

Information for families about our commitment to child safety and protection



The Smith Family takes the safety of children and young people very seriously.

- Children's safety and wellbeing are our top priorities. We work with families to build strong, safe communities for children.
- We always act to protect children and young people from physical abuse, emotional abuse, sexual abuse, neglect and violence.
- All team members working with children and young people must have a Working with Children Clearance.
- Team members are trained in and must follow The Smith Family Child Protection Framework.

What to expect from us

Your child's safety and wellbeing are our top priorities. We will:

- Watch and look after your children when they are with us.
- Let you know if your child has been unhappy – or has something to celebrate – from their time with us.
- Always listen and speak respectfully.
- Never touch children or behave unprofessionally. We won't contact children outside of our programs. This includes online contact and social media.
- Encourage them to develop independence – and keep safe.
- Let children know they can trust us and tell us if something is worrying them, so we can do something about it.
- Report child protection concerns to authorities as required by law and our Child Protection Framework.

Please tell us about any concerns or questions you have about your child's safety and wellbeing.

Privacy and confidentiality

All team members must respect and maintain the privacy and confidentiality of children and young people except where required by law to provide particular information. For example, in a child protection investigation by authorities.

Emergencies

If there is an emergency that affects a child or a community, team members follow The Smith Family's emergency plans.

If a team member has to accompany a child alone in an emergency, the team member will seek the parent or guardian's consent. If it is urgent and a parent or guardian cannot be contacted, the team member will follow the advice of emergency services.

Please tell us about any concerns or questions you have about possible emergencies and how these could be managed with your child.

What we ask

We ask every family to help us keep all children and young people safe.

For further information, please contact:

Your Family Partnership or Program Coordinator or
The Smith Family National Office:

Ph: (02) 9085 7222 or

Email: childprotection@smithfamily.com.au

Information on The Smith Family Website

- [Our statement of commitment to safeguarding children and young people from abuse and neglect](#)
- [Child Protection Framework](#)
- [Privacy and Confidentiality Policy](#)