

Charter of Commitment

Last Updated: 31/03/2026

In alignment with policies SVC06 & SVC010

Our Child Safe Statement

At The Shepherd Centre, the safety, wellbeing and dignity of children, young people and their families is our highest priority. We have zero tolerance for abuse, harm or exploitation of any kind.

We are committed to creating and maintaining environments where children and young people feel safe, respected, included, heard and supported. Everyone who engages with The Shepherd Centre has the right to be protected from harm, abuse, neglect, exploitation, bullying and discrimination.

We are committed to a culture that promotes speaking up. We want children, young people, families, staff, volunteers and everyone connected to our organisation to feel safe to ask questions, raise concerns and report anything that does not feel right. All concerns are taken seriously and responded to promptly and appropriately.

We listen to children and young people and take what they say seriously. We encourage them to speak up, support them to share their views, and involve them in decisions that affect them. We ensure information, support and processes are accessible and easy to understand for children and families.

We are committed to equity, inclusion and cultural safety. We value and respect the identities, experiences and needs of all children and young people, including Aboriginal and Torres Strait Islander children, children with disability, children from culturally and linguistically diverse backgrounds and children with varied communication needs.

Everyone at The Shepherd Centre shares responsibility for child safety. This includes our Board, leaders, employees, volunteers, students, contractors and partners. We expect everyone involved with our organisation to uphold our child safe responsibilities and to act in the best interests of children and young people at all times. We work closely with families and caregivers, recognising their important role in supporting children's safety and wellbeing.

To support this commitment, The Shepherd Centre:

- maintains child safety, child protection and health and safety policies and procedures
- requires appropriate screening and checks for people working with children, including jurisdiction-specific child-related screening and NDIS worker screening where required
- provides training and guidance to build child safe knowledge, skills and confidence
- has processes for recognising, responding to and reporting concerns, disclosures, allegations and incidents
- reviews and strengthens our child safe practices on a regular basis
- commits to the 10 National Principals for Child Safe Organisations and completes the self assessment every three years

We are committed to continuous improvement. We will continue to listen, learn and strengthen our approach so that children and young people remain safe and supported in every part of their journey with The Shepherd Centre. If you have a concern about the safety or wellbeing of a child or young person connected to The Shepherd Centre, please email: reporting@shepherdcentre.org.au