



CHILD SAFE STANDARDS HANDBOOK



Contents

PURPOSE.....	3
CHILD SAFETY OFFICER	4
PRIVACY	4
DEFINITION OF CHILD ABUSE	5
TYPES OF ABUSE.....	5
PHYSICAL ABUSE	5
SEXUAL ABUSE PREVENTION PROGRAM	6
FOCUS	6
FURTHER SUPPORT	7
THE STANDARDS	7
INDIGENOUS SUPPORT	7
RESPONDING AND REPORTING	7
COMPLAINTS AND APPEALS	8

MultiSkills Information

RTO ID #	40846
Phone number:	1800 754 557
Email:	info@multiskills.com.au
Website	www.multiskills.com.au

MultiSkills Site Address

Head Office Address:	Factory 6/43-47 Riverside Ave, Werribee, VIC 3030
Geelong Address:	351-359 Portarlington Road, Moolap, VIC 3224

Werribee Site Address:	38-42 Lock Ave, Werribee, VIC 3030
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After Hours Emergency Contact Details

Name	Position	Phone Number
Lionel Skinner	Chief Executive Officer	0418 522 257
Chelsea Skinner	Chief Operating Officer	0426 268 508

Purpose

MultiSkills Training has a ZERO Tolerance to child abuse and is responsible for ensuring that all students can participate in an environment that is not only engaging but safe in all aspects of its operations.

This handbook has been specifically designed to assist any under aged student enrolled with MultiSkills Training.

Should you be in immediate danger:

CONTACT

VICTORIA POLICE

000 or contact your local police station

OR

DHHS CHILD PROTECTION AREA

North Division 1300 664 9777

South Division 1300 655 795

East Division 1300 360 391

West Division (Rural) 1800 075 599

West Division (Metro) 1300 664 9777

AFTER HOURS

After hours, weekends, public holidays 13 12 78

OR

CHILD FIRST

www.dhs.vic.gov.au

Also, please contact MultiSkills Training personnel that have been appointed to assist you, their details are on the next page.

Child Safety Officer

MultiSkills Training has appointed several personnel that you can contact should you be the victim of abuse.

Role/Decision/Action	Responsibility	Conditions and limitations
Responding to and reporting suspected child abuse. Coordinates personnel and relevant agencies	Chelsea Skinner - Director / Chief Operating Officer 1800 754 557	First point of contact in all instances
Establishing processes for responding to and reporting suspected child abuse	Graham Bowman – Director of Sales and Marketing 1800 754 557	Alternative point of contact
Implementation of Child Safe Standards by the RTO	Chelsea Skinner - Director / Chief Operating Officer Graham Bowman – Director of Sales and Marketing 1800 754 557	Alternative point of contact

Privacy

Any information you provide is kept private and can only be disclosed to relevant government agencies in accordance with prevailing legislation, regulations, standards and codes of practice:

- *Child Wellbeing and Safety Act 2005* (Vic);
- *Crimes Act 1958* (Vic);
- United Nations Convention on the Rights of the Child;
- Victorian Charter of Human Rights and Responsibilities;
- Victorian Child Safe Standards; and
- *Working with Children Act 2005* (Vic).

The following section has been sourced from the **Victorian Department of Health and Human Services**.

Definition of Child Abuse

Child abuse is an act by parents or caregivers which endangers a child or young person's physical or emotional health or development. Child abuse can be a single incident, but usually takes place over time.

In Victoria, under the Children Youth and Families Act 2005 a child or young person is a person under eighteen years of age.

Types of Abuse

- **Physical abuse**
Physical abuse occurs when a child suffers or is likely to suffer significant harm from an injury inflicted by a child's parent or caregiver. The injury may be inflicted intentionally or may be the inadvertent consequence of physical punishment or physically aggressive treatment of a child. The injury may take the form of bruises, cuts, burns or fractures.
- **Sexual abuse**
Sexual abuse occurs when a person uses power or authority over a child to involve the child in sexual activity and the child's parent or caregiver has not protected the child. Physical force is sometimes involved. Child sexual abuse involves a wide range of sexual activity. It includes fondling of the child's genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or other object, or exposure of the child to pornography.
- **Emotional abuse**
Emotional Abuse occurs when a child's parent or caregiver repeatedly rejects the child or uses threats to frighten the child. This may involve name calling, put downs or continual coldness from the parent or caregiver, to the extent that it significantly damages the child's physical, social, intellectual or emotional development.
- **Neglect**
Neglect is the failure to provide the child with the basic necessities of life such as food, clothing, shelter, medical attention or supervision, to the extent that the child's health and development is, or is likely to be, significantly harmed.

The Standards seek to create a culture and environment that is supportive and protective of children and young people under the age of 18, in addition to your organisation's policies and procedures. The Standards are minimum Standards. The Standards should reinforce each other rather than be considered as separate individual areas.

Sexual Abuse Prevention Programs

Where relevant to the setting or context, children and young people are offered access to sexual abuse prevention programs and to relevant related information in an age-appropriate way.

As a child, you have a right to safety and a sense of wellbeing. This is true no matter what your age, gender, culture, religion, sexual identity, education level, or where you live.

The resources below have been developed to support you in teaching your children about personal safety.

- <https://bravehearts.org.au/about-child-sexual-abuse/resources-for-parents-carers/>
- <https://childsafety.pmc.gov.au/sites/default/files/2021-10/national-strategy-childrens-guide.pdf>

IF YOU NEED SOMEONE TO TALK TO OR IF YOU FEEL WORRIED ABOUT SOMEONE'S BEHAVIOUR TOWARDS OR AROUND YOU:

You can contact Kids Helpline: on the phone on 1800 55 1800
Online at www.KidsHelpline.com.au

IF YOU ARE AGED 12-25 YEARS AND NEED SUPPORT:

You can talk to Headspace:

- Phone on 1800 650 890
- Online at www.eHeadSpace.org.au
- Face-to-face at a Headspace centre

You can talk to Beyond Blue:

- Phone on 1300 22 4636
- Online at www.BeyondBlue.org.au/who-does-it-affect/young-people

Focus

A particular focus for the Standards is recognition that children or young people under the age of 18 from some groups are at a higher risk of abuse than others. As such, each of the Standards must also be understood and applied in the context of:

- The cultural safety of Aboriginal children and young people under the age of 18
- The cultural safety of children and young people under the age of 18 from a culturally and/or linguistically diverse background
- The safety of children and young people under the age of 18 with a disability.

The following information has been sourced from the Victorian Department of Education and Training (*Guidance for TAFEs and Registered Training Organisations in meeting the Standards*).

Further Support

Department of Education and Training:

Web: <http://www.education.vic.gov.au/about/programs/health/protect/Pages/default.aspx>

Email: child.safe.schools@edumail.vic.gov.au

The Commission for Children and Young People:

Web: childsafestandards@ccyp.vic.gov.au

Email: <http://www.ccyp.vic.gov.au/child-safe-standards.htm>

The Standards

- Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.
- The importance of friendships is recognised and support from peers is encouraged, to help children and young people feel safe and be less isolated
- MultiSkills Training provides opportunities for children and young people to participate and are responsive to their contributions, thereby strengthening confidence and engagement.

Indigenous Support

Wathaurong Aboriginal meets the needs of the community by providing culturally appropriate, quality services and programs which promote sustainable economic growth, political stability, health and well-being and environmental care that is respectful of Aboriginal culture. For Indigenous support contact Wathaurong Aboriginal Cooperative (Mikali Harrison) Ph: 0402 839 288

<https://www.wathaurong.org.au/services-2/>

Responding and Reporting

If a child is at immediate risk of harm, the RTO must ensure their safety by:

- Separating alleged victims and others involved
- Administering first aid if needed

- Calling 000 for urgent medical and/or police assistance to respond to immediate health or safety concerns
- Identifying a contact person in your organisation for future liaison with Police.

The OR 10.1.3 MST Child Safe Incident Form must be completed. The form should have clear and comprehensive notes in relation to the suspected child abuse.

Complaints & Appeals

MST approach to managing complaints and appeals ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

Complaints & appeals will be addressed in accordance to our ***SP Complaints & Appeals Policy and SP 3.1 Complaints & Appeals Procedure*** which is available on our website

The ***SP 3.1.1 Complaints & Appeals Form*** is also available on our website.

Any formal complaints that are lodged by a child must be investigated by a Child Safety Officer.