



Fizz Kidz Child Safety Documents

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Fizz Kidz Child Safety Policy

1. Policy

Fizz Kidz recognises that all children and young people have the right to develop and reach their potential in environments that are safe, caring and nurturing.

Fizz Kidz considers any form of child/young person abuse, inclusive of emotional, physical, sexual abuse or neglect, as intolerable under any circumstances.

Fizz Kidz has a legal and ethical responsibility to protect children and young people from harm and to ensure that any incidents of suspected child abuse are promptly and appropriately dealt with.

2. Purpose

The purpose of this policy is to provide guidance to staff members, managers and Directors on the area of safeguarding children and young people who partake in Fizz Kidz parties, programs, events and any other activities that include the involvement of children.

3. Commencement

This Policy will commence on 18th December 2023.

4. Application

This Policy applies to all Fizz Kidz staff, contractors, service providers, and any other adult involved in child-connected work at Fizz Kidz. The Policy does not form part of any contract between Fizz Kidz and staff members.

5. Commitment

Fizz Kidz is committed to the following Statement of Principles:

- i. Every child is entitled to safety and the freedom from any form of abuse. Their participation in our activities and programs should be devoid of fear or the possibility of harm. We are committed to ensuring that children within our programs are aware of the individuals they can confide in if they feel uneasy or unsafe.
- ii. Our commitment to protecting the safety and well being of children is embedded within the Fizz Kidz leadership and management team, our studios, and within the Fizz Kidz culture.



- iii. Children possess the right to have a say in decisions affecting them and to be treated with respect. We will consistently seek input from both children and their parents/legal guardians to enhance our practices.
- iv. We are dedicated to promoting equal access to our programs and honouring the diversity present in our communities.
- v. Fizz Kidz staff, contractors, service providers, and any other adult involved in child-connected work at Fizz Kidz, who are responsible for children must prioritize the care of children.
- vi. Our staff will be carefully chosen, qualified, trained, and provided with support to work effectively with children. We will only engage individuals who are most suitable for working with children and will uphold a high standard of recruitment, supervision, and professional development.
- vii. Robust processes for addressing complaints related to harm to a child or misconduct by a staff member are in place and subject to regular review.
- viii. The physical and online environments in which we operate will be managed to minimize any potential for abuse or harm.
- ix. Any suspicions of abuse, neglect, or mistreatment will be promptly reported to the appropriate authorities.
- x. Our commitment to creating a child-safe learning environment will strive for best practices and will undergo continuous assessment and improvement.

If you wish to raise a concern regarding child protection and safety, please contact our CEO, Talia Meltzer via email info@fizzkidz.com.au or call 03 9059 8144 and ask to be transferred to Talia.



Fizz Kidz Code Of Conduct

Introduction

This Code of Conduct has a specific focus on safeguarding children and young people at Fizz Kidz against sexual, physical, psychological and emotional abuse or neglect.

Purpose

Our Child Safety Code of Conduct sets out the expected behaviour of adults with children and young people.

All Fizz Kidz staff, contractors, service providers, and any other adult involved in child-connected work must follow the Child Safety Code of Conduct. The Child Safety Code of Conduct applies to all physical and online environments used by children. It also applies during or outside of Fizz Kidz hours and in other locations provided by Fizz Kidz for use (for example, a mobile party or shopping centre activation).

Scope

This Code of Conduct applies to all Fizz Kidz staff, contractors, service providers, and any other adult involved in child-connected work.

Acceptable behaviours

All Fizz Kidz staff, contractors, service providers, and any other adult involved in child-connected work at Fizz Kidz, are responsible for supporting and promoting the safety of children by:

- Upholding the Fizz Kidz's commitment to child safety at all times and adhering to the Fizz Kidz Child Safety Policy.
- Treating children and families with respect at all times and at all work-related locations, including Fizz Kidz studios, schools, community centres, shopping centres etc.
- Listening and responding to the views and concerns of children, particularly if they disclose that they or another child has been abused or are worried about their safety or the safety of another child.
- Promoting the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander (First Nations) children, children with culturally and/or linguistically diverse backgrounds, children with a disability, international children, children who are unable to live at home and lesbian, gay, bisexual, transgender and intersex (LGBTIQ+) children.
- Ensuring, as far as practicable, that adults are not alone with a child –



one-to-one interactions between an adult and a child are to be in an open space or in line of sight of another adult.

- Reporting any allegations of child abuse or other child safety concerns to your manager.
- Understanding and complying with all reporting and disclosure obligations in line with the Fizz Kidz Child Safety Responding and Reporting Policy and Procedures.
- If child abuse is suspected, ensuring as quickly as possible that the child(s) are safe and protected from harm.

Unacceptable behaviours

All Fizz Kidz staff, contractors, service providers, and any other adult involved in child-connected work at Fizz Kidz must not;

- Ignore or disregard any concerns, suspicions or disclosures of child abuse or harm.
- Develop a relationship with any child that could be seen as favouritism or amount to 'grooming behaviour' (for example, by offering 'special' gifts).
- Display behaviours or engage with children in ways that are not justified by the educational or professional context.
- Ignore an adult's overly familiar or inappropriate behaviour towards a child.
- Discuss intimate topics or use sexualised language.
- Treat a child unfavourably because of their disability, age, gender, race, culture, vulnerability, sexuality or ethnicity.
- Communicate directly with a child through personal or private contact channels (including by social media, email, instant messaging, texting etc).
- Photograph or video a child except in accordance with the Photographing Children Policy.
- Consume alcohol or take illicit drugs at any time / whilst on work premises / in uniform.
- Have contact with any child outside of Fizz Kidz working hours.

Breaches to the Child Safety Code of Conduct

All Fizz Kidz staff, contractors, service providers, and any other adult involved in child-connected work at Fizz Kidz who breach the Fizz Kidz Child Safety Code of Conduct may be subject to disciplinary procedures in accordance with their employment agreement.

In instances where a reportable allegation has been made, the matter will be managed in accordance with the Department of Families, Fairness and Housing (DFFH) and Victorian Police (or relevant state law enforcement agency).

All breaches and suspected breaches of the Fizz Kidz's Child Safety Code of Conduct must be reported to the Fizz Kidz CEO, Talia Meltzer.



Fizz Kidz Child Safety Action Plan

Fizz Kidz is committed to ensuring the safety and well-being of all young people and children who attend a Fizz Kidz party, program, or event. This plan is designed to provide guidance to managers and team members on what to do if a child discloses an incident of abuse, or if a parent/carer raises a concern or allegation of abuse which may have taken place within a Fizz Kidz service.

If a child has experienced or discloses an incident of abuse or serious neglect to you:

- Try to separate them from the other children discreetly and listen to them carefully. (Have a responsible adult present).
- Let the child use their own words to explain what has occurred. Be gentle, empathetic, patient and non-judgmental throughout.
- Be patient and allow the child to talk at their own pace and in their own words (do not pressure the child into telling you more than they want to, they will be asked a lot of questions by other professionals, and it is important not to force them to retell what has occurred multiple times).
- Stay calm and use a neutral tone with no urgency and where possible use the child's language and vocabulary (you do not want to frighten the child or interrupt the child).
- Reassure the child that you take what they are saying seriously, it is not their fault and that they are doing the right thing.
- Explain to them that this information may need to be shared with others, such as with their parent(s)/carer, specific people within Fizz Kidz, or the police. Explain that this is to help you keep them safe.
- Do not make promises to the child such as promising not to tell anyone about the incident, except that you will do your best to keep them safe.
- Do not leave the child in a distressed state. If they seem at ease in your company, stay with them.
- If you think the child has the capacity, try to complete an incident report together. If not, complete this yourself when suitable.
- As soon as possible after the disclosure, record the information using the child's words and report the disclosure to your manager who will notify Talia Meltzer (Fizz Kidz CEO), who will assess the situation.
- Where appropriate, a Senior Representative of Fizz Kidz should make sensitive



and professional contact with parents, carers, or guardians of the child as soon as possible on the day of the incident or disclosure. This may not be applicable where it is known or suspected that the parent, carer, or guardian is the alleged perpetrator of harm or abuse and/or is unlikely to protect the child. In this instance, a Fizz Kidz Senior Representative will consult with the relevant authorities to determine the appropriate next steps.

- Ensure the incident or disclosure is recorded accurately, and that the record is stored securely. This information is sensitive to all parties involved, and must be kept highly confidential at all times.

What to do when an allegation of child abuse is made by a child or parent/carers:

- If possible, have another responsible adult in attendance.
- Explain that Fizz Kidz has clear processes in place to ensure all abuse allegations are taken very seriously.
- Allow the parent/carers to talk through the incident in their own words. Stay calm and use a neutral tone with no urgency.
- Ask about the current wellbeing of the child.
- Take notes: Advise the parent/carers that you will take notes during the discussion to capture all details or you will take notes after if that is more appropriate. Provide them with an incident report form to complete (or complete it together).
- Ask them what action they would like to take and advise them of what the immediate next steps will be:
 - Explain to them the information will need to be repeated to all Senior Fizz Kidz representatives, including their manager and the Fizz Kidz Director, Talia Meltzer.
 - Explain that a Senior Representative will assess if further authorities will need to be involved including the Department of Families, Fairness and Housing (DFFH) or the police and that (if appropriate) all steps will be communicated to them along the way.
- Do not make promises at this early stage, except that you will do your best to keep the child safe.
- Ensure the report is recorded accurately, and that the record is stored securely.

Always be aware that some people from culturally and/or linguistically diverse backgrounds may face barriers in reporting allegations of abuse. For example, people from some cultures may experience anxiety when talking with police, and communicating in English may be a barrier for some. You need to be sensitive to



these issues and meet people's needs where possible, such as having an interpreter present (who could be a friend or family member).

If an allegation of abuse involves an Aboriginal or Torres Strait Islander (First Nations) child, you will need to ensure a culturally appropriate response. A way to help ensure this could include engaging with parents of First Nations children, local First Nations communities or a First Nations community-controlled organisation to review policies and procedures.

Some children with a disability may experience barriers disclosing an incident. For example, children with hearing or cognitive impairments may need support to help them explain the incident, including the use of sign-language interpreters.

If you believe a child is at immediate risk of abuse;

1. Notify your manager who will notify the Fizz Kidz CEO, Talia Meltzer.
2. Your manager will assess if the police should be called immediately and support you through the next steps.

Legal Responsibilities

While the Fizz Kidz Child Safety standards focus on employees, every adult who reasonably believes that a child has been abused, whether in their organisation or not, has an obligation to report that belief to authorities.

The **failure to disclose criminal offence** requires all adults (aged 18 and over) who hold a reasonable belief that a sexual offence has been committed in Victoria by an adult against a child under 16 to disclose that information to police (unless they have a reasonable excuse not to, for example because they fear for their safety or the safety of another).

Mandatory reporters, such as doctors, nurses, midwives, teachers, early childhood teachers, coaches, principals and police must report to Child Protection if they believe on reasonable grounds that a child is in need of protection from physical injury or sexual abuse.

The **failure to protect criminal offence** (commenced on 1 July 2015) applies where there is a substantial risk that a child under the age of 16 under the care, supervision or authority of a relevant organisation will become a victim of a sexual offence committed by an adult associated with that organisation. A person in a position of authority in the organisation will commit the offence if they know of the risk of abuse and have the power or responsibility to reduce or remove the risk, but negligently failed to do so.



Further Information

Department of Health & Human Services

- Tel: 1300 650 172
- Interstate, international and mobile callers please call
- Tel: (61 3) 9096 0000

Child Protection After Hours

- Tel: 13 12 78

Disability information and support - Statewide

- Tel: 1800 783 783

Commission for Children and Young People

The Commission is not an official complaints or review body, but can provide information and assistance to people with concerns about the safety and wellbeing of children and young people.

- Enquiry line: 1300 78 29 78

Further information on child safe standards can be found on the Department of Health and Human Services' website:

- <https://www.health.vic.gov.au/childsafestandards>



Responding and Reporting Obligations Policy and Procedures

PURPOSE

The purpose of this policy is to outline the procedures Fizz Kidz has in place to respond to complaints or concerns relating to child abuse and to ensure that all staff and members of our Fizz Kidz community understand and follow the various legal obligations that apply to the reporting of child abuse to relevant authorities.

SCOPE

This policy applies to complaints and concerns relating to child abuse made by or in relation to a child, school staff, volunteers, contractors, service providers, visitors or any other person while connected to Fizz Kidz (physical, electronic, and online).

DEFINITIONS

Child abuse

Child abuse includes:

- Physical violence inflicted on a child
- Sexual offences committed against a child
- Grooming of a child by an adult
- Family violence committed against or in the presence of a child
- Serious emotional or psychological harm to a child
- Serious neglect of a child.

The definition of child abuse is broad and can include child to child incidents and concerns, as well as behaviour committed by an adult.

Grooming

Grooming is a criminal offence under the Crimes Act 1958 (Vic) and is a form of child abuse and sexual misconduct. This offence targets predatory conduct undertaken by an adult to prepare a child, under the age of 16, to engage in sexual activity at a later time. Grooming can include communicating (including electronic communications) and/or attempting to befriend or establish a relationship or other emotional connection with the child or their parent or carer.



POLICY

Fizz Kidz understands the important role our company plays in protecting children from abuse. We have a range of policies and measures in place to prevent child abuse from occurring at a Fizz Kidz service.

Information for children

- All children should feel safe to speak to any staff member to raise any concerns about their safety or any other concerns that they have.

Identifying child abuse

To ensure we can respond in the best interests of children when complaints or concerns relating to child abuse are raised, all staff and relevant Fizz Kidz members must:

- Understand how to identify signs of child abuse and behavioural indicators of perpetrators - for detailed information on identifying child abuse and behavioural indicators of perpetrators refer to [Identify child abuse](#).

Fizz Kidz will follow the below procedures for responding to complaints or concerns relating to child abuse which ensure our acts are in the best interests of children.

1. The Staff member who receives the information must follow the Child Safety Action Plan and notify their manager immediately.
2. A Senior Representative of Fizz Kidz must assess the situation.
3. Victorian police and the Department of Health And Human Services must be contacted where deemed by the Senior Representative of Fizz Kidz as appropriate.

Immediate action

1. If a staff member witnesses an incident of child abuse, or reasonably believes, suspects or receives a disclosure or allegation that a child has been, or is at risk of being abused, they must notify their manager immediately. If a child is at immediate risk of harm, their manager will immediately contact the Police on 000.

NOTE: If you are uncertain if an incident, disclosure, allegation or suspicion gives rise to a concern about child abuse you must always take extra precaution and report it to your Fizz Kidz Manager.



Reporting to authorities and referring to services

As soon as health and safety concerns are addressed immediately, and the Fizz Kidz Manager has been informed, the Senior Representative of Fizz Kidz must report all incidents, suspicions and disclosures of child abuse.

The following steps will be taken;

1. All relevant information is reported to:
 - a. The Department of Families, Fairness and Housing (DFFH)
 - b. Child Protection
 - c. Victoria Police (or relevant state law enforcement agency)

NOTE: If you believe that a child is not subject to abuse, but you still hold significant concerns for their wellbeing you must still act. This may include making a referral or seeking advice from Child FIRST (The Orange Door) on 1800 737 732.

3. Contacting parents or carers

- Fizz Kidz must ensure parents and carers are notified unless advised otherwise by DFFH Child Protection or Victoria Police (or relevant state law enforcement agency), or there are other safety and well-being concerns in relation to informing parents/carers.

5. Recordkeeping

Fizz Kidz must ensure that:

1. Detailed notes of the incident, disclosure, allegation or suspicion are taken, and, where possible, by the staff member who reported the incident, disclosure, or suspicion to them.
2. Detailed notes are taken of any immediate or ongoing action taken by Fizz Kidz to respond to the incident, disclosure, allegation or suspicion.



Fizz Kidz Photographing Children Policy

At Fizz Kidz, the safety and well-being of the children in our care is our top priority. In accordance with our commitment to maintaining a safe and secure environment, we have established the following photography policy:

Permission-Based Photography:

- Staff members are strictly prohibited from photographing or recording children in any form unless explicit consent is obtained from Fizz Kidz and the child's parent or legal guardian.

Professional Media Requests:

- Requests for professional media coverage or photography sessions involving the children must be coordinated through Fizz Kidz management. Such requests will be considered on a case-by-case basis, ensuring the privacy and comfort of all children involved.

Privacy and Respect:

- We respect the privacy of our children and their families. Staff members are reminded to uphold the highest standards of professionalism and confidentiality, refraining from sharing or distributing any images of children without proper authorization.

Reporting Concerns:

- If any staff member becomes aware of a violation of this policy or has concerns related to the photography or recording of children, they are required to report it to their manager immediately.

Educational Use:

- In cases where photography or recording is deemed educational and beneficial for the children, Fizz Kidz will seek permission from parents or legal guardians before proceeding. This will be documented and stored securely.

Secure Storage:

- Any images or recordings taken with proper authorization will be securely stored and used only for the intended purpose. Access to such media will be limited to authorized personnel.

By adhering to this photography policy, we aim to create a safe and respectful environment for all children under our care.