

CHILD SAFETY CODE OF CONDUCT

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Who this Code applies to

This Code applies to everyone who works for Scope Institute: staff, trainers and assessors, contractors and volunteers, and staff of Scope Healthcare Limited who handle our enquiries or student records. In this Code, "you" means any of those people, and "young person" means anyone under 18.

It applies wherever your work for us brings you into contact with a student under 18: at our Wheelers Hill venue, at on-site training in workplaces and other venues, in the first aid student portal, by email and phone, and online. It also applies outside work hours to any contact you have with one of our students.

Read it with our Child Safety and Wellbeing Policy. Signing this Code is a condition of working with us. If you're not sure how a rule applies, ask the Child Safety Officer. If following a rule would stop you keeping a young person safe in an emergency, do what's needed to keep them safe, then tell the Child Safety Officer straight away.

1. Our commitment

We have zero tolerance of child abuse and harm. Every young person who trains with us has the right to be safe, to be treated with respect and to be listened to. Keeping them safe is part of your job, whatever your role.

2. What we expect of you

You must:

- put the safety and wellbeing of young people first
- treat every student with respect, listen to young people and take what they say seriously
- keep professional boundaries: be friendly and approachable, but don't become a young person's friend
- use each student's preferred name and pronouns
- support young people to express their culture, and challenge racism, discrimination, bullying and harassment whenever you see or hear it, whoever it comes from
- make the adjustments agreed for a student, and explain key information out loud, not only in writing
- keep information about young people confidential, and share it only with people who need it to keep them safe

- keep your Working with Children Check current, if your role needs one
- complete your child safety training and follow the risk management plan for your sessions
- report every concern (section 8).

If you're a trainer, you must also:

- check the class list before each practical session to see which students are under 18 and whether parent or guardian consent is complete. If it isn't, contact the Student Support team, who will try to reach the parent or guardian. The young person can't take part until consent is complete, and must not be left without supervision while it's sorted out.
- at the start of any session that includes a student under 18, tell the group what the session involves, that CPR is practised on manikins, that practising with a partner is optional and students can choose their partner, that nobody may take photos or recordings without permission, and that anyone who is worried about something, for themselves or someone else, can talk to you or contact our Child Safety Officer
- warn students before showing confronting material, let a student step out while staying within sight, and check on them afterwards
- stay with the group for the whole session.

3. What you must never do

You must not:

- abuse a young person in any way, whether physically, sexually, emotionally or through neglect
- behave sexually with or in front of a young person. That includes sexual comments, jokes or innuendo, flirting, showing sexual material, and any romantic or sexual relationship, during the course or after it. Sexual activity with a 16 or 17 year old in your care, supervision or authority is a crime, even though they're over the age of consent (Crimes Act 1958 (Vic) ss 37, 49C and 49E).
- groom a young person or their family by singling a young person out for special attention, favours or gifts, asking them to keep secrets, or testing boundaries with touch or talk. Grooming a child under 16 is a crime (Crimes Act s 49M).
- touch a young person in any way section 4 doesn't allow
- spend time alone with a student under 18 out of sight of others, or meet a student privately outside the course (section 5)
- contact a student through personal social media, messaging apps, gaming platforms, a personal phone or personal email, or give them your personal contact details (section 6)
- photograph or record a student under 18 without consent (section 7)

- give a student under 18 a lift, or invite one to your home
- give a young person gifts, money, alcohol, cigarettes, vapes or drugs, or work under the influence of alcohol or drugs
- bully, humiliate, threaten or discriminate against anyone, including through racist remarks, comments about someone's body, or put-downs about how they perform a skill
- ignore, hide or play down a concern, or discourage anyone from reporting one
- treat anyone unfairly because they raised a concern.

4. Physical contact in first aid training

First aid training is hands-on, so these rules are specific. In short: touch only when a skill needs it, only after you've explained and asked, only where others can see, and never on intimate areas.

Manikins, not people. CPR, rescue breaths, defibrillator pad placement and choking first aid are practised and assessed on manikins, never on a person. Checking for breathing, where a hand goes on the chest or stomach, is practised on a manikin too.

Explain and ask first. Before any activity that involves physical contact, explain what it involves and where hands will go, then ask each student. Ask before you touch a student to show a technique. Accept a "no" without pressure or comment. A young person can stop at any time.

Demonstrations. Show techniques on a manikin, on yourself, or on another adult who agrees. Don't demonstrate on a student under 18.

Correcting technique. Explain the correction first, then show it on the manikin. If you need to guide a student's hands, ask first and touch only their hands or forearms.

Partner practice. Some skills, such as the recovery position and bandaging, are usually practised with a partner.

- Both students must agree. A young person chooses their partner, and can practise with another young person or someone they came with.
- Never pair a young person with an adult they don't want to practise with.
- Partner practice happens in the training room, in view of the group, and over clothing. Never ask a student to remove or adjust clothing.
- Keep contact to what the skill needs, such as the hands, arms, shoulders and lower legs, and the shoulder and knee when rolling someone into the recovery position. Never touch the chest, groin, buttocks or inner thighs.
- If a young person would rather not practise with a partner, use an alternative the assessment allows.

Adult students. Watch pairs during practice. Stop any contact that's rough, sexual or unwanted, and move people if you need to.

Real first aid. If a student is injured or becomes unwell during a session, give the first aid they need. Explain what you're doing, and ask permission if they're able to give it. Where you can, have another adult nearby. Call 000 if needed, tell the parent or guardian, and record what happened. If you notice an injury that didn't happen in the session and the young person can't or won't explain it, tell the Child Safety Officer.

Comfort. If a young person is upset, comfort them with words and give them space. Don't hug them. If they hug you, respond briefly and step back.

5. Supervision and one-to-one situations

- A trainer leads every practical session and stays with the group throughout.
- You must not spend time alone with a student under 18 out of sight of others, or meet students privately outside the course.
- If you need a private word with a young person, for example because they're upset, need an adjustment or want to tell you something, stay within sight of others: a quiet corner of the training room, an open door, or another adult nearby. Note what it was about, and tell the Child Safety Officer if it raised a concern.
- Hold any reassessment or catch-up session for a student under 18 in view of other people or with another adult present. Their parent or guardian may attend.
- Don't go into a toilet or change area while a student under 18 is there, except in an emergency. Don't take a young person anywhere out of sight, such as a storeroom.
- At Wheelers Hill, if a young person is waiting to be picked up after a session, wait with them in an open, visible area. If nobody arrives, call their parent or guardian using the details on the consent form, and tell the Child Safety Officer if you can't reach them.
- At on-site training, confirm at the start who the host's supervisor is, and hand the group back to them at the end. The host supervises its employees under 18 outside the session.
- Don't drive a student under 18 anywhere. In a medical emergency, call 000.
- Don't hold one-to-one video calls with a student under 18.

6. Communication and online contact

- Contact students only through Scope's official channels: your Scope email account, Scope phone lines and the first aid student portal.

- Never use personal social media, messaging apps such as WhatsApp, Messenger, Snapchat, Instagram or TikTok, personal email or a personal phone to contact a student. Don't give a student your personal contact details, and don't send or accept friend or follow requests from students under 18.
- Keep messages about the course and professional in tone, with nothing personal, flirtatious or secretive.
- When you contact a student under 18 about anything other than routine course matters, copy in their parent or guardian, unless the Child Safety Officer tells you that could put the young person at risk.
- If a student contacts you through a personal channel, don't reply there. Reply through an official channel if a reply is needed, and tell the Child Safety Officer if the contact was personal or worrying.
- Contact ends with the course, apart from course matters such as certificates, reassessment, feedback surveys and refresher reminders sent through Scope's systems.
- Use the portal only for the course, never to contact a student privately.
- If you see or hear about cyberbullying, image-based abuse or other online harm involving a student, tell the Child Safety Officer. They'll help the young person report it to the eSafety Commissioner, and to police if needed.
- If you come across a sexual image of anyone under 18, don't copy, save, forward or show it to anyone. Tell the Child Safety Officer straight away and follow police advice.

7. Photos and recordings

- We will not photograph or film a student under 18 unless a parent or guardian has given written consent on our photo and media consent form and the student agrees on the day. Saying no must not affect their enrolment or assessment. Check the consent record before you take a photo.
- Use only a Scope device. Store images only in Scope's systems and delete them from the device straight away. Never post, share or keep images of students yourself.
- Don't photograph a young person in a toilet or change area, or while they're lying down, being positioned or being bandaged. Don't put a young person's full name or other identifying details with their image.
- Look at a student's photo ID at the practical session, but don't copy it, photograph it or write down its details.
- Nobody, including other students, may photograph or record a session without permission from the trainer and everyone taking part. If you see someone doing it, ask them to stop and to delete the images in front of you. Tell the Child Safety Officer if images of a young person may have been shared.

- If a parent, guardian or young person withdraws consent, stop using the images.

8. Reporting concerns and your legal duties

If a young person is in immediate danger, call 000.

Tell the Child Safety Officer straight away, the same day and by phone, about:

- anything a young person tells you about harm to them or to someone else
- any sign or suspicion that a young person has been harmed or is at risk, including at home, at work, online or from another student
- any breach of this Code, by anyone
- any concern about another worker, whatever their role.

You don't need proof, and it isn't your job to investigate. If the concern is about the Child Safety Officer, tell the backup or the CEO. If you can't reach the Child Safety Officer or backup and a child may be at risk, for example during an evening or weekend session, contact the police or Child Protection yourself, then tell the Child Safety Officer by the next business day.

When a young person tells you something, stay calm, listen and let them talk. Don't ask leading questions, and don't promise to keep it secret. Explain that you need to tell the Child Safety Officer to keep them safe. Tell them they did the right thing and what will happen next. The same day, write down their words, the date, time and place, and what you did, then give the note to the Child Safety Officer and don't keep a copy.

Your own legal duties. These apply to you personally, and section 8 of the policy explains them.

- **Every adult:** if you form a reasonable belief that an adult has committed a sexual offence against a child under 16 in Victoria, you must tell police as soon as practicable (Crimes Act s 327). Telling the Child Safety Officer isn't enough on its own. They'll help you, and you must confirm that police have all the information you have.
- **Mandatory reporters**, such as registered medical practitioners, nurses, midwives, registered teachers and registered psychologists: the law requires you to report to Child Protection when, in the course of your profession or duties, you form a reasonable belief that a child is in need of protection because of physical injury or sexual abuse (Children, Youth and Families Act 2005 (Vic) s 184). We ask you to act on that duty in your work with us too. Make the report yourself, or confirm that one including all your grounds has been made.
- **People in authority:** if you know that an adult connected with Scope poses a substantial risk of sexually offending against a student under 16, and you can reduce or remove the risk, you must act (Crimes Act s 490). Tell the Child Safety Officer and the CEO at once, and take any immediate step you can, such as keeping that person away from students.

Changes in your own situation. Tell the Child Safety Officer in writing straight away if you're charged with or found guilty of a criminal offence (other than a minor traffic offence), if your Working with Children Check expires or is suspended, or if you receive an interim bar or exclusion. For an exclusion, the law gives you 7 days to tell us in writing, but we need to know before your next contact with students.

Who to contact

- Emergency: 000
- Child Safety Officer: 1300 508 809 (ask for the Child Safety Officer), or email admin@scopeinstitute.edu.au with "Child safety" in the subject line.
- Victoria Police, when it isn't an emergency: your local police station
- Child Protection, 8.45am to 5pm Monday to Friday, by the area where the child lives: North 1300 598 521, South 1300 555 526, East 1300 360 452, West 1300 360 462
- After Hours Child Protection Emergency Service: 13 12 78

No one will be treated unfairly for raising a concern in good faith, and the law protects the identity of people who report to Child Protection.

9. Breaches of this Code

Report any breach to the Child Safety Officer. If a breach may have harmed a young person or put one at risk, we follow the Child Safety and Wellbeing Policy, which means reporting to police or Child Protection first where that's needed.

If you're the subject of a concern:

- the CEO may stand you down from contact with students, or from all duties, while it's looked into. Being stood down isn't a finding that you did anything wrong.
- you'll be told what's alleged and given a fair chance to respond, unless police ask us to wait
- we may tell the police, Child Protection, AHPRA or another body where the law requires it or a young person's safety calls for it.

Depending on what happened, the outcome can include further training, closer supervision, a change of duties, a written warning, or ending your employment, contract or volunteering with us. We keep records of breaches for at least 45 years.

If an adult student or a host's staff member breaches these standards during a session, stop the behaviour, remove the person from the session if needed, and report it to the Child Safety Officer.

10. Acknowledgement and signature

I have read and understood Scope Institute's Child Safety Code of Conduct and Child Safety and Wellbeing Policy, and I agree to follow them whenever I work for Scope Institute. I understand that:

- following this Code is a condition of my employment, contract or volunteering
- a breach can lead to disciplinary action, including the end of my work with Scope Institute, and may be reported to police or other authorities
- I must report every child safety concern to the Child Safety Officer, and I also have my own legal duties to report
- I must tell the Child Safety Officer in writing straight away about any change to my Working with Children Check, or if I'm charged with or found guilty of a criminal offence.

Worker details	To complete
Full name	
Role (staff, trainer or assessor, contractor or volunteer)	
Working with Children Check number and expiry date, or exemption (for example VIT registration number)	
Mandatory reporter? If yes, which profession	
Date child safety induction completed	
Signature	
Date	
Received by (Child Safety Officer or backup): name, signature and date	

We keep the signed Code on the worker's personnel file, note it in the training register, and give the worker a copy.

What you can expect from us

This part is for students under 18.

If you're under 18 and doing a first aid course with us, this is what you can expect from every Scope trainer and staff member.

- You have the right to feel safe, to be treated with respect and to speak up.
- Your trainer will explain each activity before you start. They'll ask before they touch you, even just to show you how to do something. You can say no.
- You'll practise CPR on manikins (practice dummies), not on people. You can choose who you practise with. If you'd rather not practise with another person, tell your trainer and we'll find another way.
- We won't be alone with you somewhere other people can't see us, and we won't meet you privately outside the course.
- We'll only contact you through Scope's email, phone or student portal. We won't message you on social media, and we'll never ask you to keep a secret.
- We won't take photos or videos of you unless your parent or guardian says yes in writing and you say yes too. Nobody else in your class can film or photograph you without permission either.
- We don't put up with racism, bullying or harassment from anyone, including adults in your class.
- If something in the course upsets you, tell your trainer. You can take a break.

If something doesn't feel right, you can:

- tell your trainer or any Scope staff member you trust
- call 1300 508 809 and ask for our Child Safety Officer
- email admin@scopeinstitute.edu.au with "Child safety" in the subject line
- ask a parent, carer, teacher or another adult you trust to contact us.

You won't get in trouble for speaking up, even if you're not sure something is wrong. We'll listen, take you seriously and tell you what happens next. If we need to tell someone else to keep you safe, like the police, we'll explain who and why.

If you're in danger right now, call 000. To talk to someone outside Scope, call Kids Helpline on 1800 55 1800 or chat online at kidshelpline.com.au. It's free and open any time. Aboriginal and Torres Strait Islander young people can also call 13YARN on 13 92 76, any time.

Sources

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

- 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>
- Children, Youth and Families Act 2005 (Vic), version 148 (as at 12 May 2026): ss 182, 184 and 191. <https://www.legislation.vic.gov.au/in-force/acts/children-youth-and-families-act-2005>
- Child Wellbeing and Safety Act 2005 (Vic), version 047 (as at 1 July 2026): s 3 (child abuse) and Schedule 1. <https://www.legislation.vic.gov.au/in-force/acts/child-wellbeing-and-safety-act-2005>

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

- Child Safe Standards 2 (Code of Conduct) and 9 (physical and online environments), minimum requirements and compliance indicators. <https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/>
- Working with Children Check: organisations' legal obligations (24 July 2026), including a worker's duty to give written notice of an exclusion within 7 days. <https://www.vic.gov.au/legal-obligations-organisations>
- SSR, Working with Children (WWC) Connect (18 September 2026). <https://www.vic.gov.au/working-children-connect>
- Department of Families, Fairness and Housing, Mandatory reporting (18 August 2026) and Child protection contacts (17 February 2026). <https://providers.dffh.vic.gov.au/mandatory-reporting> and <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>
- eSafety Commissioner, Report. <https://www.esafety.gov.au/report>