorities and are embedded throughout our leadership, governance, policies,

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

procedures and daily practices. We are committed to ensuring that every decision made by management, educators and staff reflects a child-centred approach and supports positive outcomes for children and young people. For any action or decision that concerns a particular child, the safety, welfare and wellbeing of that child is paramount. (Education and Care Services National Regulations, Regulation 168(2)(h)(i)).

PCYC OOSH complies with all relevant legislative, regulatory and organisational requirements relating to child safety, privacy and the protection of children. This includes the appropriate collection, storage and use of images, videos and digital information involving children, as outlined in the Safe Use of Digital Technologies and Online Environments Policy.

To further support the health, safety and wellbeing of all children, families, staff and visitors, PCYC OOSH maintains environments that are free from tobacco products, including e-cigarettes and vaping devices, alcohol, illicit substances and any behaviour that may compromise the safety or wellbeing of others. Through these practices, we strive to create a culture where children are protected, respected and supported to reach their full potential.

SCOPE

This policy applies to all individuals involved in attending or accessing PCYC Out of School Hours Care (OOSH) Services and outlines the requirements for maintaining a child safe environment across all service operations, programs and activities.

All PCYC OOSH employees, including permanent, temporary, part-time, full-time and casual educators, are required to comply with this policy and all associated child safety procedures, standards and legislative obligations.

This policy applies to:

- children and young people attending PCYC OOSH Services
- parents, guardians and authorised family members
- educators and support staff
- service managers and nominated supervisors
- responsible persons and approved provider representatives
- contractors and external service providers
- visitors to the service
- any person engaged by, or acting on behalf of, PCYC OOSH.

All individuals covered by this policy share a responsibility to contribute to a child safe culture and to act in ways that protect and promote the safety, wellbeing, dignity and rights of children and young people. PCYC OOSH expects all members of its community to uphold child safe practices and comply with the organisation's policies, procedures, Code of Conduct and legislative requirements relating to child protection and child safety.

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

RESPONSIBILITY

Providing and maintaining a child safe environment is the responsibility of all persons involved in PCYC Children's Services. Specific responsibilities include:

- **Approved Provider:** Ensures appropriate governance, systems, resources and processes are in place to support child safety and compliance with legislative and regulatory requirements.
- **General Manager, Programs and Social Impact:** Provides strategic leadership and oversight to ensure child safety is embedded across all Children's Services programs.
- **State Children's Services Manager:** Oversees the implementation, monitoring and continuous improvement of child safe practices, policies and procedures across PCYC Children's Services.
- **Area Support Managers:** Support and monitor service compliance with child safety requirements and provide guidance to Nominated Supervisors and service teams.
- **Nominated Supervisors:** Ensure this policy is implemented within the service, promote a child safe culture, manage risks to children's safety, and respond appropriately to child protection concerns.
- **Coordinators:** Support the implementation of child safe practices, supervise educators, and ensure children's wellbeing and safety are prioritised at all times.
- **Senior Educators and Educators:** Maintain a safe, inclusive and supportive environment for children, uphold professional boundaries, identify and report concerns regarding child safety, and comply with all child protection requirements.
- **Children, Families and Contractors:** Are encouraged to contribute to a child safe culture by promoting respectful relationships and reporting concerns relating to the safety and wellbeing of children.

All persons engaged with PCYC Children's Services share responsibility for protecting children from harm and upholding the principles of a child safe organisation.

IMPLEMENTATION

PCYC OOSH is committed to embedding child safe practices throughout all aspects of service delivery. In accordance with the Education and Care Services National Law and National Regulations, appropriate policies, procedures and systems are established and maintained to support the safety, wellbeing and protection of children. PCYC OOSH takes all reasonable steps to ensure these policies and procedures are consistently implemented, monitored and reviewed to promote a strong culture of child safety.

PCYC OOSH recognises that the safety, wellbeing and best interests of children must be the primary consideration in all decisions, practices and interactions. For any action or decision concerning a particular child, the safety, welfare and wellbeing of the child will be the paramount consideration. (*Regulation 168(2)(h)(i)*).

We are committed to ensuring that children attending our services are adequately supervised at all times and that proactive measures are taken to identify, minimise and manage risks that may impact children's safety, health and wellbeing.

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

Creating and maintaining a child safe environment requires a collaborative approach involving children, families, educators, staff, volunteers, students, contractors and visitors. Child safety is embedded within our governance, leadership, policies, procedures, professional practice, risk management processes and continuous improvement activities. Through education, supervision, consultation and accountability, PCYC OOSH promotes a culture where child safety is understood, valued and upheld by everyone within our service community.

PCYC OOSH acknowledges that effective child safe practices extend beyond compliance with legislation and require an ongoing commitment to creating environments where children are respected, included, supported and empowered to speak up about their safety and wellbeing.

At PCYC OOSH, we believe that child safety is everyone's responsibility. Every person involved with our services has a role in protecting children from harm, promoting their rights and ensuring positive, safe and inclusive experiences for every child.

To achieve this, PCYC OOSH will:

- Implement and regularly review child safe policies, procedures and practices.
- Ensure staff, educators, volunteers, contractors and students understand their child protection and child safety responsibilities.
- Maintain effective supervision practices across all service environments.
- Provide ongoing child protection, child safety and mandatory reporting training.
- Promote children's participation in decisions that affect them.
- Encourage children and families to raise concerns, provide feedback and report safety issues.
- Identify, assess and manage risks to children's safety and wellbeing.
- Promote safe physical, emotional, cultural and online environments.
- Respond appropriately and promptly to concerns, allegations, disclosures, incidents and complaints.
- Continually review and strengthen child safe practices through consultation, evaluation and continuous improvement.

Through these measures, PCYC OOSH aims to create environments where children feel safe, valued, heard, respected and supported to reach their full potential.

IMPLEMENTATION STRATEGIES

PCYC OOSH leaders are responsible for ensuring child safety remains a priority across all areas of service delivery. They will:

- Ensure this policy and related child safety procedures are effectively implemented, monitored and reviewed.
- Complete and review risk assessments, risk minimisation plans and action plans to identify and reduce risks to children's health, safety and wellbeing.
- Ensure compliance with the Education and Care Services National Law, National Regulations, NSW Child Safe Standards and National Principles for Child Safe Organisations.

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

- Ensure all educators, staff, students, volunteers and contractors receive information regarding child safety requirements, child protection obligations and mandatory reporting responsibilities.
- Monitor completion of mandatory Child Protection and Child Safe Standards training and ensure training remains current.
- Ensure staff understand and comply with legislative obligations regarding child protection, reportable conduct and Working with Children Checks.
- Promote a culture where the safety, wellbeing and rights of children are embedded within everyday practice, leadership and decision making.
- Ensure services maintain environments that are free from tobacco products, including vaping devices, alcohol, illicit substances and any behaviour that may compromise children's safety.
- Support the safe and responsible use of digital technologies and online environments.
- Ensure policies, procedures and practices promote equity, inclusion, cultural safety and respect for diversity.
- Maintain educator-to-child ratios and staffing arrangements that support adequate supervision.
- Communicate changes to legislation, organisational requirements, policies and procedures to staff in a timely manner.
- Provide support, guidance and professional development opportunities to strengthen child safe practices.
- Work collaboratively with families, allied health professionals, schools and support services to promote children's participation, inclusion and wellbeing.
- Monitor visitor and contractor, records, including sign in and sign out processes.
- Ensure incident management, record keeping and reporting requirements are completed in accordance with PCYC OOSH policies and legislative requirements.
- Lead continuous improvement activities relating to child safety.
- Ensure child safety is considered in service planning, risk management and quality improvement processes.

Supporting Children's Participation

PCYC OOSH recognises that children have the right to participate in decisions that affect them and contribute to creating safer environments. Leaders will ensure opportunities are provided for children to:

- Participate in regular discussions about safety, wellbeing and respectful relationships.
- Share feedback about supervision, activities and service environments.
- Raise concerns through age-appropriate and accessible reporting methods.
- Contribute to risk assessments and program planning where appropriate.
- Express their views and have those views considered in decision making.
- Learn about their rights, personal safety and help-seeking strategies.

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

Educators and Staff Responsibilities

All educators and staff play a critical role in protecting children and maintaining a child safe culture. Educators and staff will:

- Understand and comply with current child protection legislation, mandatory reporting obligations and organisational requirements.
- Implement this policy and all related child safety procedures in daily practice.
- Promote and model a culture of child safety, inclusion, respect and wellbeing.
- Prioritise the safety, welfare and best interests of children at all times.
- Build positive, respectful and professional relationships with children and families.
- Understand the individual needs, health requirements, risk management plans and support strategies of children in their care.
- Maintain current qualifications (WWCC, National Police Check) and training, including Child Protection (Geccko), First Aid, CPR, Asthma Management and Anaphylaxis Management as required.
- Maintain active supervision and ensure educator-to-child ratios are met at all times.
- Conduct regular head counts and account for children's whereabouts during transitions, excursions and routine activities.
- Monitor children for signs of harm, abuse, neglect, unsafe situations or changes in behaviour that may indicate a child protection concern.
- Report concerns, disclosures, allegations or suspicions of harm in accordance with legislative and organisational requirements.
- Respond appropriately and sensitively to children who disclose concerns or feel unsafe.
- Maintain confidentiality when managing child safety concerns.
- Support children's participation in decision making, particularly in matters relating to safety and wellbeing.
- Encourage children to express their views and concerns and ensure they feel heard and supported.
- Follow the PCYC Code of Conduct and maintain professional boundaries at all times.
- Adhere to Safe Use of Digital Technologies and Online Environments requirements.
- Ensure visitors are supervised appropriately and are not left alone with children.
- Record incidents, hazards, concerns and observations accurately and within required timeframes.
- Contribute to ongoing reflection and continuous improvement of child safe practices.
- Act immediately if they believe a child may be at risk of harm or their safety has been compromised.

Through these collective responsibilities, PCYC OOSH ensures that child safety remains a shared commitment across all levels of the organisation and is embedded in every aspect of service delivery.

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

CHILD SAFE ENVIRONMENT FRAMEWORK

Area	PCYC OOSH Commitment	How We Implement This
Commitment to Child Safety	PCYC OOSH is committed to maintaining a child safe culture where the safety, wellbeing and rights of children are embedded in all aspects of service delivery. We have zero tolerance for child abuse, neglect, bullying, exploitation or inappropriate conduct toward children.	• Embed the National Principles for Child Safe Organisations and NSW Child Safe Standards into daily practice. • Promote children's rights, participation and wellbeing. • Respond promptly to concerns, disclosures, allegations and incidents. • Support children to feel safe, respected and heard. • Foster inclusive, culturally safe and welcoming environments.
Communication and Engagement	PCYC OOSH values open, respectful and transparent communication with children, families, staff and the broader community.	• Make policies and procedures accessible to families and staff. • Communicate child safety expectations during enrolment and induction. • Seek feedback through conversations, surveys and service reviews. • Provide regular updates regarding child safety initiatives and legislative changes.
Children, Young People and Family Participation	Children and families are partners in promoting safe environments. Children's voices are valued and used to inform decisions affecting their well-being and safety.	• Consult with children and families during policy reviews and service planning. • Encourage feedback regarding safety and wellbeing. • Provide child-friendly ways to raise concerns or complaints. • Support children to understand their rights and personal safety. • Consider individual communication and support needs.
Code of Conduct and Professional Behaviour	All PCYC staff and contractors, children and families are expected to model respectful, professional and child-safe behaviour.	• Adhere to the PCYC OOSH Code of Conduct. • Maintain professional boundaries. • Report breaches, concerns or inappropriate conduct. • Address misconduct through organisational disciplinary processes. • Reinforce child safe practices through supervision and performance reviews.
Child Safe Recruitment and Induction	PCYC OOSH recruits individuals who demonstrate suitable qualifications, experience and commitment to child safety.	• Conduct behavioural interviews and reference checks. • Verify qualifications and employment history. • Complete Working with Children Check verification.

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

		• Conduct prohibition and compliance checks where required. • Provide comprehensive induction and child safe training.
Working With Children Checks (WWCC)	PCYC OOSH ensures all staff and contractors meet legislative screening requirements.	• Verify WWCC clearances before engagement. • Monitor expiry dates and maintain records. • Remove personnel from child-related duties if their clearance becomes invalid. • Require notification of changes in WWCC status within legislated timeframes. • Notify the Regulatory Authority where required.
Child Protection and Mandatory Reporting	PCYC OOSH is committed to identifying, responding to and reporting concerns regarding child abuse, neglect or risk of harm.	• Ensure staff understand mandatory reporting obligations. • Maintain current child protection training. • Use the NSW Mandatory Reporter Guide where required. • Respond immediately to concerns, disclosures or suspicions of harm. • Maintain Child Protection Registers and records. • Complete annual child protection risk assessments. • Maintain a Child Protection Concerns Register. <i>(Regulation 168(2)(h)(iii))</i> • Maintain a Child Protection Reporting Decision Tree that is accessible to all staff. <i>(Regulation 168(2)(h)(iv))</i>
Child Protection Law Awareness	Ensure all educators, staff and contractors are informed of current child protection legislation, reporting obligations and any responsibilities they have under NSW child protection law.	Nominated Supervisors, OOSH Leadership
Reportable Conduct	Allegations involving employees, volunteers or contractors that may constitute reportable conduct will be managed in accordance with legislative requirements.	• Report allegations to the Office of the Children's Guardian where required. • Conduct investigations appropriately and confidentially. • Support affected children and families. • Implement immediate risk management strategies.
Complaints, Feedback and Concerns	PCYC OOSH encourages children, families, staff and community members to raise concerns regarding safety, wellbeing or service delivery.	• Maintain clear complaint and grievance processes. • Provide accessible reporting options. • Respond to concerns promptly and fairly.

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

		• Escalate matters to relevant authorities where required. • Support children throughout complaint processes.
Supervision and Physical Environment	Safe environments are maintained through active supervision, risk assessment and regular monitoring.	• Maintain required educator-to-child ratios. • Implement active supervision strategies. • Conduct head counts and attendance checks. • Ensure students, volunteers and visitors are not left alone with children. • Complete daily safety inspections and environmental checks. • Use attendance records in accordance with Regulation 158. (<i>Regulation 168(2)(h)(vi)</i>) • Conduct transition checks and child tracking processes to ensure every child is accounted for throughout the day. (<i>Regulation 168(2)(h)(vi)</i>)
Risk Management	Child safety risks are proactively identified and managed across all service environments and activities.	• Complete risk assessments for excursions, incursions and high-risk activities. • Conduct regular audits and safety inspections. • Review incidents to identify improvement opportunities. • Implement risk minimisation strategies. • Include children in identifying safety concerns where appropriate.
Emergency Management	PCYC OOSH maintains emergency preparedness systems to protect children during emergencies and critical incidents.	• Display emergency and evacuation plans. • Conduct emergency drills at least every three months. • Practice lockdown and evacuation procedures. • Maintain records of all rehearsals and reviews.
Arrival and Departure Procedures	Children will only be released to authorised persons and attendance records will be accurately maintained.	• Verify authorised collectors. • Maintain attendance and visitor records. • Follow court orders and parenting arrangements. • Require written authorisation for collection changes. • Verify identity where required.
Digital Technology and Online Safety	PCYC OOSH promotes safe and responsible use of digital technologies while protecting children's privacy and safety.	• Supervise children's use of technology. • Use approved educational software and applications. • Maintain internet filtering and cybersecurity protections. • Obtain parent authorisation for images and digital participation. • Ensure only approved service devices are used to photograph or record children.

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

Use of Personal Devices	Personal devices must not compromise children's privacy, safety or confidentiality.	• Prohibit personal phones, tablets, smart watches and recording devices while working directly with children unless approved in writing by OOSH leadership (medical conditions/emergencies). • Require use of PCYC authorised devices only. • Apply secure storage and retention practices for images and videos.
Hazardous Chemicals and Medication Storage	Hazardous substances are stored and managed safely to prevent harm to children and staff.	• Maintain a Hazardous Chemicals Register and Safety Data Sheets (MSDS/SDS). • Store chemicals securely and out of children's reach. • Conduct regular compliance inspections. • Follow safe medication administration procedures.
Equipment, Furniture and Facilities	PCYC OOSH maintains safe, clean and developmentally appropriate environments for school-aged children.	• Inspect equipment and play spaces regularly. • Remove or repair damaged equipment. • Conduct scheduled maintenance inspections. • Ensure equipment meets relevant Australian Standards.
Training and Professional Development	Ongoing professional learning strengthens child safety capability across all PCYC OOSH services.	• Provide mandatory child protection and child safe training. • Deliver annual refresher training. • Educate staff on NSW Child Safe Standards. • Include child safety within induction, supervision and performance reviews.
Continuous Improvement	Child safety practices are regularly monitored, reviewed and strengthened.	• Review this policy annually or following significant incidents. • Seek feedback from children, families and staff. • Monitor compliance through audits and observations. • Update practices in response to legislative, organisational or sector changes.

RELATED PCYC POLICIES

- Child Safe Environment Policy
- Child Protection Policy
- Confidentiality Policy
- Code of Conduct
- Supervision Policy
- Safe Arrival of Children Policy
- Staffing Policy
- Interactions with Children Policy

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

- Emergency & Evacuation Policy
- Enrolment & Orientation Policy
- Delivery & Collection of Children Policy

REFERENCE & CITATIONS

- Education and Care Services National Regulations: 82, 83, 84, 103, 115, 122, 123A, 124, 158, 159, 165, 166, 167, 168(2)(h)(i) -(vi), 170, 171, 172, 175(d)(e)
- Education and Care Services National Law: Section 162A
- National Quality Standards, Elements 2,4, 5
- Education and Care Services National Law
- Children's Guardian Act 2019 (NSW)
- Child Protection (Working with Children) Act 2012 (NSW)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- National Principles for Child Safe Organisations
- Office of the Children's Guardian NSW – Child Safe Standards
- NSW Mandatory Reporter Guide

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

Version History

Version	Date	Document Number	Created By	Role	Reason
2.0	25/08/2025	POL - 051	Laura Pellegrino	Quality, Compliance & Child Protection Manager	Updated Regulatory requirements
3.0	18/11/2025	POL - 051	Laura Pellegrino	Quality, Compliance & Child Protection Manager	Revision
4.0	14/05/2026	POL - 051	Renee Murray	State Children's Services Manager	Updated new Regulatory requirements "Paramount Consideration" (Updated full policy that now also has the procedure imbedded together)

Reviewed By

Version	Date	Reviewed By	Role	Reason
2.0	28/08/2025	Justine Russell	GM Programs & Social Impact	Updated Regulatory requirements
3.0	18/11/2025	Justine Russell	GM Programs & Social Impact	Revision
4.0				Updated new Regulatory requirements "Paramount Consideration" (Updated full policy that now also has the procedure imbedded together)

Document Number	POL-051	Document Owner	General Manager Programs & Social
Version	4.0	Business Unit	PCYC NSW OOSH

Acceptance Signoff

Version	Date	Name	Role	Signature
2.0				
3.0				
4.0	02/09/2026	Craig Becroft	PCYC CFO	