



Child Safety Action Plan 2025-2029



Acknowledgement of Country

We acknowledge the Traditional Custodians of this land, the Bunurong People, and pay respect to their Elders past and present. We recognise and respect their continuing connections to climate, Culture, Country and waters.

Message from the CEO

At Greater Dandenong City Council, we believe every child and young person should feel safe, cared for, and listened to. We want all our places, programs, and activities to be safe and welcoming for children and young people. This plan shows how we are working to make sure children and young people are treated with respect and that their voices are heard. We promise to keep doing the right thing to help make our city a safe and happy place for all children and young people.

Our Vision

A community where every child and young person feels safe, important, listened to, and confident to be themselves.

Purpose of this Action Plan

This plan shows how the Council will help keep children and young people safe, listen to them, and make sure adults take responsibility for doing the right thing.

Following the Rules to Keep Kids Safe

This plan follows important rules and guidelines that help keep children safe, including:

- The 11 Child Safe Standards used across Victoria
- National rules for organisations that work with children
- Council's own rules and the laws for local government

Our Commitment to Child Safety

Greater Dandenong Council Commits to:

- Never accept any kind of abuse towards children or young people at Council or in the community.
- Always put children and young people's safety and wellbeing first in everything we do.
- Listen to children and young people's ideas and voices and let them help us make things better for kids and young people.
- Make sure our programs and services are caring, respectful, and safe for every child and young person, no matter their background.
- Work hard to stop harm before it happens, including keeping children and young people safe both in person and online.
- Make sure all children and young people feel safe, including children from different cultures, Aboriginal and Torres Strait Islander children, and children with disabilities or extra needs.
- Check that all staff and volunteers are the right people to work with children and young people, and give them training so they know how to keep kids safe.



What Council Plans to Do in 2025-26

Goal: To be a Council that leads by example, uses resources wisely, and cares for our community.

- We believe every child and young person has rights, and we want to make sure your voice is heard, respected, and celebrated.
- We will help more people learn about keeping kids safe and make sure child safety is part of everything the Council does.

Child Safety in the Council Plan 2025-29

What Our Community Wants:

We listen to and care about what people say when we make decisions.

Our Promise to Children and Young People:

We respect your rights, listen to your ideas, and celebrate your voices.

How We'll Know We're Doing a Good Job:

We'll check how many child safety actions we have completed to help keep children and young people safe.



Action Priority Code

	Immediate priority
	12-18 months
	2 years
	Ongoing

Child Safety Actions (2025–2029)

Priority Area	Goal	Identified Child Safety Actions	Date Due
Cultural Safety	Promote culturally safe and inclusive environments for Aboriginal children and families	1. Update Reconciliation Action Plan and make sure the Plan supports child safety and cultural safety in induction and training	Ongoing- every 2 years
Leadership	Embed strong leadership and oversight for child safety	2. Continue to include child safety in Council Plans	Ongoing- every year by Jul
		3. Maintain Child Safety Compliance Officer	Ongoing
		4. Provide Child Safety Leadership Training for all Council team leaders	Dec 2025
		5. Give Child Safety Training to all Councillors	Dec 2025
		6. Update regularly Executive Management Team on child safety progress	Ongoing- every month
		7. Keep reviewing our policies and procedures to make sure they support child safety	Ongoing- every year by Dec
		8. Nominate Child Safety Champions in each department	Jul 2027

Priority Area	Goal	Identified Child Safety Actions	Date Due
Voice of Children	Ensure children feel safe, heard, and empowered	9. Work with children and young people to co-design easy-to-understand information, to be made available in Council facilities and online, about their rights, how to speak up if something's wrong, and where to get help. The information should be easy for all children and young people to understand, respectful to everyone's culture and language, and shared in different ways so all children and young people can learn.	Dec 2026
		10. Continue to support meaningful ways for the Council to include children and young people in Council activities (planning, decision-making, and feedback) that affect them.	Ongoing
Family & Community Engagement	Partner with families and communities	11. Make sure Council's websites and buildings have helpful information about staying safe (like posters and links)	Jul 2026
		12. Run sessions for parents and carers to learn how to help keep children safe from abuse	Ongoing- every year by Dec
		13. Send out surveys to families and the community to hear what they think about Council's child safety rules and actions	Dec 2026
People's Skills and Abilities	Equip staff and volunteers with knowledge and tools	14. Continue to give child safety training to all new staff and volunteers and provide regular reminders and training so everyone stays up to date with child safety and staff know how to respond if a child or young person shares a concern	Ongoing – every month
		15. Provide child safety induction materials to people working with Council like builders or cleaners.	Dec 2026
		16. Have clear rules about Working with Children Checks	Dec 2026
		17. Make sure Council's hiring processes include child safety at every step—from job ads to interviews	Dec 2026

Priority Area	Goal	Identified Child Safety Actions	Date Due
Safe Environments	Minimise physical and online risks	18. Check all places and programs (including online ones) to make sure they're safe for kids and young people	Jul 2027
		19. Review regularly the Child Safe Code of Conduct, and make sure it clearly says there is zero tolerance for racism	Ongoing- every 4 years
		20. Make sure any outside businesses working with Council follow the same child safety rules	Dec 2026
Reporting & Responding	Ensure clear, child-focused reporting processes	21. Clearly show how to report concerns—online and at Council places—so everyone knows what to do	Jul 2026
		22. Talk about child safety in team meetings to keep it a regular focus and so that staff know how to respond if a child or young person shares a concern	Jul 2026
Continuous Improvement	Evaluate and improve practices regularly	23. Let staff, volunteers, children, families and the community know what child safety actions are being taken- using this action plan	Dec 2025
		24. Ask for ideas and feedback from everyone, including Aboriginal children, young people and their families, when making child safety policies	Mar 2026



Checking How We're Going

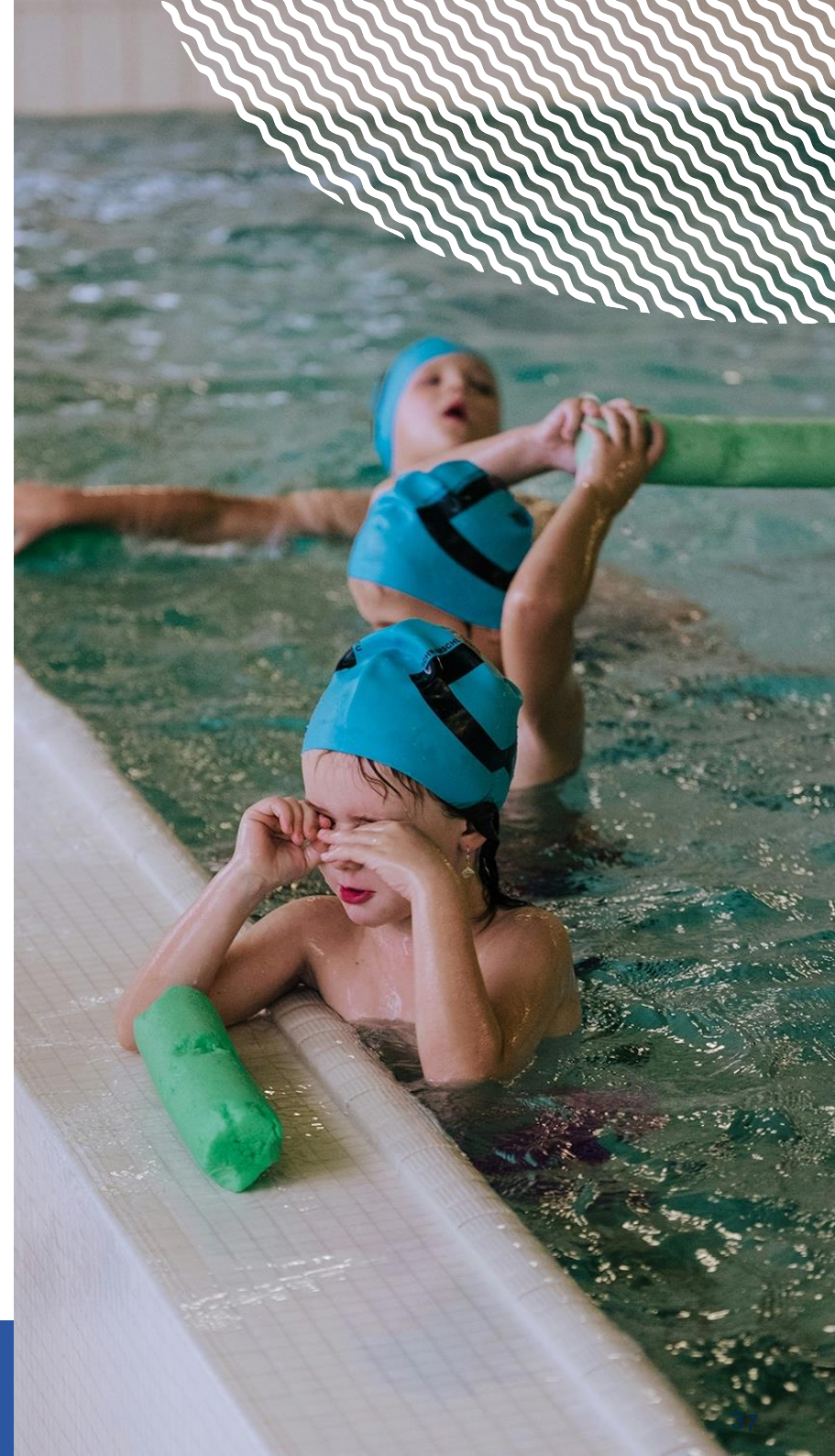
Who's in Charge: The Child Safety Compliance Officer and Council Leaders will help make sure we're keeping children safe.

- When We Share Updates:

- Each year, we'll tell the Council's leadership team how we're doing with each action item
- We'll also share a simple report with the public so everyone knows what we've done.

- When We Review Our Plan:

- We'll check how things are going in 2026.
- We'll do a big review and update the plan in 2029.



Appendices

- Appendix A: **Words and What They Mean** – A list explaining tricky words.
- Appendix B: **How to Report a Safety Concern** – A simple chart that shows what to do if you're worried about someone's safety
- Appendix C: **Who to Talk To** – A list of important people you can contact for help
- Appendix D: **Child Safety Rules in Victoria** – A short summary of the 11 rules that help keep kids safe

Appendix A: Words and What They Mean

Child or Young Person	A person under the age of 18.
Child Safe Standards	Eleven mandatory standards in Victoria to help organisations keep children and young people safe from harm.
Child Safety Compliance Officer	A designated Council Officer responsible for leading and coordinating child safety actions.
Child Safe Code of Conduct	A set of rules outlining expected behaviours of staff, volunteers, and contractors with and around children and young people.
Council Leaders	A team called Executive Management Team. It includes the CEO and a group of directors. The CEO is at the top of the council team that looks after the city. The CEO works with directors who each take care of different things like parks, roads, and libraries.
Risk Assessment	A process to identify and reduce potential risks to children and young people in physical or online environments.
WWCC (Working with Children Check)	A background check required for people working or volunteering with children or young people.
Reporting Process	The steps to follow when raising concerns or incidents involving child safety.
Empowerment	Supporting children and young people to have a voice and participate in decisions that affect them.
Culturally Safe Environment	A setting where all children, including Aboriginal and Torres Strait Islander children and young people, feel respected and safe.

Appendix B: How to Report a Safety Concern

Child Safety Reporting Flowchart

Who can report?

Anyone can report

Anyone can report- child, young person, parent, carer, Councillor, Council Worker or others in the community

What to report

Any child safety concern, complaint or incident

For example:

- Allegations of abuse or misconduct by a staff member, a volunteer or another individual associated with Council
- Disclosures of abuse or harm made by a child
- The conduct of a child at Council
- The inadequate handling of a prior concern
- General concerns about the safety of a group of children or activity

Call 000 without delay if a child or young person is in immediate danger

How to?

Who to?

For immediate concerns and to report child abuse, harm or neglect: Contact the police and/ or the Department of Fairness, Families and Housing on 1300 555 526 / (afterhours)13 12 78

Reports regarding the reportable conduct of a Council employee or volunteer may be made directly to the CCYP at <https://ccyp.vic.gov/report-an-allegation/>

For all child safety incidents, concerns and complaints contact the Child Safety Compliance Officer:

Phone: 8571 1000 – ask to speak to the Child Safety Compliance Officer

Email: childsafety@cgd.vic.gov.au

Post: City of Greater Dandenong, PO Box 200, Dandenong, Victoria 3175

In Person: Dandenong Civic Centre Level 2, 225 Lonsdale Street Dandenong

What happens next?

The Child Safety Compliance Officer, manager, supervisor will:

- **Offer support** to the child, the parents, the person who reports and the accused staff member or volunteer.
- **Initiate** internal processes to ensure the safety of the child, clarify the nature of the complaint and commence disciplinary process (if required).
- **Decide**, in accordance with legal requirements and duty of care, whether the matter should/must be reported to the police, Child Protection and/or CCYP and make report as soon as possible if required.

Outcome

Investigation: outcome decided; relevant staff, volunteers, parents and child notified of outcome of investigation, policies, procedures updated where necessary.

Appendix C: Who to Talk To

If you're worried about your safety or someone else's, these people are here to help. They can give advice and support to staff, volunteers, and community members, and help with making a report if needed.

Internal Council Contacts

Role	Name	Contact Details
Child Safety Compliance Officer	Vafa Otia	childsafety@cgd.vic.gov.au
Chief People Officer	Rachael Bragg	childsafety@cgd.vic.gov.au

External Child Safety Authorities

Organisation	Purpose	Contact Details
Child Protection – DHHS Victoria	To report significant harm to a child or young person under 18	13 12 78 (24/7)
Child FIRST / The Orange Door	Support services for vulnerable children and families	www.orangedoor.vic.gov.au
Commission for Children and Young People	Reportable Conduct Scheme and oversight of child safety	1300 78 29 78 www.ccyp.vic.gov.au
Victoria Police (Emergency)	Immediate danger or criminal offences	000
Victoria Police (Non-emergency)	To report non-urgent concerns or request advice	131 444

For urgent risks or immediate danger to a child or young person, always call **000**.

Appendix D: Child Safety Rules in Victoria

Standard	Description
1. Culturally safe environments	Children and young people from all cultures, including Aboriginal children and young people, must feel safe, respected, and proud of who they are.
2. Child safety embedded in leadership	People in charge must always make child safety a top priority in everything they do.
3. Child empowerment and participation	Children and young people should know their rights and be given chances to speak up and make decisions about things that affect them.
4. Child and family involvement in decisions	Families and communities must be included and involved in keeping children and young people safe and well.
5. Equity and inclusion	All children and young people must be treated with kindness and respect, no matter what their background, ability, or identity.
6. People who work with children are safe and caring	Everyone who works with kids has been checked to make sure they are kind and trustworthy. They also get help and training, so they know how to keep children and young people safe and happy.
7. Child-focused complaints processes	Children and young people must be provided the opportunity to speak up if something is wrong. There must be easy, safe ways to make a complaint or ask for help.
8 Staff and volunteers equipped with knowledge, skills, and awareness	Adults who work or volunteer with children or young people must be trained to know how to keep kids safe and speak up if something isn't right.
9. Physical and online environments promote safety	Buildings, programs, and websites must be made safe, so children and young people are protected from harm and feel secure.
10. Review and continuous improvement	Organisations must check their safety plans regularly and make them better whenever they can.
11. Policies and procedures support child safety	There must be clear and up-to-date safety rules that help adults make the right choices and keep kids and young people safe.