

Child Safety and Wellbeing Policy

Sounds Unheard — Speak Percussion

To ensure the company is adhering to best practice, Speak Percussion's Child Safety and Wellbeing Policy is a publicly available document that is revised and amended annually.

Last Update

March 2026

Next Update

March 2027

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1. Policy Statement

Speak Percussion is fully committed to safeguarding children and young people by providing a safe, supportive and enriching environment that respects and fosters their dignity and self-esteem as they connect with music and develop a deeper understanding and appreciation of creativity, collaboration and innovation. We do not tolerate child abuse. We strive to create a culture of child safety that reduces opportunities for harm and neglect. We aim to provide personnel with a clear process to share child safety concerns and report abuse.

Our personnel encourage children and young people to express their views. We listen to their suggestions, especially on matters that directly affect them. We actively encourage all children and young people who engage with Speak Percussion to celebrate their individual interests and abilities.

At Speak Percussion, children and young people of all backgrounds are treated fairly and with respect. We value diversity and do not tolerate discriminatory practices or behaviours. To support inclusion, we pay particular attention to promoting:

- cultural safety, participation and empowerment for Aboriginal and Torres Strait Islander children and young people and their families or carers, including through dedicated First Nations artist partnerships
- cultural safety, participation and empowerment of children and young people from culturally and/or linguistically diverse backgrounds and their families or carers
- the participation and empowerment of children and young people with disabilities or other special needs and their families or carers, including through the use of accessible, adaptive instruments and inclusive delivery methods
- the participation and empowerment of children and young people who identify with the LGBTIQ+ community and their families or carers
- the participation and empowerment of d/Deaf and disabled children, in program design and evaluation.
- the participation and empowerment of non-binary and gender-diverse children.

Through the Child Safe Policy, we document our clear commitment to safeguarding children and young people from abuse and neglect. We communicate this commitment to all of our personnel, share an understanding of its purpose, document expected behaviours in the related Child Safe Code of Conduct, and give them access to a copy of our Policy and Code.

To support our commitment to safeguarding children and young people, our Child Safe policies and procedures are: accessible in forms that are easy to understand; have been informed by stakeholder consultation; are communicated to children, young people and their families or carers, our staff, volunteers, stakeholders and the general public; and are reviewed on a regular basis.

Speak Percussion also recognises that child safety is everyone's responsibility, and strives to ensure that children and young people are informed of their rights to safety, information and participation. We understand that working with families, schools and communities is pivotal to ensuring transparency and engagement, and actively seek the input and involvement of these communities to entrench a culture of safety.

2. Purpose

The purpose of this Policy is to:

- prevent child abuse occurring within all Speak Percussion environments
- work towards an organisational culture of child safety
- ensure that all parties are aware of their responsibilities for identifying possible occasions for child abuse and for establishing controls and procedures for preventing such abuse and/or detecting such abuse when it occurs
- provide guidance on action that should be taken where a person suspects any child abuse within all Speak Percussion environments
- provide a clear statement to employees, directors, volunteers and contractors that abuse of children and young people is not tolerated
- provide assurance that any and all suspected abuse will be reported and fully investigated.

For the purposes of this Policy:

- "Speak Percussion environments" means any physical or virtual place made available or authorised by Speak Percussion's governing authority for use by a child, including: (i) all venues provided by Speak Percussion for a child's use (including locations utilised for educational, rehearsal and performance activities); and (ii) online Speak Percussion environments (including social media, online meeting platforms, online learning platforms and email).
- "Participants" means all children and young people under the age of 18 engaged in education, rehearsal or performance activities with Speak Percussion.

3. Scope

This Child Safe Policy applies to all employees, directors, volunteers, interns and other contractors — including visiting artists, casual music educators, program facilitators and any other external providers engaged in the delivery of Sounds Unheard program activities. All groups must demonstrate appropriate behaviour towards children and young people as detailed in the Child Safe Code of Conduct, which should be read in conjunction with this Policy.

Definitions are included at the conclusion of this document.

4. Related Documents

The following documents must be considered in relation to this document:

- Child Safe Code of Conduct
- Child Safe Statement of Commitment
- Complaints and Reporting Procedure
- Privacy Policy
- Social Media Policy

- Recruitment Policy
- Volunteer Policy
- Incident Reporting Procedure
- OH&S Policy

5. Relevant Legislation and Standards

The Child Safe Policy considers all relevant legislative requirements within the State of Victoria, in particular the Victorian Child Safe Standards. This Policy has also considered the National Child Safe Principles and the United Nations Convention on the Rights of the Child. In addition, the following legislation applies:

- Children, Youth and Families Act 2005
- Child Wellbeing and Safety Act 2005
- Crimes Act 1958
- Privacy Act 1988 (Cth)

6. Responsibilities

The Speak Percussion Board is responsible for the strategic oversight and legislated actions of the Responsible Conduct Scheme, as well as endorsement of the Child Safe Policy. The Board delegates implementation of the Policy to the Director and Chief Executive, Executive Team and Senior Leadership Group members of the organisation. The role of each position or entity in relation to this Policy is detailed in the table below:

Position / Entity	Role / Responsibility
Board	<ul style="list-style-type: none"> • Take action to protect children and young people from all forms of abuse, bullying and exploitation • Assist in creating and maintaining a culture of inclusion and safety • Promote the commitment to this Policy and its expectations • Support policy review on an annual cycle as a minimum, or at a time governed by legislation, regulations or organisational learnings that promote a change to the Policy and all relevant procedural guidelines • Oversee compliance to the Policy via an inbuilt review mechanism • Allocate adequate resources to allow for the development and effective implementation of this policy • Develop opportunities for regular discussion at all levels to support a culture of openness, continued improvement and accountability to child safety and welfare • Advocate and promote child rights, empowering and engaging children and young people in support of this Policy and its expectations

Position / Entity	Role / Responsibility
Director(s) and Executive Producer	<ul style="list-style-type: none"> • Take action to protect children and young people from all forms of abuse, bullying and exploitation • Demonstrate leadership in creating and maintaining a culture of inclusion and safety • Confirm all involved personnel understand their obligations in accordance with the Child Safe Policy and any relevant policy and procedural documentation, including through induction, compulsory training and regular discussion at management and team meetings • Oversee implementation of and adherence to the Child Safe Policy amongst Speak Percussion personnel and stakeholders • Develop and implement required internal policy, work procedures and guidelines to support child safe practice • Allocate adequate resources to allow effective implementation of the Child Safe Policy • Support Speak Percussion personnel and stakeholders to initiate any form of action to protect a child from abuse, neglect, grooming or exploitation • Implement appropriate supports, such as counselling and formal debriefing, for any personnel involved in a matter relating to a concern for the safety and wellbeing of a child or young person • Advocate and promote child rights, empowering and engaging children and young people in support of this Policy • Proactively share resources and experience in the development of child safe initiatives as they are identified • Increase awareness amongst Speak Percussion personnel regarding appropriate recruitment, screening and employment practice in relation to individuals with specific roles in working, coaching or volunteering with children and families
Child Safety Officer(Sounds Unheard Coordinator)	<ul style="list-style-type: none"> • Serve as the first point of contact for all child safety concerns, allegations and complaints arising from the Sounds Unheard program • Communicate and maintain knowledge of Speak Percussion's Child Safety & Wellbeing Policy and procedures within the organisation • Assess all reports and concerns and determine whether mandatory reporting obligations apply • Liaise with Victoria Police and the Department of Families, Fairness and Housing (DFFH) as required • Ensure the Incident Reporting Procedure is followed for all relevant matters • Co-lead the annual review of this Policy with the Executive Producer
Personnel and External Providers	<ul style="list-style-type: none"> • Take action to protect children and young people from all forms of abuse, bullying and exploitation • Assist in creating and maintaining a culture of inclusion and safety

Position / Entity	Role / Responsibility
	<ul style="list-style-type: none"> • Maintain a full understanding of the commitments and expectations of this Policy, as well as all other policy relevant to safeguarding children and young people • Undertake any induction and training anticipated in this Policy, in relation to policy, behaviours and procedures relevant to safeguarding children and young people • Seek guidance from a supervisor or manager if there is ever any lack of understanding in relation to the commitments and expectations as set out in this Policy

7. Recruitment and Screening

Speak Percussion has a recruitment and screening process in place to ensure that all current and new personnel understand their role and the behaviour we expect in relation to safeguarding children and young people from abuse and neglect. To do this, we use clear job advertisements and position descriptions which clearly state our child safety commitment and outline our requirements. We also have a Child Safe Code of Conduct, which is approved and endorsed by our Board, that outlines our expectations for behaviour towards children and young people.

We have appropriate measures in place to minimise the likelihood that we will recruit a person who is unsuitable to work or volunteer at Speak Percussion. We have recruitment procedures that ensure:

- our safeguarding commitment is communicated to potential applicants for positions
- face-to-face interviews are held that include child safe-related questions
- two professional reference checks are undertaken and documented
- screening checks are undertaken, including identity, criminal record, Working with Children Checks and qualification checks.

Upon commencement of employment, our personnel are given a copy of the Child Safe Policy and Child Safe Code of Conduct. Our personnel indicate, in writing, that they have read and are committed to the Child Safe Code of Conduct by reading and signing the Child Safe Statement of Commitment. All personnel at Speak Percussion are required to secure and maintain a current Working with Children Check with no exceptions.

8. Induction and Training

Speak Percussion provides new personnel with information during their induction about our commitment to safeguarding children and young people, and we have a process in place to ensure all personnel complete Child Safe Training. We support ongoing education and training for our personnel to ensure safeguarding information is provided in a contemporary and timely way, allowing for continuous improvement and innovation in this area.

9. Communication

At Speak Percussion, we collaborate and communicate with children and young people, and their families or carers, to develop a safe, inclusive and supportive environment. We have a plan in place to communicate our Policy to key stakeholders and the general public. We provide information to children and their families or carers (such as through our website, information packs and school program materials) about:

- our commitment to safeguarding children and their rights
- the behaviour we expect of our personnel and of themselves
- our policy about responding to child abuse.

Speak Percussion commits to ensuring our Child Safe Policy is communicated to:

Service users

- on our website
- on-site in age-accessible formats for children and young people
- as part of program information provided to schools, parents, carers and families

All personnel

- during recruitment and induction processes
- in minimum compulsory training on safeguarding children and young people policies and procedures
- on agendas for team meetings
- through email and in person to volunteers, interns and other contractors
- whenever there are any updates or changes to this document.

10. Digital and Physical Safety

Physical and online environments provide unique challenges to child safety. Speak Percussion understands that both require distinctive approaches to promote safety and wellbeing while minimising the opportunity for children and young people to be harmed. All workers are trained to identify and mitigate risks in both online and physical environments, without compromising a child's right to privacy, access to information, social connections and creative expression.

Given the Sounds Unheard program uses digital tools, video conferencing platforms, online learning environments and recording equipment as part of its delivery, Speak Percussion takes particular care to:

- ensure all online sessions and digital communications involving children take place through approved, secure platforms
- obtain explicit written consent from the child's parent, carer or school before photographing, recording or capturing any image or video of any child under 18 in a Speak Percussion environment. As a matter of good practice, older students should also be asked directly

- ensure that no recordings or images of children are shared publicly or on social media without the written consent of the child's parent or carer and relevant management
 - protect children's personal data in accordance with the Privacy Act 1988 (Cth) and Speak Percussion's Privacy Policy
 - stay actively informed about evolving risks and legislation around social media, artificial intelligence, and the handling of child data.
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11. Reporting

Our policy for responding to and reporting child abuse is approved and endorsed by the Speak Percussion Board and applies to all Speak Percussion personnel. The requirements relating to reporting are as follows:

- Personnel must immediately report abuse or neglect and any concerns with policies, practices or the behaviour of personnel.
- Personnel must meet any legislated mandatory reporting requirements (see 11.1 below).
- Personnel must document any allegation, disclosure or concern regarding child abuse and monitor responses to all allegations, disclosures or concerns.
- Personnel must follow the specified process when reporting abuse or neglect, including who will receive reports.
- Personnel must strive to offer utmost privacy for all parties in the case of any abuse of children or young people, including through data protection.

Our personnel understand that failure to report is serious misconduct. This is because they have read and understand the implications of this Policy for their engagement with Speak Percussion.

11.1 Mandatory Reporting Obligations

Under the Crimes Act 1958 (Vic), any person who receives information that leads them to form a reasonable belief that a sexual offence has been committed in Victoria against a child (under the age of 16 years) by another person (of or over the age of 18 years), has a legal obligation to disclose that information to the Police as soon as practicable. The maximum penalty for failing to comply with this obligation is 3 years imprisonment.

In addition, under the Crimes Act 1958 (Vic), a person in a position of authority within an organisation who knows of a substantial risk that another person associated with the organisation will commit a sexual offence against a child, and who has the power to reduce or remove that risk, must take all reasonable steps to do so. Negligent failure to act is a criminal offence.

Speak Percussion supports and encourages employees, directors, volunteers and contractors to make a report to the Police if they form a belief on reasonable grounds that a child is in need of protection, or they are concerned about the safety, health or wellbeing of a child.

Reasonable Grounds for Belief

You have reasonable grounds to notify when:

- a child tells you that they have been physically or sexually abused
- a child states that they know someone who has been physically or sexually abused (sometimes the child is talking about themselves)
- someone else, such as a relative, friend, acquaintance or sibling of the child, tells you that a child has been abused
- your observations of the child's behaviour or knowledge of children lead you to believe that the child has been abused
- you observe physical signs or indicators of abuse (e.g. bruises, cuts etc.).

We encourage reporting wherever you hold a concern about the safety of a child.

Voluntary reporting

In addition to the mandatory reporting obligations above, any person who believes on reasonable grounds that a child is in need of protection from child abuse may disclose that information to Victoria Police or the Department of Families, Fairness and Housing (DFFH). The Child Protection Crisis Line is available 24 hours, 7 days on 13 12 78. If a person would like internal guidance or support with addressing their concerns, they are encouraged to speak with the Child Safety Officer.

11.2 Protection of Reporters

Any employee, director, volunteer or contractor who makes a report in good faith in accordance with their reporting obligations will be supported by Speak Percussion, and will not be penalised by Speak Percussion for making the report.

If an employee, director, volunteer or contractor is uncertain as to whether they should make a report to an external authority in relation to the safety of a child, they must speak to the Child Safety Officer for guidance and information.

12. Responding to Reporting

In the case of an allegation being made against an employee, director, volunteer and/or contractor at Speak Percussion, the Child Safety Officer will follow Speak Percussion's Complaints and Reporting Procedure. Speak Percussion will take all steps to ensure the safety of the child. An accused person will be withdrawn from active duty, which could entail standing down (with pay, where applicable), re-assignment to other duties that do not have direct contact with children, or working under increased supervision while the matter is being investigated.

Speak Percussion will appropriately investigate all allegations relating to an incident of abuse in accordance with its obligations and to the extent reasonably practicable. In some circumstances, it may be necessary for Speak Percussion to conduct an investigation in addition to any investigation conducted by authorities (e.g. the Police).

The CEO, or the Chair of the Speak Percussion Board if the complaint relates to the CEO, will conduct an independent investigation into the allegation to the extent that it will not

interfere with investigations by DFFH or the Police, and will co-operate with the authorities as required. All people covered by the Child Protection Policy, Code of Conduct and Procedure must cooperate fully with any investigation by DFFH, the Police or Speak Percussion.

The CEO, or the Chair of the Speak Percussion Board if the complaint relates to the CEO, will make every effort to keep any such investigation confidential; however, from time to time other employees, directors, volunteers and contractors may need to be consulted in conjunction with the investigation (e.g. to provide witness statements). An investigation conducted by Speak Percussion will be conducted in accordance with procedural fairness to protect the integrity of the investigation and the interests of all participants involved.

In some circumstances, it may be appropriate for Speak Percussion to engage a person or persons from outside Speak Percussion to conduct an independent investigation. The outcome will depend on the findings of the investigation, but may include withdrawal from active duty, re-assignment to duties with no contact with children, increased supervision, disciplinary action, dismissal or criminal prosecution.

13. Record Keeping

All reports of alleged abuse or harm, or risk thereof, must be recorded in the form of an Incident Report. Places, times, dates, names of people, observable behaviours and evidence of harm are what is recordable. Reports must be securely stored by the CEO and retained for a minimum of seven years, or longer if required by law or ongoing proceedings.

Speak Percussion will maintain a de-identified register of all complaints and outcomes, which will be reviewed annually by the CEO and Board as part of the policy review cycle.

14. Privacy and Confidentiality

Speak Percussion will collect, use, disclose and hold personal information in accordance with the Privacy Act 1988 (Cth) and Speak Percussion's Privacy Policy. There are two guiding principles in respect to a child's privacy:

a) Speak Percussion will operate on the best interests principle. All employees, directors, volunteers and contractors will do what they believe to be in the best interest of the child. This principle supersedes all others.

b) Speak Percussion will respect a child's confidentiality except in situations where it conflicts with the best interests principle. As much as is reasonably possible, an individual's confidentiality is to be protected. Both those who are making reports and those about whom accusations are being made are entitled to confidentiality.

Where there is suspected abuse or misconduct, employees, directors, volunteers and contractors must not disclose or make use of the information in a manner that breaches confidentiality, other than to report and act consistently with the Child Protection Policy, Code of Conduct and Procedure, and relevant statutory requirements.

15. Monitoring and Review

We monitor our personnel and external providers to ensure appropriate practice and behaviour, policy and procedures are followed. We communicate with our personnel to ensure that they understand updates to our policies so that the policies remain effective in the workplace.

We require our personnel to disclose convictions or charges affecting their suitability to work with children and young people, require police checks for all new personnel, and review Working with Children Checks periodically.

We undertake formal reviews annually to identify and document potential risks to children or young people associated with our activities. We have a procedure to undertake annual reviews, as part of ongoing compliance with safeguarding requirements.

This Policy will be reviewed at least every two years. Some circumstances may trigger an early review. These include but are not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Board and/or Executive team. We retain records to document each review undertaken. Records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

16. Reviewing Officer

The Child Safety Officer (Sounds Unheard Coordinator) and Executive Producer will share responsibility for reviewing this Policy.

17. Definitions

Term	Definition
Bullying	Bullying involves the inappropriate use of power by one or more persons over another less powerful person or group, and is generally an act that is repeated over time. Bullying has been described by researchers as taking many forms which are often interrelated and include: verbal (name calling, put downs, threats); physical (hitting, punching, kicking, scratching, tripping, spitting); social (ignoring, excluding, ostracising, alienating); and psychological (spreading rumours, stalking, dirty looks, hiding or damaging possessions).
Child Abuse	Behaviour towards and/or in the presence of children and/or young people that is harmful.
Child or young person	A person under the age of 18 years.
Child Safety Officer	The individual responsible for providing statutory child protection services within the organisation, including assessment, intervention, casework and case management in accordance with legislation and

Term	Definition
	practice guidelines. At Speak Percussion, this role is held by the Sounds Unheard Coordinator.
Child Safe Code of Conduct	The Child Safe Code of Conduct aims to identify and prevent behaviour that may be harmful to children and young people at Speak Percussion. The Child Safe Code of Conduct outlines what is, and what is not, acceptable behaviour or practice when working with or engaging with children and young people.
Child Safe Training	The process of ensuring that all personnel are familiar with and understand Speak Percussion's Child Safe Policy and Code of Conduct, as well as their responsibility to support and adhere to these key values as Speak Percussion personnel.
Emotional or psychological abuse	Emotional or psychological abuse occurs when a child does not receive the love, affection or attention they need for healthy emotional, psychological and social development. Such abuse may involve repeated rejection or threats to a child. Constant criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule and rejection or continual coldness are all examples of emotional abuse. These behaviours continue to an extent that results in significant damage to the child's physical, intellectual or emotional wellbeing and development.
Family violence	Family violence occurs when children are forced to live with violence between adults in their home. It is harmful to children. It can include witnessing violence or the consequences of violence. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person's life. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.
Grooming	Grooming describes what happens when a perpetrator of abuse builds a relationship with a child with a view to abusing them at some stage. There is no set pattern in relation to the grooming of children. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports and religious activities, or in online chatrooms, through social media or by other technological channels.
Harm	Harm to a child is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by: physical, psychological or emotional abuse or neglect; sexual abuse or exploitation; a single act, omission or circumstance; or a series or combination of acts, omissions or circumstances.
LGBTIQ+	An abbreviation for Lesbian, Gay, Bisexual, Transgender, Queer/Questioning and Intersex, plus any other less common terms used to describe sex, gender and sexuality identities within the community.
Neglect	Neglect is the persistent failure or deliberate denial to provide the child with the basic necessities of life, including the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, medical attention or supervision to the extent that the child's health and development is, or is likely to be, significantly harmed. Categories of neglect include physical neglect, medical neglect, abandonment or desertion, emotional neglect and educational neglect.

Term	Definition
Personnel and other external providers	All staff and volunteers who work for Speak Percussion, whether in a paid or unpaid capacity.
Physical abuse	Physical abuse occurs when a person subjects a child to non-accidental physically aggressive acts. The abuser may inflict an injury intentionally or inadvertently as a result of physical punishment or the aggressive treatment of a child. Physically abusive behaviour includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, punching, biting, burning, excessive and physically harmful overtraining, and kicking. It also includes giving children harmful substances such as drugs, alcohol or poison.
Sexual abuse	Sexual abuse occurs when an adult or a person of authority involves a child in any sexual activity. Perpetrators of sexual abuse take advantage of their power, authority or position over the child or young person for their own benefit. It can include making sexual comments to a child, engaging children to participate in sexual conversations over the internet or on social media, kissing, touching a child's genitals or breasts, oral sex or intercourse with a child. Encouraging a child to view pornographic magazines, websites or videos is also sexual abuse.
Sexual exploitation	Sexual exploitation occurs when children are forced into sexual activities that are then recorded and/or used to produce pornography, or when children are forced into prostitution.

18. Signs of Child Abuse

The following signs may indicate that a child or young person is experiencing abuse or neglect. This list is not exhaustive and the presence of one or more signs does not necessarily mean abuse is occurring. However, workers should report any concerns to the Child Safety Officer without delay.

Type	Signs
Signs of physical abuse	<ul style="list-style-type: none"> • Bruises, burns, sprains, dislocations, bites, cuts • Improbable excuses given to explain injuries • Refusal to discuss injuries • Withdrawal from physical contact • Arms and legs kept covered in hot weather • Fear of returning home or of parents being contacted • Showing wariness or distrust of adults • Being aggressive towards others or being very passive and compliant
Signs of emotional abuse	<ul style="list-style-type: none"> • Physical, mental and emotional development is delayed • Highly anxious • Showing delayed speech or sudden speech disorder • Fear of new situations

Type	Signs
	<ul style="list-style-type: none"> • Inappropriate emotional response to painful situations • Extremes of passivity or aggression • Chronic running away • Low self-esteem or drug and alcohol abuse
Signs of neglect	<ul style="list-style-type: none"> • Frequent hunger • Poor personal hygiene • Constant tiredness • Inappropriate clothing (e.g. summer clothes in winter) • Untreated medical problems • Low self-esteem or poor social relationships
Physical signs of sexual abuse	<ul style="list-style-type: none"> • Bruises, bite marks, scratches, other injuries not consistent with accidental injury • Signs of sexually transmitted infections • Difficulty walking or sitting • Recurrent urinary tract infections • Unexplained pain in the genital area
Behavioural signs of sexual abuse	<ul style="list-style-type: none"> • Sudden changes in mood or behaviour • Difficulty sleeping and nightmares • Regressed behaviour (e.g. bed wetting, separation anxiety) • Precocious knowledge of sexual matters • Displaying unusual interest in the genitals of others • Lack of trust in familiar adults, fear of strangers • Acting-out behaviour — aggression, lying, stealing, unexplained running away, drug or alcohol abuse • Withdrawn behaviour such as passivity, excessive compliance, mood swings or depression • Learning problems at school, loss of concentration, unexplained drop in school performance

19. External Links

Victoria's Reportable Conduct Scheme:

<https://providers.dhhs.vic.gov.au/reportable-conduct-scheme>

Commission for Children and Young People: <https://ccyp.vic.gov.au>

Child Protection Crisis Line: 13 12 78 (24 hours, 7 days)