



Sri Guru Nanak Satsang Sabha

Blackburn & Hoppers Crossing, Victoria

Child Safety and Wellbeing Policy

Covering all SGNSS Programs including Khalsa Punjabi Schools and Gurmat Sangeet Academies

Policy Title	Child Safety and Wellbeing Policy
Organisation	Sri Guru Nanak Satsang Sabha (SGNSS) Blackburn & Hoppers Crossing, Victoria
Scope	All SGNSS activities and programs, including: <ul style="list-style-type: none">• Gurdwara Sahib Blackburn & Hoppers Crossing religious & community programs• Khalsa Punjabi Schools (Community Language School — Punjabi) & Gurmat Sangeet Academies
Version	1.3
Date Adopted	May 2026
Next Review Date	December 2026 (or earlier if legislation changes)
Policy Owner	SGNSS Executive Committee
Drafted by	Gurinder Kaur
Regulatory Framework	Victorian Child Safe Standards (July 2022) Child Wellbeing and Safety Act 2005 (Vic) Children, Youth and Families Act 2005 (Vic)

1. Our Commitment to Child Safety

Sri Guru Nanak Satsang Sabha (SGNSS), operating as Gurdwara Sahib Blackburn & Gurdwara Sahib Hoppers Crossing, is committed to the safety, participation and empowerment of all children and young people. The wellbeing of every child who participates in any SGNSS program — whether attending the Gurdwaras, enrolled in Khalsa Punjabi Schools (our Community Language School), or learning through the SGNSS Gurmat Sangeet Academies — is our highest priority.

SGNSS abhors all forms of child abuse and neglect. We are committed to creating and maintaining a child safe environment where children are protected, heard and respected. This commitment is grounded in Sikh values of seva (selfless service), equality and care for all.

Statement of Commitment

SGNSS (Gurdwara Sahib Blackburn & Hoppers Crossing) is committed to:

- The safety and wellbeing of all children across all SGNSS programs
- Implementing and upholding Victoria's 11 Child Safe Standards across the organisation
- Creating culturally safe environments for children of all backgrounds
- Zero tolerance for child abuse in any form — in the Gurdwara, the classroom or the music studio
- Supporting and empowering children to speak up about their safety

2. Purpose

This policy:

- Establishes SGNSS's commitment to child safety as a whole-organisation responsibility covering the Gurdwara, Khalsa Punjabi Schools and SGNSS Gurmat Sangeet Academies
- Sets out the standards, roles and responsibilities for all staff, volunteers, committee members and contractors across all programs
- Provides clear procedures for identifying and responding to suspected child abuse or harm
- Ensures compliance with Victoria's 11 Child Safe Standards and all relevant Victorian legislation
- Covers all SGNSS premises, programs and events, wherever they are held

3. Scope and Application

This policy applies to all persons associated with SGNSS, including:

- Executive Committee members and office bearers
- Paid staff and employees (all programs)
- Volunteers (including greeters, Langar kitchen helpers, event coordinators, class assistants)
- Khalsa Punjabi School teachers, aides and administrative staff
- SGNSS Gurmat Sangeet Academy instructors and support staff
- Contractors and service providers working on SGNSS premises
- Visiting religious leaders, speakers or guests who interact with children

This policy applies across all SGNSS activities including:

- Religious and cultural programs at Gurdwara Sahib Blackburn
- Khalsa Punjabi School (Community Language School — Punjabi): all classes, excursions and events
- SGNSS Gurmat Sangeet Academy: all tuition sessions, rehearsals, Kirtan on stage and events
- Langar (community kitchen) service where children may be present or involved
- Camps, sports days, Sikh cultural festivals and other community events
- Online or digital activities associated with any SGNSS program

4. Legislative and Regulatory Framework

SGNSS operates in accordance with the following laws and standards:

Legislation / Standard	Relevance to SGNSS
Child Wellbeing and Safety Act 2005 (Vic)	Establishes the 11 Child Safe Standards (effective 1 July 2022). SGNSS must comply as an organisation providing services and facilities for children.
Children, Youth and Families Act 2005 (Vic)	Governs mandatory reporting obligations. Khalsa Punjabi School teachers, Gurmat Sangeet Academy teachers with relevant qualifications, and religious leaders are mandatory reporters.
Working with Children Act 2005 (Vic)	Requires all staff and volunteers in child-related roles across the Gurdwara, Khalsa Punjabi Schools and Gurmat Sangeet Academies to hold a current Working with Children Check (WWCC).
Crimes Act 1958 (Vic) — Failure to Disclose & Failure to Protect	Criminal offences for adults who fail to report or take action regarding suspected child sexual abuse. Applies to all SGNSS adults.
Privacy and Data Protection Act 2014 (Vic)	Governs the collection, use and storage of personal information including that of children enrolled in Khalsa Punjabi School or Gurmat Sangeet Academy.
Social Services Regulation Act 2021 (Vic)	Establishes the Social Services Regulator, which became SGNSS's Child Safe Standards regulator on 23 February 2026 (replacing the Commission for Children and Young People as the regulator for religious organisations). The Commission retains the Reportable Conduct Scheme.

5. SGNSS Organisational Structure — Child Safety Responsibilities

SGNSS delivers three program types (Gurdwara religious and community programs, the Khalsa Punjabi Schools, and the Gurmat Sangeet Academies) across two sites at Blackburn and Hoppers Crossing. All sites and programs fall under the authority and accountability of the Executive Committee for child safety purposes. The Child Safety Officer is the central coordinator across all programs and both sites.



Figure: SGNSS Child Safety Organisational Responsibilities

6. The 11 Victorian Child Safe Standards — How SGNSS Complies

SGNSS is committed to implementing all 11 Child Safe Standards that commenced 1 July 2022. The following outlines our approach under each Standard, across the Gurdwara, Khalsa Punjabi Schools and SGNSS Gurmat Sangeet Academies.

Standard 1 — Culturally Safe Environments

SGNSS recognises the unique needs and rights of Aboriginal and Torres Strait Islander children and all children from diverse cultural backgrounds. Our Punjabi community and Music Academy serve multicultural families. We are committed to:

- Respecting, affirming and celebrating the cultural identities of all children across all programs
- Ensuring Aboriginal and Torres Strait Islander children feel culturally safe and valued
- Training staff and volunteers on cultural safety and anti-discrimination principles
- Ensuring all communications, enrolment forms and processes are accessible and culturally responsive
- Conducting Khalsa Punjabi Schools and Gurmat Sangeet Academies instruction in a culturally inclusive manner

Standard 2 — Leadership, Governance and Culture

Child safety is a standing agenda item at all SGNSS Executive Committee meetings. The Committee is responsible for:

- Appointing and supporting a Child Safety Officer with authority across all SGNSS programs
- Ensuring child safety is embedded in SGNSS's values, operations and decision-making at all levels
- Annually reviewing this policy and all child safety procedures
- Allocating resources for child safety training and awareness across the Gurdwara, Khalsa Punjabi Schools and Gurmat Sangeet Academies
- Modelling and championing a child safe culture at all levels of the organisation

Standard 3 — Child and Young Person Empowerment

SGNSS believes children and young people have the right to be heard, participate in decisions that affect them, and feel safe to speak up. We will:

- Provide age-appropriate information to children about their rights and how to raise concerns in all program settings
- Create genuine opportunities for children to contribute to SGNSS activities, including Khalsa Punjabi School curriculum input and Gurmat Sangeet Academy performance choices
- Ensure children know who they can speak to if they feel unsafe in any SGNSS setting
- Respond respectfully and promptly to all concerns raised by children

Standard 4 — Family and Community Involvement

SGNSS values families as partners in child safety across all programs. We will:

- Make this policy publicly available: Gurdwara notice boards, SGNSS website, Khalsa Punjabi School handbook, Music Academy enrolment packs
- Communicate child safe expectations clearly to all families at enrolment and regularly thereafter
- Seek family input into the review of child safety policies and practices
- Notify families promptly of any concerns or incidents involving their child (subject to legal obligations)

Standard 5 — Equity and Diverse Needs

SGNSS is committed to ensuring child safety for all children, regardless of background, ability, gender, religion or cultural identity. We will:

- Identify and address barriers preventing certain children from accessing support across all programs
- Consider the needs of children with disability, children from CALD backgrounds, and children experiencing disadvantage
- Ensure complaints and reporting processes in Khalsa Punjabi Schools and Gurmat Sangeet Academies are accessible to all families

Standard 6 — Suitable and Supported Staff and Volunteers

All persons who work with children through SGNSS must be safe and supported. SGNSS will:

- Require a current WWCC for all staff and volunteers in child-related roles across the Gurdwaras, Khalsa Punjabi Schools and Gurmat Sangeet Academies prior to commencement
- Conduct thorough recruitment and screening including reference checks for teachers and music tutors
- Provide child safety induction for all new staff and volunteers before they commence in any role
- Provide ongoing child safety training at least annually across all programs
- Maintain a unified register of all WWCC details with expiry monitoring
- Ensure all staff, tutors and volunteers read and sign the Code of Conduct

Standard 7 — Child-Focused Complaints Processes

SGNSS maintains clear, accessible and child-focused processes for raising concerns. We will:

- Display the Child Safety Officer's contact details prominently in the Gurdwaras, Khalsa Punjabi Schools and Gurmat Sangeet Academies
- Ensure children, families and staff know how to raise concerns and what will happen when they do
- Treat all complaints seriously, promptly and with confidentiality
- Never disadvantage a person for raising a concern in good faith

Standard 8 — Staff and Volunteer Capability

SGNSS ensures all persons working with children have the knowledge and skills to keep children safe. We will:

- Provide mandatory induction training covering: child safety obligations, Code of Conduct, recognising and responding to abuse, and reporting procedures
- Require all Khalsa Punjabi School teachers to complete mandatory reporting training (PROTECT eLearning or equivalent) prior to teaching
- Require all Music Academy tutors to complete child safety orientation and PROTECT training if they hold teaching qualifications
- Provide refresher training annually and whenever this policy is updated
- Maintain training records for all staff and volunteers across all programs

Standard 9 — Physical and Online Safety

SGNSS takes proactive steps to ensure Gurdwara premises, Khalsa Punjabi School classrooms and Gurmat Sangeet Academy spaces are safe for children online and offline. We will:

- Ensure all SGNSS spaces used for children are physically safe with adequate supervision at all times
- Apply a minimum two-adult supervision rule in all child-related activities wherever practicable
- Prohibit adults from being alone with a child in an unsupervised or unobservable space (including one-on-one music tuition settings — see Section 14)
- Implement safe photography and recording practices: written consent required for all images of children
- Manage all online environments associated with SGNSS to prevent inappropriate content or contact
- Ensure online communication with children (e.g. Gurmat Sangeet Academy class reminders, Khalsa Punjabi School announcements) occurs through official channels with appropriate oversight

Standard 10 — Responding to Suspicions, Disclosures and Allegations

SGNSS has clear procedures for responding to child safety concerns. See Sections 9, 10 and 11 of this policy for detailed procedures and flowcharts.

Standard 11 — Policies and Procedures

SGNSS maintains the following suite of child safety documents, covering all programs:

- Child Safety and Wellbeing Policy (this document)
- Child Safety Code of Conduct (all staff, volunteers and committee members)
- Child Safety Risk Management Plan
- Khalsa Punjabi School Child Safety Procedures
- Gurmat Sangeet Academy Child Safety Procedures
- Complaints and Grievances Procedure
- Recruitment and Screening Procedure
- Incident Reporting Register

7. Roles and Responsibilities

7.1 SGNSS Executive Committee

- Hold ultimate accountability for child safety across all SGNSS programs
- Approve, annually review and publicly commit to this policy
- Appoint and support the Child Safety Officer
- Ensure adequate resources for child safety across the Gurdwaras, Khalsa Punjabi Schools and Gurmat Sangeet Academies
- Report notifiable allegations to the Commission for Children and Young People (CCYP) as required by the Reportable Conduct Scheme

7.2 Child Safety Officer (CSO)

The Child Safety Officer is the central contact for all child safety matters across all SGNSS programs.

- Oversee day-to-day implementation of this policy across the Gurdwaras, Khalsa Punjabi Schools and Gurmat Sangeet Academies
- Be the first point of contact for child safety complaints, concerns and disclosures from any program
- Maintain all child safety records, WWCC registers and training logs for all staff across all programs
- Coordinate mandatory reporting obligations and liaise with authorities
- Deliver or arrange child safety training for staff and volunteers
- Review and update child safety documentation annually

Child Safety Officer — Contact Details

Name: Jasprit Minhas

Role: Child Safety Officer, SGNSS (Blackburn & Hoppers Crossing)

Phone: 0433 222 031

Email: cso@gurdwarablackburn.com.au

Available during all SGNSS Gurdwara, Khalsa Punjabi School and Music Academy operating hours.

7.3 Khalsa Punjabi School Principal / Vice Principal

- Ensure all Khalsa Punjabi School teachers and aides hold a current WWCC before commencing
- Ensure all teachers complete mandatory reporting training (PROTECT eLearning) prior to teaching
- Implement child safe practices across all Khalsa Punjabi School classes, activities and excursions
- Report any concerns about a child's safety to the SGNSS CSO immediately
- Maintain classroom supervision standards and safe physical learning environments

7.4 SGNSS Gurmat Sangeet Academies — Music Incharge

- Ensure all Music Academy tutors and instructors hold a current WWCC before commencing
- Ensure all tutors complete child safety orientation and PROTECT training (if applicable)
- Implement safe lesson practices, including the two-adult or open-door rule for individual tuition (see Section 14)
- Report any concerns about a child's safety to the SGNSS CSO immediately
- Maintain safe and visible studio/teaching environments

7.5 All Staff and Volunteers (All Programs)

- Comply with this policy and the Child Safety Code of Conduct at all times
- Hold a current Working with Children Check relevant to their role
- Complete required child safety training
- Report any concerns, disclosures or suspected abuse to the CSO immediately without delay
- Never place themselves in situations that may create risk for a child
- Support an open, transparent child safe culture across SGNSS

7.6 Related Documents and Resources

This policy is supported by the following SGNSS documents, which apply across the Gurdwara, Khalsa Punjabi School and Gurmat Sangeet Academy:

- Child Safety Code of Conduct (all staff, volunteers and committee members)
- Child Safety Risk Management Plan
- Khalsa Punjabi School Child Safety Procedures
- Gurmat Sangeet Academy Child Safety Procedures
- Complaints and Grievances Procedure
- Recruitment and Screening Procedure
- Incident Reporting Register
- Staff and Volunteer Acknowledgement Form (Appendix A) and Quick Reference Card (Appendix B)

Staff and volunteers should also be familiar with these external resources:

- Victorian Child Safe Standards — Commission for Children and Young People (ccyp.vic.gov.au)
- PROTECT: Identifying and Responding to All Forms of Abuse — guidance and free eLearning for mandatory reporters
- Child Wellbeing and Safety Act 2005 (Vic) and Children, Youth and Families Act 2005 (Vic)
- Working with Children Check Victoria (workingwithchildren.vic.gov.au)

7.7 Staff and Volunteer Induction and Training

All staff, volunteers, committee members, teachers and tutors must complete child safety induction before they commence in any role across SGNSS. Induction is the central mechanism by which SGNSS ensures that everyone who works with children understands their responsibilities (Standard 6, minimum requirement 6.3).

The SGNSS child safety induction covers:

- This Child Safety and Wellbeing Policy and the Child Safety Code of Conduct — including a walkthrough of expected and prohibited behaviour
- The role of the Child Safety Officer and how to contact them
- Mandatory reporting obligations under the Children, Youth and Families Act 2005 (Vic), and the Failure to Disclose and Failure to Protect offences under the Crimes Act 1958 (Vic)
- The Reportable Conduct Scheme and how SGNSS responds to allegations against workers and volunteers
- How to recognise and respond to a disclosure or signs of abuse (using the LISTEN → REASSURE → RECORD → REPORT flowchart in Section 9)
- The complaints process (Section 15) and the protections for any person raising a concern in good faith
- Cultural safety, the rights of Aboriginal and Torres Strait Islander children, and the rights of children with disability or from CALD backgrounds
- Online safety, photography and recording, and the two-adult/open-door rule for one-on-one tuition

At the end of induction, each person signs the Acknowledgement Form (Appendix A). The CSO maintains an induction and training register for all staff and volunteers across both Blackburn and Hoppers Crossing sites.

Refresher training is provided annually, when this policy is materially updated, and whenever a significant incident or near-miss occurs. Khalsa Punjabi School teachers and qualified Gurmat Sangeet Academy tutors must additionally complete the PROTECT eLearning module before teaching.

8. Code of Conduct

All SGNSS staff, volunteers and committee members — across the Gurdwaras, Khalsa Punjabi Schools and Gurmat Sangeet Academies — must read and sign the Child Safety Code of Conduct prior to commencing their role. Key expectations include:

8.1 Behaviour that is EXPECTED

- Treat all children with dignity, respect and kindness at all times
- Model inclusive and culturally respectful behaviour in all SGNSS settings
- Maintain professional boundaries with children at all times, including in one-on-one tuition
- Ensure another adult is present or visible when working with children wherever possible
- Report concerns about child safety without delay to the CSO
- Listen to and take seriously any concerns raised by children

8.2 Behaviour that is PROHIBITED

- Any form of physical, emotional, sexual or psychological abuse of a child

- Using language that is demeaning, discriminatory or otherwise inappropriate
- Being alone with a child in a private or unobservable location (including closed music lesson rooms without a clear line of sight)
- Photographing or recording children without written parental consent
- Sharing personal contact details with children or communicating with children through unofficial channels
- Providing alcohol, tobacco, inappropriate materials or substances to children
- Using excessive discipline, physical force or humiliation with children
- Making inappropriate comments about a child's appearance, personal life or circumstances

8.3 Communication of the Code of Conduct

The Code of Conduct will be made available and explained to all the people it applies to and protects:

- All staff, volunteers, committee members and contractors will be given a copy at induction (see Section 7.7), will sign the Acknowledgement Form (Appendix A) before commencing, and will receive a refresher when the Code is updated.
- Families and the wider community will be informed about the Code through the SGNSS website, the Khalsa Punjabi School handbook, the Gurmat Sangeet Academy enrolment pack, Gurdwara notice boards at both sites, and at family information sessions.
- Children and young people will be told about the Code in age-appropriate language, including what behaviour they can expect from adults at SGNSS, what is not acceptable, and how to raise a concern. This will happen at the start of each Khalsa Punjabi School year and Gurmat Sangeet Academy intake, and through child-friendly posters displayed in classrooms and studios.

9. Recognising and Responding to Child Abuse

9.1 Types of Child Abuse

Child abuse includes (but is not limited to):

- Physical abuse: hitting, shaking, burning or other physical harm
- Sexual abuse: any sexual act or behaviour involving a child
- Emotional or psychological abuse: humiliation, threats, isolation, constant criticism
- Neglect: failure to provide adequate food, shelter, supervision, medical care or emotional support
- Grooming: behaviour that builds trust with a child or family to facilitate abuse (can occur in any SGNSS setting)
- Family violence: exposure to violence in the home

9.2 Warning Signs

Signs that a child may be experiencing abuse include:

- Unexplained injuries, bruising or physical marks
- Sudden changes in behaviour, withdrawal, aggression or mood
- Fearfulness around certain adults or reluctance to attend classes or tuition
- Age-inappropriate sexual knowledge or behaviour

- Disclosures — direct or indirect — about abuse
- Signs of neglect: poor hygiene, hunger, inappropriate clothing

9.3 Responding to a Disclosure

If a child makes a disclosure to you in any SGNSS setting, follow these steps:

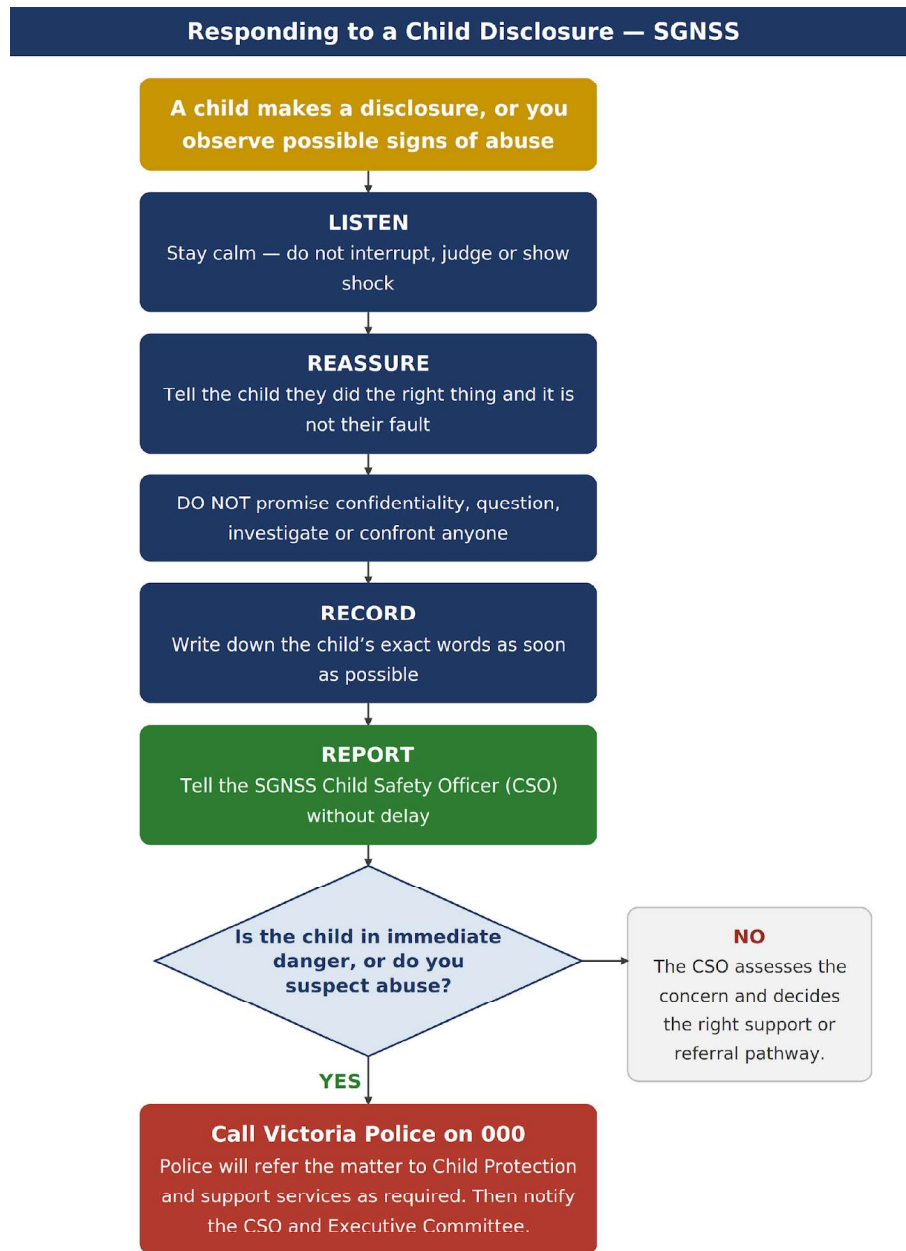
1. LISTEN calmly and openly without interrupting or expressing shock or disbelief
2. REASSURE the child they have done the right thing by telling you, and that it is not their fault
3. DO NOT promise confidentiality — explain you need to share the information to keep them safe
4. DO NOT investigate, question in detail or pressure the child for more information
5. Ensure the child is safe. If in immediate danger, call Victoria Police on 000 immediately
6. RECORD — write down the child's exact words as soon as possible after the disclosure
7. REPORT to the Child Safety Officer without delay

Remember in any SGNSS setting

Your role is to: LISTEN → REASSURE → RECORD → REPORT

- ✗ Do NOT make promises of confidentiality
- ✗ Do NOT confront the alleged abuser
- ✗ Do NOT delay reporting — time is critical
- ✗ Do NOT investigate yourself

The following flowchart summarises the disclosure response process:



SGNSS Child Safety and Wellbeing Policy | Gurdwara Sahib Blackburn | v1.1

Figure: Responding to a Child Disclosure — SGNSS

10. Mandatory Reporting

10.1 Who are Mandatory Reporters at SGNSS?

Under the Children, Youth and Families Act 2005 (Vic), the following persons associated with SGNSS are mandatory reporters:

- Registered teachers — including all Khalsa Punjabi School teachers
- Principals and early childhood teachers

- People in religious ministry — including Gurdwara religious leaders and Granthi(s)
- Music Academy tutors who hold registered teaching qualifications

10.2 When Must You Report?

Where a reporter forms a reasonable belief, a report must be made as soon as practicable by calling Victoria Police on 000, who will refer the matter to Child Protection and other agencies as required. A report is required where the reporter forms a reasonable belief that a child:

- Has suffered or is likely to suffer significant harm as a result of physical or sexual abuse, AND
- Their parents have not protected, or are unlikely to protect, the child from that harm

Important — applies to ALL SGNSS adults

Even if you are NOT a mandatory reporter, ALL adults at SGNSS have a duty of care and a moral obligation to report concerns.

Failure to disclose a reasonable belief that a sexual offence has been committed against a child under 16 is a CRIMINAL OFFENCE under Victorian law (Crimes Act 1958).

Failure to protect a child under 16 from a risk of sexual abuse, where you have the power to reduce that risk, is also a CRIMINAL OFFENCE.

The following flowchart guides you through the mandatory reporting decision:

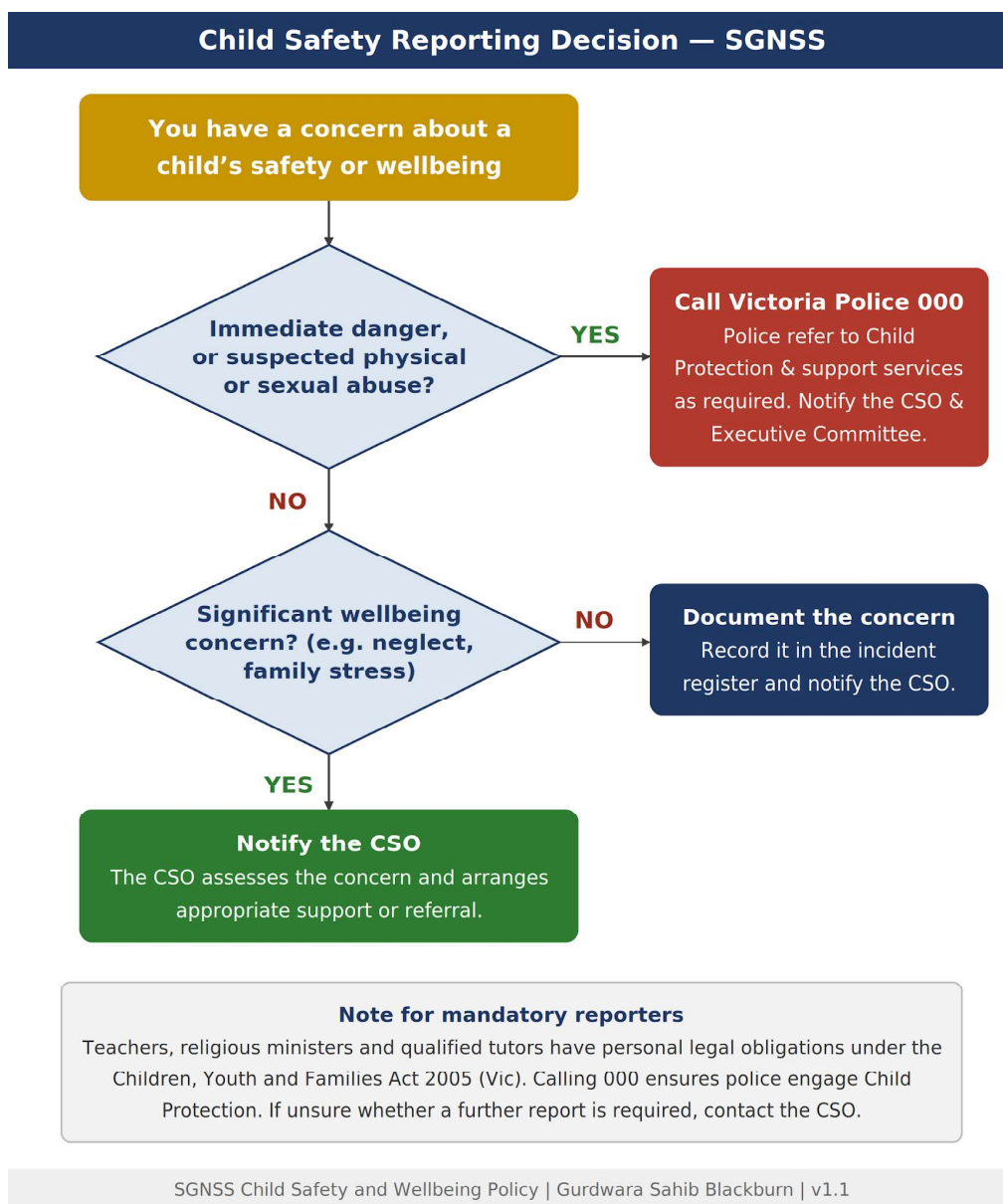


Figure: Child Safety Reporting Decision — SGNSS

11. Reporting Procedures

Situation	Action Required
Child in immediate danger	Call Victoria Police: 000 immediately. Notify CSO as soon as practicable.
Mandatory reporter with reasonable belief of physical or sexual abuse	Call Victoria Police on 000 as soon as practicable. Police will refer the matter to Child Protection and other agencies as required. Notify CSO and Executive Committee.

Significant wellbeing concern (not immediate danger)	Notify CSO. The CSO assesses the concern and arranges appropriate support or referral.
Allegation against a staff member, tutor or volunteer	Notify the CSO and Executive Committee immediately. Head of organisation to notify CCYP under the Reportable Conduct Scheme within 3 business days.
Concern about online safety or grooming behaviour	Notify CSO immediately. Preserve any digital evidence (screenshots, messages). Do not confront the individual.

11.5 Reportable Conduct Scheme

SGNSS is a religious organisation subject to the Reportable Conduct Scheme administered by the Commission for Children and Young People (CCYP). The Scheme requires the 'head of organisation' (the Chairperson, SGNSS Executive Committee) to notify the CCYP of any allegation of reportable conduct by a worker or volunteer (paid or unpaid, including committee members, religious leaders, teachers and tutors) within 3 business days of becoming aware of the allegation.

Reportable conduct includes:

- Sexual offences committed against, with or in the presence of a child
- Sexual misconduct committed against, with or in the presence of a child
- Physical violence committed against, with or in the presence of a child
- Any behaviour that causes significant emotional or psychological harm to a child
- Significant neglect of a child

SGNSS's reportable conduct process:

- Any person who becomes aware of a possible reportable allegation must report it to the Child Safety Officer (CSO) immediately.
- The CSO informs the Chairperson, SGNSS Executive Committee, who is the 'head of organisation' for the Scheme.
- The Chairperson notifies the CCYP within 3 business days, using the CCYP online notification form.
- If the allegation involves a criminal offence, Victoria Police on 000 must be contacted first and the matter will not be investigated internally until cleared by police.
- The worker or volunteer who is the subject of the allegation will be stood down from any work or volunteering involving children pending investigation, in a manner consistent with procedural fairness and employment-law obligations.
- SGNSS will cooperate fully with any CCYP investigation and will not retaliate against any person making a report in good faith.
- All records relating to reportable conduct allegations will be securely retained as required by the Scheme.

Important

The duty to notify the CCYP exists even if police are also investigating, and even if the alleged conduct happened outside SGNSS premises or outside Australia.

A reasonable belief is enough to trigger a notification — SGNSS does not need to wait for proof before reporting.

12. Key Contacts and Reporting Agencies

Agency / Contact	Phone	When to Contact
Emergency / Victoria Police	000	Immediate danger to any person
Police Assistance Line	131 444	Non-urgent crime or police matters
The Orange Door — North West Metro	1800 312 820	Family & wellbeing support (accessed via CSO referral)
Commission for Children and Young People (CCYP)	1300 782 978 contact@ccyp.vic.gov.au	Reportable Conduct Scheme administered by CCYP
Social Services Regulator	1800 988 858	Child Safe Standards regulator for SGNSS from 23 February 2026 (Social Services Regulation Act 2021)
Child Safety Officer - Jasprit Minhas SGNSS Blackburn & Hoppers Crossing	0433 222 031 cso@gurdwarablackburn.com.au	All internal child safety matters (all programs)
Translating & Interpreting Service	13 14 50	Language assistance for families

13. Privacy and Confidentiality

SGNSS will manage all information relating to child safety concerns with sensitivity and in accordance with Victorian privacy law. Key principles:

- Information about a child safety concern will only be shared with those who need to know in order to keep the child safe
- The identity of a person who makes a report to Child Protection is kept confidential unless they choose to disclose it
- Records of child safety concerns and reports will be securely stored and must not be destroyed, as they may be required for future legal proceedings
- Children and families will be kept informed of actions taken, subject to the safety of the child and legal obligations
- Personal information collected through Khalsa Punjabi School or Gurmat Sangeet Academy enrolments will be managed in accordance with the Privacy and Data Protection Act 2014 (Vic)

14. Program-Specific Provisions

All three SGNSS program areas are governed by this overarching policy. The following additional provisions apply to each program:

14.1 Gurdwara Sahib - Blackburn & Hoppers Crossing — Religious and Community Programs

- All volunteers and workers who interact with children in any Gurdwara program must hold a current WWCC and have completed child safety induction
- Children attending religious programs must remain under the supervision of a parent, guardian or a designated SGNSS volunteer at all times
- Visiting speakers, religious leaders and guests who interact with children must be made aware of this policy before engaging with children on SGNSS premises
- The Langar (community kitchen) area must have appropriate supervision for any children present
- Kirtan events and community programs involving children must include a designated child safety contact for the event

14.2 Khalsa Punjabi School (Community Language School — Punjabi)

- All Khalsa Punjabi School teachers and aides must hold a current Working with Children Check and complete mandatory reporting training (PROTECT eLearning) prior to their first class
- The Khalsa Punjabi Schools must maintain an enrolment register with current parent/guardian contact details and emergency contacts for all enrolled children
- A minimum of two adults must be present during all classes and school activities at all times
- Teachers must immediately report any child safety concern to the SGNSS Child Safety Officer and comply with mandatory reporting obligations
- This policy and the Child Safety Officer's contact details must be displayed in all Khalsa Punjabi School classrooms
- Photography or video recording of students requires prior written consent from parents/guardians
- If a child is to be collected by a person other than their parent/guardian, prior written authorisation from the parent/guardian is required
- Excursions and off-site activities require written parental consent, specific risk assessments and at least one designated child safety contact for the excursion

14.3 SGNSS Gurmat Sangeet Academy

- All Gurmat Sangeet Academy tutors and instructors must hold a current Working with Children Check and complete SGNSS child safety induction before commencing teaching
- Tutors who hold registered teaching qualifications are mandatory reporters and must complete PROTECT eLearning training
- One-on-one tuition sessions must be conducted with the door open or with a clear line of sight from adjacent areas, or with a parent/guardian present in or adjacent to the room — closed private tuition is not permitted
- Group tuition and ensemble rehearsals must have a minimum of two adults present or a parent present, wherever practicable
- The Gurmat Sangeet Academy must maintain a student register with current parent/guardian contact details for all enrolled students
- Any communication with students via digital platforms (e.g. WhatsApp groups for rehearsal scheduling) must use official SGNSS channels only and must be accessible to parents
- Photography, video or audio recording of students during performances or lessons requires prior written parental consent

- Concert and performance events involving children must include a designated child safety contact for the event
- Excursions, workshops or off-site performances involving children require written parental consent and a specific risk assessment

15. Complaints and Grievances

Anyone — including children, families, staff, tutors, volunteers, contractors and community members from any SGNSS site or program — may raise a child safety concern, complaint or grievance. SGNSS treats complaints about child safety as a priority and provides multiple, child-focused pathways for raising concerns.

15.1 How to raise a concern

- Speak directly to the Child Safety Officer (CSO) in person, by phone or by email. Contact details are displayed in every Khalsa Punjabi School classroom, Gurmat Sangeet Academy space, and Gurdwara staff area.
- Speak to any teacher, tutor, committee member or trusted adult, who is then obliged to pass the concern to the CSO immediately.
- Submit a written complaint, including anonymously, to the CSO or the Chairperson, SGNSS Executive Committee.
- Children and young people can raise concerns through their parents/guardians, a teacher or tutor, or directly to the CSO — whichever they feel most comfortable with.

15.2 Roles and responsibilities

- The Child Safety Officer is the first point of contact for all complaints, coordinates the response, maintains records and reports outcomes to the Executive Committee.
- The Chairperson, SGNSS Executive Committee, has overall accountability and is the 'head of organisation' for Reportable Conduct Scheme purposes.
- Where a complaint is about the Child Safety Officer, it must be directed to the Chairperson instead.
- Where a complaint is about a Committee member or Chairperson, it must be directed to another senior member of the Executive Committee, or escalated directly to the Social Services Regulator or CCYP.
- All staff, volunteers, teachers and tutors are obliged to act on any concern raised with them and pass it to the CSO without delay.

15.3 How complaints are handled

- Complaints are taken seriously, acknowledged promptly (within 3 business days) and investigated thoroughly and fairly.
- Complaints are handled in a culturally safe and trauma-aware way. Where the complainant is from a CALD background or has accessibility needs, support such as interpreting (Translating and Interpreting Service 13 14 50) or written translation will be provided.
- Children and young people who raise a concern will be heard, kept appropriately informed of progress in an age-appropriate way, and supported throughout the process.
- Complainants are kept informed of progress and outcomes, subject to privacy and legal obligations.
- No person will be disadvantaged, victimised or penalised for raising a concern in good faith, including making a report under the Reportable Conduct Scheme.
- Different types of concerns are handled through different pathways: criminal conduct (Police 000), reportable conduct (CCYP), mandatory reports (via Police 000), wellbeing

concerns (CSO assessment and possible referral to The Orange Door), and breaches of policy or the Code of Conduct (internal investigation by the CSO and Executive Committee).

15.4 Reporting to external authorities and cooperation with police

- Where a complaint involves a criminal offence or immediate danger, SGNSS will contact Victoria Police on 000 first and will not investigate internally until police clear it to do so.
- Where a complaint relates to reportable conduct by a worker or volunteer, the Chairperson will notify the CCYP within 3 business days (see Section 11.5).
- SGNSS will cooperate fully with police, Child Protection, the Social Services Regulator, CCYP and any other relevant authority. SGNSS will report concerns to authorities whether or not the law strictly requires reporting, where doing so is in the best interests of child safety.
- Privacy and employment-law obligations will be observed throughout, including procedural fairness for any person who is the subject of a complaint.

15.5 External escalation

If a person is not satisfied with how SGNSS has handled a concern internally, they may contact:

- Social Services Regulator (SGNSS's Child Safe Standards regulator from 23 February 2026): 1800 988 858 — vic.gov.au/social-services-regulator
- Commission for Children and Young People (Reportable Conduct Scheme): 1300 782 978 — ccyp.vic.gov.au
- Victoria Police: 000 (emergency) or 131 444 (non-urgent)
- The Orange Door (family services support): 1800 312 820

16. Record Keeping

SGNSS will maintain the following records across all programs:

- Unified register of all Working with Children Checks for all staff and volunteers (including expiry dates)
- Signed copies of the Code of Conduct for all staff, tutors and volunteers
- Training records (attendance, dates, type of training) for staff across all programs
- Records of child safety incidents, disclosures and reports (securely stored and never destroyed)
- Enrolment registers for Khalsa Punjabi Schools and Gurmat Sangeet Academies with current parent/guardian contact details
- Minutes of Executive Committee meetings where child safety was discussed
- Signed parental consent forms for photography, excursions and alternative pick-up arrangements
- This policy and all related documentation with version history

All records will be stored securely. Records relating to child safety incidents must not be destroyed, as they may be required for future legal proceedings.

17. Policy Review

This policy will be reviewed:

- Annually by the SGNSS Executive Committee

- Following any child safety incident or near-miss in any SGNSS program
- When there are changes to relevant legislation or the Victorian Child Safe Standards
- When there are significant changes to SGNSS programs (e.g. new programs, premises changes)
- At the request of the Child Safety Officer, the Social Services Regulator, CCYP or any other the relevant regulator

Community input into policy review is welcomed. Feedback may be provided to the Child Safety Officer or SGNSS Executive Committee.

18. Approval and Sign-off

Role	Name	Signature & Date
Chairman, SGNSS Executive Committee	Jang Pannu	 18/6/2026
Exec Secretary, SGNSS Executive Committee	Raman Arneja	
Child Safety Officer	Jasprit Minhas	 18/6/2026

Appendix A — Staff and Volunteer Acknowledgement Form

To be signed by all staff, volunteers, tutors and committee members across all SGNSS programs before commencing their role.

Child Safety and Wellbeing Policy — Acknowledgement Form

Sri Guru Nanak Satsang Sabha (Gurdwara Sahib Blackburn)

I, _____ (full name), acknowledge that:

- I have read and understood the SGNSS Child Safety and Wellbeing Policy
- I understand and will comply with the Child Safety Code of Conduct
- I hold a current Working with Children Check (if required for my role)
- I understand my obligation to report any child safety concerns without delay
- I understand that breaches of this policy may result in disciplinary action including termination
- I understand that certain persons at SGNSS are mandatory reporters under Victorian law

Program area(s): Gurdwara / Community Programs Khalsa Punjabi School
 Gurmat Sangeet Academy

Name: _____ Role: _____

WWCC Number: _____ Expiry Date: _____

Signature: _____ Date: _____

Child Safety and Wellbeing Policy — Acknowledgement Form

Sri Guru Nanak Satsang Sabha (Gurdwara Sahib Hoppers Crossing)

I, _____ (full name), acknowledge that:

- I have read and understood the SGNSS Child Safety and Wellbeing Policy
- I understand and will comply with the Child Safety Code of Conduct
- I hold a current Working with Children Check (if required for my role)
- I understand my obligation to report any child safety concerns without delay
- I understand that breaches of this policy may result in disciplinary action including termination
- I understand that certain persons at SGNSS are mandatory reporters under Victorian law

Program area(s): Gurdwara / Community Programs Khalsa Punjabi School
 Gurmat Sangeet Academy

Name: _____ Role: _____

WWCC Number: _____ Expiry Date: _____

Signature: _____ Date: _____

Appendix B — Quick Reference Card

This card should be printed and displayed in all Khalsa Punjabi School classrooms, Gurmat Sangeet Academy spaces and Gurdwara staff areas.



SGNSS Child Safety — Quick Reference

Blackburn & Hoppers Crossing | Khalsa Punjabi Schools | Gurmat Sangeet Academies

If a child is in IMMEDIATE DANGER:

Call Victoria Police: 000

If you receive a disclosure:

8. LISTEN calmly
9. REASSURE — not their fault
10. DO NOT promise confidentiality
11. RECORD their exact words
12. **REPORT to Child Safety Officer immediately**

Key contacts:

Child Safety Officer (SGNSS): [INSERT NUMBER]

Police (all child protection reports): 000

The Orange Door (via CSO referral): 1800 312 820

Social Services Regulator (CSS): 1800 988 858

CCYP (Reportable Conduct): 1300 782 978