

The cover features a central graphic of concentric circles. The innermost circle is white, followed by a medium blue ring, a light blue ring, and an outermost thin grey ring. Six small dots are placed on the grey ring: two are dark blue and four are grey. The text is centered within the circles.

talentpayau

CHILD SAFETY
HANDBOOK

TABLE OF CONTENTS

INTRODUCTION

[Page 1](#)

**OUR COMMITMENT TO CHILD
SAFETY**

[Page 2](#)

**CHILDREN'S RIGHTS IN THE
WORKPLACE**

[Page 3](#)

**WORKPLACE REQUIRMENTS &
SUPERVISION**

[Page 4-6](#)

**REPORTING CONCERNS &
COMPLAINTS**

[Page 7-9](#)

**CHILD ONBOARDING &
INDUCTION**

[Page 10-11](#)

EMPOWERING YOUR CHILD

[Page 12 - 14](#)

**CULTURALLY SAFE &
INCLUSIVE PRACTICE**

[Page 15-16](#)

INTRODUCTION

We acknowledge that this handbook is being read across Australia, and we pay our respects to the Elders, past, present, and emerging, and acknowledge their enduring connection to this land. We also recognise the diverse cultures and languages of Aboriginal and Torres Strait Islander peoples across Australia, and we are committed to fostering a respectful and inclusive environment for all.

We're proud to be Australia's number one production partner, working with over 70% of all performers in advertising. With deep expertise in performer management and a thorough understanding of industry regulations, we're here to make every production smooth, compliant, and successful. You're in great hands with us.

This handbook aims to provide you with an overview of Talentpay's commitment to child safety, empowerment and inclusion. We will provide frameworks, policies and procedures for how all employees, partners, performers, and Talentpay Supervisors will act to ensure the safety, welfare and wellbeing of children within Talentpay.

At Talentpay, we are committed to creating a safe, inclusive, and empowering environment for all children and young people engaged in our productions. We recognise the unique needs of child actors and take our responsibility to uphold their rights and wellbeing seriously.

To understand the framework and standards in their entirety, please click [here](#).

OUR COMMITMENT TO CHILD SAFETY

Talentpay is committed to providing a safe and appropriate working environment for children. Part of our commitment is recognising that some children, particularly those with disabilities or from indigenous & other diverse cultural backgrounds are particularly vulnerable. We respect that cultural identity is fundamental to a child's safety and wellbeing.

Our commitment is that every child engaged in a production is to be treated with respect and dignity and will feel safe and protected and we have a zero-tolerance policy for any form of discrimination to our performers.

Our commitments, policies and procedures regarding child welfare can be found [here](#).

All Talentpay employees and contractors in child-related work are required to undertake child safety training in accordance with Talentpay's Training & Compliance Guidelines, and all Talentpay employees and contractors in child-related work must possess a current Working With Children Check in each jurisdiction where they will interact with or work with children.

CHILDREN'S RIGHTS IN THE WORKPLACE

We ensure that children engaged with Talentpay are educated about and empowered to enact their rights, can participate in decisions affecting them and are taken seriously. **This is done by:**

- 1. Inform and Empower:** We provide the information regarding children's rights in clear, age-appropriate language, and revisit it regularly to ensure understanding.
- 2. Connection and Belonging:** We recognise the value of peer connection for creating safe, supported, and confident children. We actively encourage positive peer support and connection in our working environments.
- 3. Access to Safety Education:** Where appropriate, we offer access to age-appropriate resources and programs that educate children and young people about body safety, respectful relationships, and how to seek help.
- 4. A Culture of Participation:** We encourage children to share their thoughts, raise concerns, and be part of decision-making processes related to their work and wellbeing. This includes creating regular, structured opportunities for feedback and ensuring children's views are integrated into our decision-making processes.
- 5. Responsive Engagement:** We listen to children's contributions and respond in ways that demonstrate our respect, care, and commitment to their growth and confidence.

WORKPLACE REQUIREMENTS & SUPERVISION

Here's a summary of the key roles and responsibilities when children are working in a production setting.

Working Hours for Child Performers

There are clear set limits on how long children under 15 can work. Regular rest breaks, mealtimes, and transport time must also be factored in. These differ from state to territory, but all information can be found here:

- [Victoria](#)
- [New South Wales](#)
- [Queensland](#)
- [South Australia](#)
- [Western Australia](#)
- [Tasmania](#)
- [Northern Territory](#)
- [Australian Capital Territory](#)

WORKPLACE REQUIREMENTS & SUPERVISION

Supervision On Set

Your child must always be supervised by an approved adult. This may include:

- **Parent or Legal Guardian** – You can stay on set as your child’s primary guardian.

OR

- **Talentpay Supervisor** – A trained and experienced adult responsible for monitoring your child’s welfare and ensuring legal compliance. They cannot have any other duties on set.

WORKPLACE REQUIREMENTS & SUPERVISION

Child Employment Licences and Authority

Talentpay holds Child Employment Licence in Victoria and any advertising agency that Talentpay works with will hold an Authority to Employ Children in NSW.

These permits ensure:

- Work conditions are age-appropriate and safe
- The correct supervision is in place
- The production meets all legal requirements.

REPORTING CONCERNS & COMPLAINTS

We take every concern seriously – no matter how big or small. Whether you're a child, parent, guardian, or team member, you have the right to speak up if something doesn't feel right. Our reporting process is designed to be simple, safe, and supportive.

How to Report a Concern

You can raise concerns in the way that feels most comfortable:

- Verbally – speak to the Talentpay Supervisor, or Production Manager on set
- In writing – fill out a feedback or incident form available from the Child Supervisor or Production Manager
- After the shoot – email your concern to team@talentpay.com.au or contact your child's agent if that feels more comfortable

We make sure children know they can use their voice, safe words, or hand signals at any time to indicate something's not right. Adults are encouraged to model safe, respectful conversations.

REPORTING CONCERNS & COMPLAINTS

What Types of Concerns Should Be Reported?

You should report any situation where you or your child feels unsafe, uncomfortable, or unsure. This includes:

- Signs of fatigue, distress, or illness in a child
- Inappropriate behaviour by crew or cast (e.g. yelling, touching without consent, ignoring boundaries)
- Unsafe instructions (e.g. pressure to perform tasks not agreed upon or unsuitable for the child's age)
- Concerns about supervision, privacy, or inclusion

If you're unsure whether something is serious enough to report, we still encourage you to raise it – we'd rather know than miss something important.

Who Handles the concern?

All concerns raised on set will be:

- Received by the Talentpay Supervisor or Production Manager
- Escalated internally to a designated Child Safety Contact or Producer
- Investigated respectfully and confidentially, following our internal procedures
- Responded to promptly, with a focus on resolution, safety, and care
- For concerns that involve misconduct or potential breaches of law, we may also be required to notify external authorities.

REPORTING CONCERNS & COMPLAINTS

Can I Report Anonymously?

Yes. If you would prefer to remain anonymous, you can:

- Use the feedback form without including your name
- Send an anonymous email to team@talentpay.com.au
- Ask a support person (such as an agent or crew member) to raise the concern on your behalf

We will do our best to investigate and respond even when the reporter is anonymous, and we will protect confidentiality where possible.

CHILD ONBOARDING & INDUCTION

Ensuring the wellbeing and safety of child performers is our top priority. We follow a structured onboarding and supervision process to comply with state legislation and meet the Child Safety Principles.

Pre-Shoot Preparation

- Parents/guardians of children will receive a welcome pack including call sheet, consent forms, and child employment information.
- The dedicated on-set Supervisor is to review shoot details, working hour limits, and potential risks in line with the child risk framework (e.g. travel time, weather, location).
- All required paperwork must be printed or collected, including child monitor forms, state permits, and the Code of Conduct.

On-the-Day Induction

- Performers and their parent or guardian are to be greeted by the Talentpay Child Supervisor.
- A child-friendly safety walkthrough will be conducted, including set orientation and introduction to trusted adults.
- The onset supervisor will collect all relevant documentation (parental consent, allergy/medical details).
- Fatigue, travel time, and wellbeing checks are made – extended travel must be deducted from permitted hours.

CHILD ONBOARDING & INDUCTION

During the Shoot

- Child performers are supervised at all times and are never left alone with crew.
- Supervisors track meals, hydration, bathroom breaks, and ensure age-appropriate rest periods.
- Supervisors act as a trusted point of contact for children and parents throughout the day.
- If delays occur or work hours exceed legal limits, supervisors must notify the 1st AD and contact Talentpay immediately at +61 2 8204 4700.

Post-Shoot

- Child performers are signed out, and all forms are checked and submitted.
- Any issues or incidents are reported to Talentpay and/or the relevant state authority.
- Completed paperwork is to be emailed or posted to Talentpay promptly.

EMPOWERING YOUR CHILD

Helping your Child Speak Up and Stay Safe

Talentpay is committed to ensuring that every child feels safe, respected, and empowered while participating in our productions. We recognise that working environments can be new and unfamiliar to young people, which is why we take extra steps to make sure your child knows their rights and feels comfortable speaking up to you or their onset supervisor.

Speaking Up if Something Doesn't Feel Right

Children are encouraged to speak to a trusted adult if they ever feel uncomfortable, confused, or unsafe while on set. This might be a parent or guardian, their designated chaperone, or a member of the production team. We let children know—right from the start—that their thoughts and feelings matter, and that it's okay to ask questions or say something isn't right.

- We use simple, age-appropriate language to help children identify how they're feeling and give them the confidence to speak up. Phrases such as the below are shared with children as examples of how they can express concerns. You can discuss this with your child prior to being on set so they know what they can say in advance.
- "I don't feel okay about this"
- "Can I talk to someone?" or
- "I need help"

EMPOWERING YOUR CHILD

Using Safe Words to Break Signals

To provide children with another way to signal discomfort and empower them – introduce the use of a “safe word” or a break signal. The safe word is a pre-agreed word they can use to pause or stop an activity if they’re feeling uneasy, and we ensure that all supervising adults understand and respond immediately when it’s used.

If your child is more comfortable, you could decide together on a visual hand signal they can use discreetly to let a trusted adult know they need support or a break. These methods are explained gently and practised during their orientation with their Talentpay supervisor, so they know exactly what to do if something doesn’t feel right.

Consent in Every Interaction

The on-set team and Talentpay always seek your child’s consent before any physical contact (such as adjusting costumes, applying makeup, or positioning for a scene), and explain clearly what’s about to happen and why. We also ask permission before any photos or filming, including explaining how the footage will be used.

We will remind your child that they can say “no” at any time or use the signal or safe word as detailed above, and we respect their decision—no questions asked. Consent is ongoing, not a one-time agreement, and the Talentpay supervisor onsite with you will check in regularly with your child throughout the shoot.

EMPOWERING YOUR CHILDREN

Making It Easy to Understand

We know that every child learns and communicates differently. We ask that you address safe words, signals and consent with your child before bringing them onsite.

See the end of this document for a copy of our child-friendly infographics:

- The Child Safety Principles for Children
- You Have The Right To Feel Safe
- Who Can I Talk To?

Please show these pages to your child (or if they are not yet of reading age, read the information to them).

CULTURALLY SAFE & INCLUSIVE PRACTICE

At Talentpay, we are committed to providing a physically, emotionally, and culturally safe environment that is welcoming and respectful for all children. This includes First Nations children, children with disabilities, those from culturally and linguistically diverse backgrounds, and children of diverse sexualities, genders, and religions. We believe that every child, regardless of culture, religion, ability, or identity, deserves to feel respected, included, and supported while working on set. We work closely with relevant casting agents to gather information about your child's cultural, religious, linguistic, and ability-related needs to ensure they receive the appropriate accommodations and support throughout the production process. Our goal is to create an environment where all children feel safe and valued, with their needs and voices respected.

If a child has a physical disability which has been highlighted by the casting agent, Talentpay's staff will work closely with the parents and the production company before the shoot to ensure any necessary accommodations are in place. This may include but is not limited to: making sure locations and amenities are accessible, arranging for a sign language translator if needed, and confirming other required support services.

CULTURALLY SAFE & INCLUSIVE PRACTICE

While there is no standard practice across the industry for collecting diversity-related information, Talentpay is committed to gathering relevant details to ensure your child's comfort and inclusion before the job begins. To help us prepare appropriately, please make sure to inform your casting agent, Talentpay contact, or supervisor of any specific accommodations your child may need. These might include, but are not limited to, space for prayer, quiet and or low-lit areas for sensory reprieve, and accommodations regarding religious clothing or other cultural practices. By communicating these needs in advance, we can ensure a smooth, respectful, and supportive environment for your child on set.