



Keeping your **child** safe

Our commitment

Your child's safety and wellbeing are our highest priority.

We work hard to create an environment where every child and family feels safe, respected and supported. We carefully select and train our staff, follow strict child safe practices and continuously review our services to help prevent harm before it occurs.

How we keep children safe

- we carefully recruit and screen every staff member
- we require Working With Children Checks and other essential clearances
- we provide regular child safety training
- we follow strict professional standards and codes of conduct
- we supervise and support our staff
- we encourage children and families to speak up if something doesn't feel right
- we regularly review and improve our safety practices.

If something happens

Sometimes unexpected things happen, even in well-managed services.

If an incident affects your child or family we will:

- make sure everyone is safe
- provide any immediate support needed
- keep you informed
- investigate what happened
- learn from the incident and make improvements where needed.

Where required, we also notify external authorities such as the NDIS Quality and Safeguards Commission or relevant child protection agencies.

Speaking up

Raising a concern will never affect your child's access to services.

We encourage families to tell us if:

- something doesn't feel right
- they have a safety concern
- they are worried about their child
- they think we could do something better.

Protecting children

Keeping children safe is everyone's responsibility at The Shepherd Centre.

If we have concerns about a child's safety or wellbeing, we will act. We take every concern seriously, and will investigate what has happened, provide appropriate support and where required, report concerns to the relevant authorities. Our priority is always the safety, wellbeing and best interests of every child.

Working together

Families know their child best. Keeping children safe is something we do together through open communication, mutual respect and a shared commitment to every child's wellbeing.