



# Look, Do, Tell Framework (for Safeguarding Children)

## 1. Purpose of this Framework


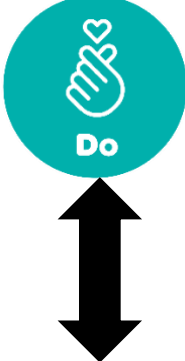

Big Fat Smile takes very seriously its moral, ethical, and legal obligations to safeguard children from harm, abuse, and neglect. Our Child Safe Framework together with the Look, Do, Tell Framework (for Safeguarding Children) underpin our approach to the prevention, identification and response to child harm, abuse and neglect and provides a common language about the protection of children.

All staff play a vital role in protecting children from harm, abuse, or neglect by responding to and reporting any disclosures, reasonable suspicions, incidents, or complaints. Seeing, understanding, and responding well to child harm, abuse and neglect can make the difference between a child feeling heard and understood and a child feeling silenced and unlikely to seek help again. A shared approach to child safety and wellbeing can improve safety and lead to support and healing for a child and their family.

## 2. Scope

It is our collective responsibility to safeguard children from harm, abuse, and neglect.

If you see or hear something, you must take action, and you must say something.

	<p><b>LOOK</b></p> <p>Be the protective ‘eyes and ears’. Did you see or hear something? Notice and be curious.</p> <p>Spot the signs of child harm, abuse, and neglect.</p> <p>Children might tell you directly, or indirectly through their behaviour about their experience of harm. A parent, carer, staff member or another child might be acting in a way that is harmful to children. Are there spaces in your environment where it is difficult to see what is happening?</p>
	<p><b>DO</b></p> <p>Take action.</p> <p>Once you identify risk to a child you need to act in the moment. Reassure a child who has disclosed. Ask a parent/carer or staff member if you can help them - or tell a colleague you are going to help them.</p> <p>You might also need to act after the incident. Such as identify and link in supports for children and families, provide education and information.</p>
	<p><b>TELL</b></p> <p>Tell someone. Your observations help to keep children safe. You <b>MUST</b> tell someone about what you saw or heard.</p> <p>Who you tell varies depending on the type of incident.</p> <p>All allegations, reasonable suspicions and complaints alleging child harm, abuse or neglect must be reported through the Big Fat Smile Something Happened Portal within 2 hours and ideally on the same day.</p> <p>You may also be required to report to an external agency, such as Department of Communities and Justice and/or Police.</p> <p>If you are unsure about who to tell, you can contact the Safeguarding Team.</p> <p><b>If you believe a child is at immediate risk or requires emergency medical treatment, call 000.</b></p> <p>Otherwise tell your manager and report it.</p>



**3. Related Policies, Procedures, and documents**

- Code of Conduct and Child Safety and Wellbeing standards of behaviour
- Safeguarding Children Policy and Procedures
- Child Protection Incident Flowchart
- Incident Management and Response Procedure
- Investigation Policy
- Investigation Procedure
- Reportable Conduct Procedure

**4. Responsibilities**

This Look, Do, Tell Framework is to be implemented by all Big Fat Smile workplace participants and operational environments including:

- all Big Fat Smile employees across education and care services, funded programs, inclusion services and all head office employees
- all volunteers, students, school based trainees and apprentices and regular service visitors (e.g., allied health workers)
- contractors and consultants (and their personnel) who deliver services to children, or who are otherwise involved in Big Fat Smile’s projects, or funded activities involving children must also comply with this framework in accordance with relevant contractual obligations.

Kim Bertino  
CEO (Chief Executive Officer)

**Version Control and Change History**

<b>Version</b>	<b>Effective Date</b>	<b>Responsible Position</b>	<b>Description</b>	<b>Next Review</b>
001	10 July 2023	Head of Safeguarding Children	New Framework to complement Big Fat Smile’s Child Safe Framework	June 2025