

CHILD SAFETY AND WELLBEING POLICY

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About this policy

- **Owner:** Child Safety Officer (the Chief Clinical Educator)
- **Accountable:** Chief Executive Officer (CEO)
- **Applies to:** students under 18, their parents and guardians, and everyone who works for Scope Institute
- **Public summary:** our Child Safety page, scopeinstitute.edu.au/child-safety
- **Read with:** the Child Safety Code of Conduct, Complaints and Appeals Policy, Privacy Policy, Terms and Conditions and Student Handbook

1. Why we have this policy

Our first aid courses, HLTAID011 Provide First Aid and HLTAID009 Provide cardiopulmonary resuscitation, accept students from age 14. Young people aged 14 to 17 can therefore train alongside adults, at our Wheelers Hill venue or in on-site group training, where an employer books a session for staff that may include employees under 18.

This policy sets out how we keep those young people safe, what everyone who works for us must do, and how we respond when someone raises a concern. It's how we meet two sets of rules:

- the Victorian Child Safe Standards, made under the Child Wellbeing and Safety Act 2005 (Vic) (the CWSA)
- Outcome Standard 4.3(2) (d) of the Standards for RTOs 2025, which requires us to identify and manage risks to students under 18, having regard to the training content and modes of delivery, in line with the National Principles for Child Safe Organisations.

Our Child Safety Code of Conduct sets out the behaviour we expect. Our Child Safety page summarises this policy for young people and families, so the two must say the same thing. If they ever differ, follow whichever gives the young person more protection, and tell the Child Safety Officer so it can be fixed.

2. Who and what this policy covers

2.1 Young people

In this policy, "child" and "young person" mean anyone under 18. The policy covers every student under 18 in any Scope Institute course. Today that means first aid students aged 14 to 17. Our echocardiography courses are for graduates, but if someone under 18 ever enrolls in one, this policy applies to them too.

It covers every part of a young person's contact with us:

- enrolment, including the parent or guardian consent step in the first aid student portal (RTO Pilot)
- the online theory in the portal, and every email, call and message about the course
- practical sessions at our training venue, Unit 1, 202 Jells Road, Wheelers Hill
- on-site group training at workplaces and other venues across metropolitan Melbourne, including evening and weekend sessions
- contact after the course, such as certificates, reassessment, feedback surveys and refresher reminders.

2.2 People who work for us

This policy applies to:

- all staff, including the CEO, the Administration Manager and the Student Support team
- trainers and assessors, whether employed or contracted
- contractors and volunteers
- staff of Scope Healthcare Limited who handle enquiries or student records for us.

In this policy, "worker" means any of these people. Every worker must follow this policy and sign the Code of Conduct before they start.

Adult students, and staff of an organisation that hosts on-site training, aren't bound by the Code. Adult students must follow our Terms and Conditions, everyone in a session must follow the trainer's directions, and trainers apply this policy to anything that happens in their session.

2.3 Why the Child Safe Standards apply to us

- **We're a listed entity.** Schedule 1, item 8 of the CWSA lists "a post-secondary education provider within the meaning of the Education and Training Reform Act 2006". That Act's examples include a VET organisation registered under the National Vocational Education and Training Regulator Act 2011 and operating in Victoria, which describes us.

- **We don't rely on the exemption.** Section 22 of the CWSA exempts a listed entity that doesn't provide services or facilities "specifically for children" or engage a child as a worker or volunteer. We enrol 14 to 17 year olds with a parent's or guardian's consent, and Outcome Standard 4.3(2) (d) requires the same protections in any case. The CEO's approval of this policy records our decision to treat the Standards as applying.
- **Our regulator is the Social Services Regulator (SSR).** The Victorian Registration and Qualifications Authority (VRQA) regulates the Standards only for RTOs registered with it (CWSA s 25F(1) (a) (iii); Education and Training Reform Act 2006 s 4.1.1(1)). We're registered with ASQA, so CWSA s 25F(1) (ac) (ii) makes the SSR our regulator.
- **This covers the National Principles too.** National Principles 1 to 10 match Child Safe Standards 2 to 11, so meeting the Standards meets Outcome Standard 4.3(2) (d) (ii). Our risk assessment (section 10) covers 4.3(2) (d) (i) by looking at first aid content and the way we deliver it.

3. Our commitment

Scope Institute is committed to the safety and wellbeing of every young person we train, and we have zero tolerance of child abuse and harm. In practice, that means:

- we act on every concern straight away, however small it seems and whoever it's about
- we report to Victoria Police and Child Protection when the law requires it, and whenever we believe a child is at risk of harm, and we cooperate fully with police
- nobody's role, seniority or reputation protects them, and Scope's reputation never comes before a child's safety
- no one is treated unfairly for raising a concern in good faith.

Young people who train with us have the right to be safe, to get clear information, to have a say in decisions that affect them, and to be taken seriously when they speak up. We value the cultures and identities of Aboriginal and Torres Strait Islander young people, and we don't tolerate racism.

4. What we mean by abuse, harm and other terms

- **Child abuse** includes any act against a child involving a sexual offence or grooming, physical violence, serious emotional or psychological harm, and serious neglect (CWSA s 3).
- **Grooming** is when an adult builds a relationship with a young person, or with their family, to make sexual abuse easier and keep it secret. Grooming a child under 16 is a crime (Crimes Act 1958 (Vic) s 49M). In our setting, the warning signs include special attention or gifts, private messages or friend requests, contact outside the course, asking a young person to keep secrets, and touch that goes beyond what a first aid skill needs.
- **Harm by other young people** includes bullying, harassment, sexual behaviour and sharing images without consent.
- **Online harm** includes cyberbullying, image-based abuse, being sent sexual material, and grooming by message or social media.
- **Family violence**, and harm or neglect at home, are child safety concerns too.
- **Racism and discrimination**, including comments about a young person's culture, disability, gender or sexuality, harm young people and are covered by this policy.
- A **concern** is anything suggesting a young person may have been harmed or may be at risk, including a breach of the Code. A **disclosure** is when a young person tells someone about harm. It may be partial, or told as something that happened to "a friend".
- A **business day** is Monday to Friday, excluding Victorian public holidays.

5. Roles and responsibilities

5.1 Chief Executive Officer

The CEO is accountable for child safety at Scope Institute. The CEO:

- approves this policy, the Code of Conduct and the child safety risk assessment, and holds workers to them
- gives the Child Safety Officer and backup the time, training and authority the role needs
- decides whether to stand a worker down, and on any disciplinary action, on the Child Safety Officer's advice
- hears about serious concerns straight away, meets the Child Safety Officer at least every three months, and receives the annual child safety report (section 11)
- makes sure child safety risks are part of Scope's risk management.

5.2 Child Safety Officer

Our Child Safety Officer is the Chief Clinical Educator. The Child Safety Officer:

- receives every child safety concern and makes sure each one is acted on (section 7)
- decides which reports to make to police, Child Protection and other bodies, and makes them or confirms they've been made (section 8)
- keeps child safety records (section 9)
- keeps the Working with Children Check register and the training register, and does the WWC Connect steps (6.6 and 6.8)
- leads the risk assessment and the annual review
- advises workers who aren't sure what to do
- reports to the CEO.

Our Child Safety page tells people to call 1300 508 809 and ask for the Child Safety Officer, or to email admin@scopeinstitute.edu.au with "Child safety" in the subject line. Our phones are answered Monday to Friday, 9am to 5pm (Melbourne time).

If a concern is about the Child Safety Officer, the backup and the CEO handle it. If it's about the CEO, the Child Safety Officer handles it. Anyone can also go straight to the police, Child Protection or the SSR.

5.3 Trainers and assessors

Trainers and assessors:

- check the class list before each practical session to see which students are under 18 and that parent or guardian consent is complete

- brief any group that includes a student under 18 at the start of the session (Code section 2)
- lead the session and stay with the group throughout
- manage physical contact, partner practice, photos and adult students' behaviour under the Code
- recognise and respond to concerns (section 7).

5.4 Student Support team and Administration Manager

- The Student Support team passes every call or email about a child's safety to the Child Safety Officer or backup the same day. If a caller says a child is in danger now, the team member tells them to call 000 and passes the message on at once.
- The Student Support team checks that parent or guardian consent is complete before a student under 18 attends a practical session.
- The Administration Manager passes any complaint that involves a child's safety to the Child Safety Officer the same day. Child safety concerns don't follow the timeframes in the Complaints and Appeals Policy.

5.5 Every worker

Every worker must:

- follow this policy and the Code of Conduct
- complete child safety training (6.8)
- hold a current Working with Children Check, or a verified exemption, if their role involves working with students under 18 (6.6)
- report every concern (section 7) and meet their own legal duties (section 8).

6. How we meet the 11 Child Safe Standards

The numbers in brackets, such as (1.3), are the Standards' minimum requirements.

6.1 Standard 1: Cultural safety for Aboriginal children and young people

- Our Child Safety page carries our public commitment to the cultural safety of Aboriginal and Torres Strait Islander young people.
- We encourage young people to express their culture (1.1). We invite young people and families to tell us about cultural needs for their training, and we work with them on those needs (1.4).
- Child safety training covers the strengths of Aboriginal and Torres Strait Islander cultures and why culture matters to a young person's safety (1.2).
- Racism is identified, confronted and not tolerated (1.3). A trainer who sees or hears racism in a session stops it and reports it to the Child Safety Officer. A worker faces the consequences in section 9 of the Code, and a student faces action under our Terms and Conditions.
- Our Child Safety page lists 13YARN (13 92 76), a 24/7 crisis line run by Aboriginal and Torres Strait Islander people.

6.2 Standard 2: Leadership, governance and culture

- Our Child Safety page carries our public commitment to child safety (2.1).
- The CEO is accountable and the Child Safety Officer has the authority to act (section 5). They meet at least every three months to go through concerns, WWC Check expiry dates, training records and child safety risks (2.3).
- Every worker signs the Code of Conduct before starting, and leaders hold them to it (2.4).
- Leaders talk about child safety with workers, act on concerns and thank people who raise them (2.2).
- Child safety risks are part of Scope's risk management, and the risk assessment (section 10) focuses on preventing, finding and reducing risks to young people (2.5).
- Training covers information sharing and record keeping (2.6), and section 9 sets out the rules.

6.3 Standard 3: Young people are empowered

- Young people learn about their rights, and how to raise a concern for themselves or a friend, from the "If you're under 18" section of our Child Safety page, the student summary at the end of the Code, and the trainer's briefing at the start of the practical session (3.1, 3.4).
- A young person can choose their practice partner, including a friend or colleague they came with. Trainers watch for a young person who is left out, or is the only person under 18 in a group, and check in with them (3.2).

- Sexual abuse prevention programs (3.3) aren't relevant to a short first aid course, and the risk assessment records this decision. Our Child Safety page describes warning signs in adults' behaviour and lists support services.
- Workers are trained to notice signs of harm and to make it easy for a young person to speak up (3.4).
- We ask young people what they think and act on it (3.5, 3.6). We explain the resulting changes on our Child Safety page.

6.4 Standard 4: Families and communities

- A parent or guardian consents to the enrolment of a student under 18, and accepts our Terms and Conditions for them, on a consent form in the first aid student portal before the student starts the course. For a young person in out-of-home care, we accept consent from the person or agency with legal authority to give it, such as their carer or case manager (4.1).
- Before the course, families get information about what it involves, including the physical side (CPR on the floor and practice with a partner), topics that can be upsetting, and a link to our Child Safety page (4.2).
- We involve families in decisions about their child's safety and wellbeing, such as adjustments. We contact them if we're worried about their child, unless that could put the child at risk or police or Child Protection advise us not to (4.1).
- Families have a say when we review our child safety policies (4.3).
- Our Child Safety page explains who is accountable, how we handle concerns and how to contact us. A parent or guardian can ask for a copy of this policy (4.4).
- When an employer books on-site training, we ask it to share our Child Safety page and consent requirements with the families of participants under 18 (4.2).

6.5 Standard 5: Equity and diverse needs

- **Disability.** Young people and families can tell us about a disability or health condition before booking, and we talk through reasonable adjustments, for example for CPR on the floor, as our Terms and Conditions describe (5.3).
- **Culturally and linguistically diverse young people.** If a young person or their family would like information in another language, or an interpreter, we arrange a professional interpreter at no cost to them. Trainers explain key information out loud, not only in writing (5.2, 5.3).
- **LGBTIQ+ young people.** We use the name and pronouns a young person asks us to use, and we don't accept bullying or harassment about gender or sexuality. Their legal name stays on their Statement of Attainment and USI record (5.3).
- **Young people who don't live at home.** We accept consent from the person or agency with legal authority to give it, and we keep information about the young person's care arrangements confidential (5.3).
- **Aboriginal and Torres Strait Islander young people.** See 6.1 (5.4).
- **Access to complaints.** Young people can raise a concern in person, by phone or email, or through another adult they trust (5.2).

6.6 Standard 6: Suitable staff and volunteers

Who needs a Working with Children Check. Everyone whose role involves working with students under 18 must hold a current Working with Children Check (WWC Check) before they start (6.2). That includes trainers and assessors, the Child Safety Officer and backup, and any worker with regular contact with first aid students under 18, whether in person, by phone, by email or through the portal. Paid workers need an employee Check, not a volunteer Check. Teachers registered with the Victorian Institute of Teaching (VIT), and Victoria Police and Australian Federal Police officers, are exempt, and we confirm the exemption, for example on the VIT register. A registered teacher who does child-related work outside teaching must still be notified to the SSR through WWC Connect.

It isn't settled whether first aid training that includes students under 18 is "child-related work" under Victoria's Working with Children Check law. The closest categories are "other institutions providing children's study or training programs" and "coaching or private tuition services of any kind specifically for children", and contact with children must be a usual part of the work, not incidental. Organisations can set stricter requirements than the law, and we require the Check either way.

Recruitment. Job advertisements and position descriptions state our commitment to child safety and the WWC Check requirement. Interviews include questions about working with young people and keeping boundaries. We check at least two referees, including asking about the person's suitability to work with young people, and we verify qualifications, trainer credentials and professional registrations, such as a nurse's registration with the Australian Health Practitioner Regulation Agency (AHPRA) (6.1).

Verifying and connecting workers from 19 October 2026. From that date, an organisation that engages people in child-related work must:

1. verify each person's WWC status on the WWC status checker before the day they first do child-related work, or the day an arrangement is made, whichever comes first (for an exemption, take reasonable steps to confirm it applies)
2. keep a record of that verification
3. connect the person to the organisation in WWC Connect within 7 days of engaging them, or 21 days for a volunteer
4. record in WWC Connect, within 7 days for a worker or 21 days for a volunteer, when the person stops child-related work and any change to their name, address or phone number, and keep the organisation's own contact details up to date
5. stop the person doing child-related work immediately if they can no longer do it, and update WWC Connect.

Engaging someone in child-related work when they aren't cleared to do it is an offence. From 19 October 2026 the maximum penalty is 1,200 penalty units (\$250,920) for a company, and 2 years' imprisonment or 240 penalty units (\$50,184), or both, for an individual. We'll follow these steps for everyone this policy requires to hold a Check, and connect our existing workers too, as the SSR encourages. People applying for or renewing a Check from 19 October 2026 must also complete the SSR's online child safety training, which takes about 30 to 45 minutes.

Keeping it current. The Child Safety Officer reviews expiry dates at each three-monthly meeting with the CEO, and WWC Connect sends a notice if a connected worker's status changes. A worker stops working with students under 18 straight away if their Check expires (unless the status checker shows they can keep working while a renewal is processed), or if they receive a suspension, interim bar or exclusion. Workers must tell the Child Safety Officer in writing straight away about any change to their Check (6.2).

Induction and supervision. Before their first session with students under 18, a worker completes the child safety induction, signs the Code and reads the parts of the risk management plan that apply to their sessions (6.3). The Chief Clinical Educator, or another senior trainer, observes or debriefs each new trainer's first session with students under 18. Supervision and performance reviews include how the worker follows the Code (6.4).

6.7 Standard 7: Child-focused complaints

- Young people, families, workers and anyone else can raise a concern in the ways listed on our Child Safety page. They don't need proof (7.1, 7.2).
- The process covers harm by adults and by other young people, harm outside Scope, and breaches of the Code (7.1).
- We act on concerns immediately, not on the Complaints and Appeals Policy's timeframes, and we contact the person who raised the concern by the end of the next business day (7.3).
- We report to police and Child Protection when the law requires it and whenever we believe a child is at risk, and we cooperate with police (7.4; section 8).
- We support the young person and the person who raised the concern, manage risks while a concern is looked into, and keep records (7.3; sections 7 and 9).
- We meet privacy and employment law. Information goes only to people who need it, and a worker who is the subject of a concern is told the allegation and can respond, unless police ask us to wait (7.5).

6.8 Standard 8: Knowledge, skills and awareness

Every worker completes child safety training before their first contact with students under 18, then a refresher every year. The training covers:

- this policy, the Code and the risk management plan (8.1)
- signs of harm, including grooming and harm by other young people (8.2)
- responding to a disclosure, reporting and the legal duties in section 8, telling families, record keeping and information sharing (8.3)
- supporting a colleague who discloses harm (8.3)
- building a culturally safe environment for Aboriginal and Torres Strait Islander young people (8.4)
- online safety, including image-based abuse.

The Child Safety Officer and backup also complete more detailed training on handling disclosures and reports. The SSR's mandatory training for WWC Check applicants is useful, but it doesn't replace ours. The training register records each worker's training, the date and when

it's next due.

6.9 Standard 9: Physical and online environments

The Code of Conduct has the detailed rules. These are the main controls.

Supervision. A trainer leads every practical session and stays with the group throughout. Workers must not spend time alone with a student under 18 out of sight of others, or meet students privately outside the course. One-to-one conversations, adjustments and reassessments happen within sight of other people (9.1).

Venues. At Wheelers Hill, the risk assessment covers arrival, breaks, bathrooms and pick-up. At on-site training, the host organisation supervises its employees under 18 outside the training session, as agreed in the group booking (9.3).

Physical contact. CPR, rescue breaths, defibrillator pad placement and choking first aid are practised on manikins, never on people. Some skills, such as the recovery position and bandaging, are usually practised with a partner. The trainer explains each activity and asks before any physical contact, including before touching a student to show a technique. A young person can say no, choose their partner, or use an alternative the assessment allows. Contact happens over clothing, in view of the group, and never on intimate areas (Code section 4).

Mixed groups. Trainers decide pairings, never pair a young person with an adult they don't want to practise with, and step in if an adult's behaviour crosses a line.

Upsetting content. First aid deals with serious injury, cardiac arrest and death. Trainers warn students before confronting material, let a student step out while staying within sight, check on them afterwards and give them support contacts. A scenario can prompt a disclosure, and trainers handle it under section 7.

Online. Students complete the online theory in the first aid student portal. Workers contact students only through Scope's official email, phone and portal, never through personal social media or messaging apps (9.2). Our Child Safety page links to the eSafety Commissioner for reporting online harm.

Photos. We don't photograph or film a student under 18 unless a parent or guardian has given written consent and the young person agrees, and saying no doesn't affect their enrolment. We look at photo ID at the practical session but don't copy it or record its details. Nobody, including other students, may photograph or record a session without permission from the trainer and everyone taking part.

Privacy and learning. These controls must keep young people safe without cutting them off from learning, friends or information (9.1).

Third parties. No third party recruits students for, delivers or assesses our first aid training. If we ever engage a contractor trainer, hire a venue or use another service with access to students under 18, the agreement must require the provider to follow this policy and the Code and to hold WWC Checks, and must let us end the agreement if they don't. Host employers aren't our contractors, but the group booking terms set out the supervision arrangements (9.4).

6.10 Standard 10: Review and improvement

- We review this policy, the Code and our child safety practices at least every 12 months and after any serious incident (section 11) (10.1).
- We look at every concern for its causes, including gaps in our own systems (10.2).
- We tell workers, families and young people what we found and changed, including on our Child Safety page (10.3).

6.11 Standard 11: Policies and procedures

- Our child safety documents are this policy, the Code, the Child Safety page, the risk assessment and management plan, the recruitment and screening procedure, the stand-down and disciplinary procedure, the consent forms and the group booking terms. The Complaints and Appeals Policy, Privacy Policy, Terms and Conditions and Student Handbook refer to them (11.1).
- They're written in plain English, and the Code ends with a summary for young people (11.2).
- The CEO approves this policy and leads by example (11.4). Workers learn it at induction, sign the Code and are checked on it in supervision (11.5).
- We publish this policy and the Code, including its summary for young people, on our Child Safety page.

7. Recognising and responding to concerns

7.1 Recognising a concern

A concern can come from:

- what a young person says, including a partial disclosure or a story about "a friend"
- what you notice, such as an injury the young person can't or won't explain (you might see one during bandaging or partner practice), or a young person who is frightened, withdrawn or very distressed
- a young person at an on-site session who seems afraid of a supervisor or colleague
- an adult's behaviour towards a young person, such as special attention, private contact, gifts or touch beyond what a skill needs
- a first aid scenario that prompts a young person to talk about something that happened to them
- something online, such as messages or images shared about a student.

You don't need proof, and you don't need to be certain. A reasonable belief doesn't require proof.

7.2 If a young person tells you something

- Stay calm, listen and let them talk. Don't push for details or ask leading questions.
- Tell them they did the right thing by telling you.
- Don't promise to keep it secret. Explain that you need to tell the Child Safety Officer to keep them safe, and tell them what happens next.
- Don't confront the person they've told you about, and don't contact the family if a family member may be involved.
- The same day, write down what they said in their own words, what you saw, the date, time and place, and what you did. Sign it and give it to the Child Safety Officer. Don't keep a copy, including on your phone.

7.3 What every worker must do

1. If anyone is in immediate danger, call 000, and keep the young person and other students safe.
2. Tell the Child Safety Officer straight away, the same day, by phone. An email on its own isn't enough. If the concern is about the Child Safety Officer, tell the backup or the CEO.
3. If a child may be at risk and you can't reach the Child Safety Officer or backup, for example during an evening or weekend session, contact the police or Child Protection yourself (section 8). Then tell the Child Safety Officer by the next business day.
4. Make your written record (7.2).

5. Keep the matter confidential. Discuss it only with the Child Safety Officer, the backup, the CEO and the authorities.
6. Meet your own legal duties (section 8). Telling the Child Safety Officer doesn't replace a legal duty to report.
7. Look after yourself, because hearing about harm is hard. Talk to the Child Safety Officer about support, or call Lifeline on 13 11 14.

7.4 What the Child Safety Officer does

These are the steps described on our Child Safety page under "What we do when a concern is raised".

1. **Protect the child.** Make sure the young person and other students are safe, and decide on any immediate step, such as keeping a worker or student away from young people.
2. **Report it.** Decide which reports are needed and make them straight away, or confirm they've been made (section 8). If a crime may have been committed, speak to police before taking any step that could affect their investigation. A police investigation comes first.
3. **Support the child.** Listen, take them seriously and help them find support, such as Kids Helpline (1800 55 1800) or 13YARN (13 92 76). Tell their parent or guardian, unless that could put the child at risk or police or Child Protection advise us not to.
4. **Manage the risk.** If the concern is about a worker, advise the CEO whether to stand them down from contact with students while it's looked into. If it's about another student, decide what's needed to keep everyone safe, such as training them in separate sessions.
5. **Keep records.** Record what was reported, what we did and why, and each report to an authority, with its date and any reference number (section 9).
6. **Follow up.** Contact the person who raised the concern by the end of the next business day, and tell them what we've done as far as privacy allows. Once the immediate matter is dealt with, look for the cause and anything we should change, and report it to the CEO.

7.5 Particular situations

- **A concern about a worker.** The Child Safety Officer tells the CEO the same day, or the backup tells the CEO if the Child Safety Officer is involved. The CEO decides on stand-down under the stand-down and disciplinary procedure. We don't start our own inquiry into possible criminal conduct until police say we can. If the worker is a registered health practitioner, such as a nurse, the Child Safety Officer also considers telling AHPRA.

- **A concern about another student.** Separate the students and keep both safe, and remove an adult student from the session if needed. Tell both young people's parents or guardians unless that could put a young person at risk, and support both students, because a young person who harms others may need help too. The Child Safety Officer decides, with advice from police or Child Protection where they're involved, what to tell a host employer.
- **A concern about a young person's workplace, home or online life.** We still act. We report to police or Child Protection as section 8 requires, help the young person report online harm to the eSafety Commissioner, and don't raise it with the employer or family ourselves if that could make things worse.
- **An adult who discloses abuse in their own childhood.** Listen, offer support services and tell the Child Safety Officer, who considers whether to report, for example if the person responsible may still pose a risk to children.
- **An anonymous concern.** We act on it as far as the information allows.

8. Reporting: the law and our rules

Our rule is that every concern goes to the Child Safety Officer, and we report to the authorities whenever we believe a child is at risk of harm, whether or not the law requires it. The laws below set the minimum. Some depend on the young person's age: Child Protection's legal role covers children under 17, and the Crimes Act duties in 8.5 and 8.6 protect children under 16.

8.1 Victoria Police

- In an emergency, or if a crime is happening now, call 000.
- Otherwise, report child abuse to the local police station, which refers it to a Sexual Offences and Child Abuse Investigation Team.
- We go to police whenever we believe a crime against a young person may have been committed, whatever their age, and we cooperate fully with police.

8.2 Child Protection

- Report to Child Protection when you form a reasonable belief that a child is in need of protection: they have suffered, or are likely to suffer, significant harm from physical injury, sexual abuse, emotional or psychological harm or neglect, and their parents haven't protected them or are unlikely to (Children, Youth and Families Act 2005 (Vic) (CYFA) s 162).
- Child Protection's legal role covers children under 17, and 17 year olds already on a protection order. For any other 17 year old, report crimes to police, and call Child Protection for advice if you're unsure.
- Reports are made by phone to the intake service for the area where the child lives, 8.45am to 5pm Monday to Friday: North 1300 598 521, South 1300 555 526, East 1300 360 452, West 1300 360 462. At other times, call the After Hours Child Protection Emergency Service on 13 12 78. Reports can't be made by email or through the department's website.
- If we're worried about a young person's wellbeing but don't believe they need protection, the Child Safety Officer can talk with the family about support or refer them to The Orange Door, whose website lists local contact numbers.

8.3 Voluntary reporting and protection for reporters

Anyone who believes on reasonable grounds that a child is in need of protection may report it to Child Protection or police (CYFA s 183). A report made in good faith isn't unprofessional conduct or a breach of professional ethics, and doesn't make the reporter liable (s 189). The law protects the reporter's identity (s 191). Privacy law allows us to share information with police and Child Protection to protect a child (Privacy Act 1988 (Cth), APP 6.2 and s 16A).

8.4 Mandatory reporting

Mandatory reporters include registered medical practitioners, nurses, midwives, registered teachers and early childhood teachers, school principals, police officers, registered psychologists and people in religious ministry (CYFA s 182). A mandatory reporter who, in the course of their profession or duties, forms a reasonable belief that a child is in need of protection because of physical injury or sexual abuse must report it to Child Protection as soon as practicable, and again if they become aware of further grounds (s 184). The maximum penalty is 10 penalty units.

Whether a nurse or doctor forms a belief "in the course of" their profession while teaching first aid isn't clear-cut. Our rule is that a worker in one of these groups acts as a mandatory reporter: they make the report themselves, or confirm with the Child Safety Officer that a report including all their grounds has been made, which supports the defence in s 184(2).

8.5 Failure to disclose: every adult

Any adult who has information that leads them to form a reasonable belief that an adult has committed a sexual offence in Victoria against a child under 16 must disclose it to police as soon as practicable, unless they have a reasonable excuse (Crimes Act 1958 s 327). The maximum penalty is 3 years' imprisonment.

- It covers our 14 and 15 year old students, and any other child under 16 we hear about, such as a student's younger brother or sister.
- A reasonable excuse includes a reasonable fear for someone's safety if you disclose, or a reasonable belief that someone else has already given police all the information you have. Concern for the interests of the person involved, or of any organisation, including Scope, is never a reasonable excuse.
- There's no breach if the information came from the victim, they were 16 or older when they shared it, and they asked you not to pass it on, unless they have an intellectual disability and can't make that decision. We still act under this policy to keep them and other children safe.
- Telling the Child Safety Officer doesn't meet this duty on its own. The Child Safety Officer will help you, and you must confirm that police have received all the information you have.

8.6 Failure to protect: people in authority

A person with a position in an organisation that exercises care, supervision or authority over children commits an offence if they know there is a substantial risk that an adult associated with the organisation will commit a sexual offence against a child under 16 who is, or may come, in its care, have the power or responsibility to reduce or remove the risk, and negligently fail to do so (Crimes Act s 490). The maximum penalty is 5 years' imprisonment. "Associated" includes staff, managers, contractors and volunteers, but not someone who is only receiving services, such as an adult student.

We treat this offence as applying to us whenever we train 14 or 15 year olds. The CEO, the Child Safety Officer, the Administration Manager and any trainer leading a session must act as soon as they know of such a risk, for example by standing a worker down, removing them from a session or not rostering them with students under 18, and must tell the Child Safety Officer and CEO.

8.7 Other offences the Code reflects

- Grooming a child under 16 is a crime (Crimes Act s 49M).
- Sexual activity with a 16 or 17 year old who is under your care, supervision or authority is a crime, even though they're over the age of consent (ss 49C and 49E). The Act's non-exhaustive list of people with care, supervision or authority includes a child's teacher (s 37).
- Engaging a person in child-related work when they aren't cleared to do it is an offence under the Worker Screening Act 2020 (Vic) (6.6).

8.8 The Reportable Conduct Scheme doesn't apply to us

The Reportable Conduct Scheme in Part 5A of the CWSA requires the head of a covered organisation to notify the SSR within 3 business days of becoming aware of an allegation against a worker, and to investigate. It applies only to the entities listed in Schedules 3 to 5 of the Act and any prescribed by regulation. These include registered schools, organisations registered for senior secondary courses, out-of-home care services, hospitals, disability services, early childhood services and religious bodies. Post-secondary education providers and RTOs appear only in Schedule 1, which is about the Child Safe Standards, and they aren't on the SSR's list of organisations the scheme covers.

So Scope Institute has no duty to notify the SSR under the scheme. We still act on every allegation under sections 7 and 8, and anyone can raise a concern with the SSR. The Child Safety Officer checks again if our registration or services change, for example if we register to deliver a senior secondary course.

8.9 Other bodies

- **eSafety Commissioner:** cyberbullying of children, image-based abuse, and illegal or restricted content online (esafety.gov.au/report).
- **Social Services Regulator:** concerns about whether an organisation meets the Child Safe Standards, on 1300 310 778 or childsafeargs@ssr.vic.gov.au.
- **AHPRA:** concerns about a registered health practitioner (7.5).

9. Records and information sharing

9.1 What we record

- Every child safety concern: the worker's notes, the Child Safety Officer's record of what was reported, what we did and why, each report to an authority (with its date and reference number), contact with families, and the outcome.
- The WWC register, including verification and WWC Connect records.
- The training register and signed Code acknowledgements.
- Parent and guardian consent forms, and photo and media consent forms.
- Each version of the child safety risk assessment, and its reviews.

9.2 How we store records

Child safety concern records are kept apart from student and personnel files, in secure storage that only the Child Safety Officer, the backup and the CEO can open. Paper notes are scanned into it and the originals locked away. Other staff of Scope Institute and Scope Healthcare Limited can't see these records unless they need them to protect a child.

9.3 How long we keep records

- Child safety concern records: at least 45 years. The Royal Commission into Institutional Responses to Child Sexual Abuse recommended this period to allow for delayed disclosure (see recommendations 8.1 to 8.3).
- WWC register entries, verification records, training records and signed Code acknowledgements: while the person works for us and for at least 7 years after they leave. Any record connected to a concern is kept with the concern record for 45 years.
- Enrolment consent forms: with enrolment records, for at least 7 years. Photo and media consent forms: for as long as we use the images, and at least 7 years.
- Risk assessments: at least 7 years after they're replaced.
- We never destroy a record that relates to a concern, an investigation or legal proceedings.

9.4 Sharing information

- We share information with police, Child Protection and other authorities to protect a child (8.3).
- Scope isn't an information sharing entity under Victoria's Child Information Sharing Scheme, so we share under privacy law and the reporting laws in section 8.
- We tell a parent or guardian about a concern involving their child, unless that could put the child at risk or police or Child Protection advise us not to.
- A worker who is the subject of a concern is told enough to respond fairly, unless police ask us to wait.
- Requests to see child safety records go to our Privacy Officer, who decides with the Child Safety Officer what can be released.

10. Risk management

Outcome Standard 4.3(2)(d) and Child Safe Standards 2.5 and 9 require us to identify and manage risks to students under 18. Our child safety risk assessment and management plan looks at first aid content and how we deliver it, and covers at least:

- venues: the Wheelers Hill training room, bathrooms, breaks, arrival and pick-up, and on-site venues, including evening and weekend sessions
- physical contact, partner practice and demonstrations
- groups that mix adults and young people, including employees under 18 training with their own supervisors and colleagues
- one-to-one situations: reassessment, adjustments, an upset student and disclosures
- content that can upset students
- the first aid student portal, email and phone contact
- photo ID checks, photos and recordings
- host organisations and any future third parties
- a worker who is the subject of a concern.

For each risk, the plan records how likely and how serious it is, the controls, who is responsible and when it's reviewed. Trainers get the parts that apply to their sessions. The plan is reviewed at least every 12 months, after any incident, and whenever our delivery changes, for example if we start training school groups.

11. Review

- We review this policy, the Code and the Child Safety page at least every 12 months, after any serious incident, and when the law or the Standards change.
- Each review looks at the concerns we've handled and their causes, incidents, feedback from young people, families and workers, the WWC and training registers, the risk assessment, and any new guidance from the SSR or ASQA.
- The Child Safety Officer gives the CEO a written child safety report each year, with the review's findings and recommended changes.
- We tell workers about changes, and explain changes for young people and families on the Child Safety page.

12. Approval

Approval	Details
Approved by	Chief Executive Officer
Date approved	24 September 2026
Takes effect on	24 September 2026
Next review due	September 2027

Version 1.0, approved 24 September 2026.

Sources

Legislation, read in the authorised versions on 24 September 2026:

- Child Wellbeing and Safety Act 2005 (Vic), version 047 (as at 1 July 2026): ss 3, 16C, 17, 19, 22 and 25F, Part 5A, and Schedules 1, 3, 4 and 5. <https://www.legislation.vic.gov.au/in-force/acts/child-wellbeing-and-safety-act-2005>
- Children, Youth and Families Act 2005 (Vic), version 148 (as at 12 May 2026): ss 3, 162, 182 to 184, 189 and 191. <https://www.legislation.vic.gov.au/in-force/acts/children-youth-and-families-act-2005>
- Crimes Act 1958 (Vic), version 322 (as at 2 September 2026): ss 37, 49C, 49E, 49M, 49O and 327. <https://www.legislation.vic.gov.au/in-force/acts/crimes-act-1958>
- Education and Training Reform Act 2006 (Vic), version 110 (as at 16 September 2026): s 11.3 (post-secondary education provider) and s 4.1.1(1) (RTO). <https://www.legislation.vic.gov.au/in-force/acts/education-and-training-reform-act-2006>
- Privacy Act 1988 (Cth), compilation as at 4 June 2026: s 16A and Schedule 1, APP 6.2. <https://www.legislation.gov.au/C2004A03712/latest/text>
- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (F2025L00354), Standard 4.3(2) (d), as quoted in ASQA's Risk management practice guide. <https://www.legislation.gov.au/F2025L00354/asmade/text>

Regulator and government guidance, read on 24 September 2026 (the date each page shows it was updated is in brackets):

- The 11 Child Safe Standards, their minimum requirements and compliance indicators, hosted by the Commission for Children and Young People for the SSR. <https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/>
- SSR, Working with Children (WWC) Connect (18 September 2026). <https://www.vic.gov.au/working-children-connect>
- SSR, Changes to the Working with Children Check (18 September 2026), and its factsheet, Changes to the Working with Children Check effective from October 2026 (September 2026). <https://www.vic.gov.au/changes-working-children-check-0>
- Do I need a Working with Children Check? (7 September 2026). <https://www.vic.gov.au/do-i-need-check>
- Working with Children Check: organisations' legal obligations (24 July 2026). <https://www.vic.gov.au/legal-obligations-organisations>
- SSR, Reportable Conduct Scheme (1 September 2026). <https://www.vic.gov.au/reportable-conduct-scheme>

- SSR, Report your concerns under the Child Safe Standards (23 February 2026). <https://www.vic.gov.au/report-your-concerns-under-child-safe-standards>
- SSR, Get help or raise a concern (24 July 2026). <https://www.vic.gov.au/get-help-or-raise-concern>
- ASQA, Risk management practice guide. <https://www.asqa.gov.au/for-providers/standards-for-RTOs/practice-guides/quality-area-4-governance/risk-management-practice-guide>
- Department of Families, Fairness and Housing, Mandatory reporting (18 August 2026). <https://providers.dffh.vic.gov.au/mandatory-reporting>
- Department of Families, Fairness and Housing, Child protection contacts (17 February 2026). <https://services.dffh.vic.gov.au/child-protection-contacts>
- Victoria Police, Report child abuse (28 January 2025). <https://www.police.vic.gov.au/report-child-abuse>
- Child Information Sharing Scheme Ministerial Guidelines, Appendix 2: prescribed entities (6 August 2026). <https://www.vic.gov.au/child-information-sharing-scheme-ministerial-guidelines/appendix-2-prescribed-entities>
- Royal Commission into Institutional Responses to Child Sexual Abuse, Recordkeeping and information sharing. <https://www.childabuseroyalcommission.gov.au/recordkeeping-and-information-sharing>
- eSafety Commissioner, Report. <https://www.esafety.gov.au/report>
- The Orange Door. <https://www.orangedoor.vic.gov.au/>

Also checked on 23 September 2026:

- VRQA, Registered training organisations and the Child Safe Standards. <https://www2.vrqa.vic.gov.au/registered-training-organisations>
- National Principles for Child Safe Organisations. <https://www.childsafety.gov.au/resources/national-principles-child-safe-organisations>
- Kids Helpline (<https://kidshelpline.com.au/>) and 13YARN (<https://www.13yarn.org.au/>).