



FAMILY HANDBOOK

Child Safe
August 2020



Willoughby Leisure Centre

ABOUT WILLOUGHBY LEISURE CENTRE

Our centre is one of Willoughby's most loved facilities and is owned and operated by Willoughby City Council. We provide aquatic, fitness and sports hall facilities for locals and visitors to enjoy.

Our services for children and young people include learn to swim lessons, kid's yoga, school holiday programs and creche services.

KEEPING SAFE AND KEEPING ACTIVE

Many children spend long hours sitting at school and in front of screens. It's important to encourage them to strike a balance and keep active.

Children aged over five should be physically active to a moderate or rigorous level for at least an hour a day for best health.

We're here to provide a fun, safe and supportive environment where children can meet these goals.

ABOUT THIS HANDBOOK

We want to ensure all children and young people who access our facilities, programs and services are safe. This handbook provides parents and carers with important information on child safety.

CHILD SAFETY

We have clear child safe measures in place. This means you can feel confident our staff will act safely and responsibly at all times.

All staff, trainees, parents and carers should report if they see, or are aware of, any unsafe situations involving a child. If you have a child safety concern, please contact one of our staff for a confidential discussion with a senior staff member.



10 CHILD SAFE STANDARDS

The Australian Government has endorsed the 10 child safe standards from the Royal Commission into Institutional Responses to Child Sexual Abuse.

These standards are essential for a child safe organisation. They are embedded in all our children's services.



WILLOUGHBY CITY COUNCIL'S HUMAN RESOURCES CHILD PROTECTION POLICY & WILLOUGHBY LEISURE CENTRE'S CHILD SAFE PROCEDURES

LEADERSHIP GOVERNANCE & CULTURE

CHILDREN'S PARTICIPATION & EMPOWERMENT

FAMILY & COMMUNITY INVOLVEMENT

EQUITY & DIVERSE NEEDS

CHILD-FOCUSED COMPLAINTS PROCESS

PHYSICAL & ONLINE ENVIRONMENT

STAFF EDUCATION & TRAINING

HUMAN RESOURCES MANAGEMENT

REVIEW & CONTINUOUS IMPROVEMENT

KEEPING AN EYE OUT

For the safety of all children, parents and carers need to understand the main forms of abuse.

These are:

- Physical abuse
- Sexual abuse
- Emotional or psychological abuse
- Neglect

Children and young people using our services should be safe, protected and free from risk of harm. We take child safety incidents very seriously.

Our staff are trained to watch for the indicators of those dangers – but you should also keep an eye on your child's activities and whereabouts. And always supervise the children in your care when they are not being supervised by our staff.

You should also be mindful that perpetrators can sometimes groom adults to establish trust and gain access to children and young people.

EQUITY AND DIVERSITY

We cater to the diverse needs of all children and families. Our policies and procedures state that all children and young people are treated with fairness and with respect.

Our Commitment

TO CHILDREN AND YOUNG PEOPLE

Willoughby Leisure Centre commits to:

- Providing a safe and supportive environment for you.
- Supporting and promoting your participation and empowerment.
- Developing your skills to identify and report unsafe situations.
- Treating you with fairness and providing you with access to information, support and complaints processes.
- Meeting the needs of Aboriginal and Torres Strait Islander children, children with disabilities and children from culturally and linguistically diverse (CALD) backgrounds.

TO PARENTS AND CARERS

Willoughby Leisure Centre commits to:

- Ensuring you have access to our child safe procedures.
- Keeping in regular contact with you and updating you on child safe practices.
- Valuing diversity and aiming to provide information that is accessible.
- Treating child safety complaints as a high priority – all complaints are taken seriously and responded to promptly.



WILLOUGHBY CITY COUNCIL'S HUMAN RESOURCES CHILD PROTECTION POLICY

The Willoughby City Council's Human Resources Child Protection policy outlines our staff responsibilities for keeping children safe. You can find it at www.willoughby.nsw.gov.au or ask for a hard copy at reception.

STAFF RECRUITMENT AND CHILD SAFE TRAINING

All our employees and trainees go through rigorous screening to ensure they are suitable to work with children. They also hold a valid Working with Children Check Clearance. All staff receive induction training and ongoing refresher training on child safe practices and responding to child safety concerns.

THE COMPLAINTS PROCESS

Willoughby Leisure Centre works in partnership with parents to keep children safe. We respond to feedback and complaints on child safe matters immediately and escalate accordingly.

If you have a child safety concern, allegation or disclosure to report, please contact our team leader at leisure@willoughbyleisure.com.au or on **02 9958 5799**.





Willoughby City Council

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