

## 1.0 POLICY PURPOSE AND SCOPE

*aspiring futures SA* is committed to the safety and wellbeing of all children and young people and recognises the duty of care of all South Australians to safeguard and promote the welfare of children and young people. *aspiring futures SA* further acknowledges the importance of establishing and maintaining a safe, child friendly environment where all children and young people are valued and feel safe.

In order to strengthen this commitment *aspiring futures SA* is working towards embedding the National Principles for Child Safe Organisations across the organisation. This includes:

- that children and young people are valued, respected, and encouraged to participate and that the safety and protection of children and young people is always the first priority
- our commitment to diversity e.g., all children and young people are embraced regardless of their abilities, sex, gender, or social economic or cultural background and equity is upheld
- that bullying and harassment will not be tolerated.

This policy complies with *aspiring futures SA* contractual obligations, and obligations under the South Australian Children and Young People (Safety) Act 2017, including Sections 114 and 115 of the Act, which requires organisations to establish and periodically review policies and procedures to ensure that:

- Child safe environments are maintained within the organisation; and
- Appropriate reports of suspicion that a child or young person may be at risk of harm are made in
- accordance with Section 30 of the Act.

## 1.1 SCOPE

The Children and Young People (Safety) Act 2017 imposes a duty of care on every person in South Australia to safeguard and promote the safety and wellbeing of children and young people. This standard applies to all *aspiring futures SA* sites and persons working within *aspiring futures SA*, including directors, workers, volunteers, contractors, students, indirect service providers and any other individual involved in *aspiring futures SA* Services.

## 2.0 DEFINITIONS

<i>aspiring futures SA</i>	The trading name of Embry Care Services Pty Ltd ABN: 79 646 526 310
<i>Child or young person</i>	Persons under 18 years of age
<i>Harm</i>	Section 17 of the Safety Act defines “harm” as physical or psychological harm (whether caused by an act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect
<i>Working with Children Check</i>	A Working with Children Check assesses whether a person poses an unacceptable risk to children. Screening Unit will look at criminal history, child protection information and other information.
<i>Mandatory Notifier</i>	<a href="#">Mandatory Reporting Information Booklet</a> indicates all support workers and their supervisors involved in the direct care of a child.
<i>Risk assessed role</i>	Is a position which has more than incidental contact with a participant as outlined in the NDIS Rules 2018

## 3.0 POLICY

### 3.1 SAFEGUARDING CULTURE

This policy uses National Child Safe Standards and aims to create an environment where children and young people can feel safe by:

- Taking a preventative, proactive and participatory approach to child well-being and safety issues:
  - All staff are required to hold a current and Not Prohibited Working with Children Check and NDIS Worker Screening Check
  - Training staff in safety measures to prevent and identify harm or risk of harm
  - Provide children and young people with information about their rights, complaints and incidents
  - Seek feedback and input from children, young people, their families and staff to ensure that our policies and practices encompass all aspects of child safety.
  - Management, staff and contractors must read, understand, and sign that they have read, agreed, and complied with this policy and the Code of Conduct
- Value and embrace the opinions and views of children and young people:
  - Provide opportunities for children and young people to provide feedback through communication – email, phone, discussion
  - Documenting children and young people's voice
  - Reporting input to management so we can improve and design services to meet their needs
- Assist children and young people in building skills that will assist them in participating in society:
  - Design a support plan to meet individual needs:
    - Identify areas to build skills
    - Create strategies
    - Implement strategies
    - Review and monitor skill development
    - Update and adjust as required
- Are focussed and take action on protecting children and young people from harm:
  - Staff must report any harm or risk of harm identified
  - Risk management strategies must be actioned (see 3.1 Risk Management)

*aspiring futures* SA will encourage and support any person who has witnessed the harm or risk of harm to a child or young person or who suspects that harm or risk of harm has occurred to make a report and be confident of doing so without fear of retribution.

Staff are required to engage with children and young people and develop a relationship where the child and the young person feel safe. Staff must listen, acknowledge and respond to each child or young person, so they know the staff member will act positively to their needs and any information they share. By developing this trusting relationship, children or young people can give feedback or complain. (Refer to Appendix B Child Safety Standards for details on approaching each standard).

Relevant handbooks are provided to staff and families, and the Employee Handbook has information about mandatory reporting. Staff are trained at induction and ongoing in child safety requirements and their obligation under the Children & Young People (Safety) Act 2017. They have access to our policies to review any procedures or requirements as required.

As a mandatory reporting body, *aspiring futures SA* is required to report any incidents. Under Section 30(3) of the Children & Young People (Safety) Act 2017, employees of, or volunteers in, an organisation that provides health are mandated reporters; therefore, our staff who perform the duties of which include direct responsibility for, or direct supervision of, the provision of services to children and young people (whether or not those duties constitute child or young person-related work under the Child Safety (Prohibited Persons) Act 2016).

### 3.2 RISK ASSESSMENT

*aspiring futures SA* acknowledges that prevention is the best protection from harm or risk or harm and recognises their duty of care obligations to implement prevention strategies. For each child or young person a Participant Risk Assessment and Environment Risk Assessment is completed. This information allows us to create a Support Plan designed to provide support and care for the child or young person, including physical safety and the child or young person's well-being. *See Appendix D for list of potential risks and mitigations.*

Staff should guide children and young people who require assistance to Kids Helpline on 1800 55 1800 and Youth Helpline on 1300 13 17 19 for support, as required.

### 3.3 STAFF REQUIREMENTS, SUPPORT AND TRAINING

The legislative requirement is that staff engaged in a risk-assessed role must have the required South Australian clearance checks. We will meet the requirements of the Child Safety (Prohibited Persons) Act 2016 and ensure that staff and volunteers have a valid, "not prohibited" Working with Children Check issued by the Screening Unit of the Department of Human Services.

All staff must undergo an interview before a job offer is made. This interview will include:

- Overview experience working with children and young people
- Behaviour management techniques, e.g. questions such as:
  - Tell me about when you had to manage a child or young person with behavioural problems
  - How would you respond if a child or young person yelled at you?
  - What if they started to throw items?

Screening post-interview of the suitable candidate is essential, and this process includes at least two (2) reference checks and qualification checks. All hired staff will have buddying in two (2) shifts, be allocated a supervisor and have a probationary period.

During their onboarding process, all staff and volunteers are trained in child and young person's safety and must undertake annual training to ensure they are current with standards and requirements. Staff must read and agree to comply with the Code of Conduct (see Appendix B). we will use the Mandatory Reporter Guide as part of the training. Our staff annual performance review will review current knowledge of standards and reporting. This information will be used to create relevant training against SA requirements. All information will be recorded in the person's Staff Training Record in LMS; note contractors will have this form to record their training to ensure compliance.

Our mandated notifiers to attend a "Safe Environments: Through Their Eyes" training course. Management meetings will include child and young person's safety on their agenda. Staff, contractors, and volunteers must:

- Read and understand the Mandatory Notification Information Booklet see [cse-mandatory-notification-information-booklet-2019-dhs-update.pdf](#)
- View the resources Keeping our kids safe developed by SNAICC at [Keeping our kids safe: Cultural Safety and the National Principles for Child Safe Organisations](#)
- Be provided with professional development opportunities to build knowledge and skills regarding the well-being and development of children and young people
- How regularly they complete the specific training e.g. every three years (mandatory reporting, Keeping our kids safe)

All staff have quarterly supervision and support meetings or visits, allowing us to determine the current knowledge and skills of the worker, therefore, allowing us to create additional support and guidance as required. Staff reporting any risk of harm will undertake a debriefing session, and this session will determine additional support required, e.g. professional support.

It is then the responsibility of the Director to verify all risk-assessed roles and maintain appropriate records using the Risk Assessed Role Register. Staff cannot work with children and young people unless their worker's screening has been verified.

Staff, volunteers, contractors, or other relevant parties must comply with child-safe standards, legislation and regulations. At any stage, a person breaches any of these compliance requirements, the Director will advise the Screening Unit regarding this person, including any serious criminal offence, child protection information, or disciplinary or misconduct information. The informing method will vary according to the current issue but will usually be via phoning the Screening Unit.

## **4.0 PROCEDURE**

### **4.1 COMMUNICATION**

We have developed a Child and Young Person's Handbook and Employee Handbook that informs children and young people and staff about rights and their right to participate in decisions affecting them. We will always take input seriously as per National Principle 2.

During the initial intake, development of a support plan and reviews, our team informs and involves families in promoting the safety of the child or young person. We work with the child or young person's community to ensure information is provided and they are involved in the child or young person's safety and wellbeing (National Principle 3).

To comply with Chapter 8 (Section 114(5) of the Children and Young People (Safety) Act 2017), children, young people, their families, networks, staff and contractors can request a copy of the organisation's child safe environments policies and procedures. We will make this information available in ConnectWave. To request a copy:

- Email: [info@aspiringfuturessa.com.au](mailto:info@aspiringfuturessa.com.au)
- Telephone: 08 7092 4094
- The Director or their delegate will forward the policy within 2 business days

## 4.2 LISTENING TO CHILDREN AND YOUNG PEOPLE (NATIONAL PRINCIPLE 2)

Our organisation will:

- Communicate using age and developmentally appropriate language
- Feedback and concerns can be reported by children, young people and their families or carers by:
  - Email: [feedback@aspiringfuturessa.com.au](mailto:feedback@aspiringfuturessa.com.au)
  - Telephone: 08 7092 4094
  - Staff or contractors who will record and inform management
- Design consultation methods suited to our clientele that consider the child or young person's age, developmental level and cultural backgrounds
- Using a survey
- Invite formal or informal feedback from children and young people about their experiences with us
- Invite children and young people to be represented on

## 4.3 WHEN TO REPORT A REAL OR POTENTIAL RISK OF HARM SITUATION

For any child and young person at immediate and real risk, staff must call 000 Police immediately, then inform management. The individual's safety must be at the forefront of all actions.

It is important to always search for the cause of a change in a child or young person's behaviour or unexplained physical symptoms. If a child or young person shows one or more of the possible signs of harm or risk of harm, it must be reported immediately, even though this does not automatically mean harm has taken place.

Possible signs of harm or risk of harm are when:

- A child or young person shows a change in behaviour or mood that may indicate they are at risk of real or potential harm
- Someone is seen behaving inappropriately towards a child or young person
- A child or young person tells staff another person is harming them
- A person tells staff they are harming a child or young person
- A child, young person or visitor advises staff that they have observed harmful acts
- Someone observes an action or inaction towards the child or young person that may be considered harmful
- A person suspects or has reason to believe a child or young person is at risk of real or potential harm

The Director or their delegate will then report to the South Australian Government's Department of Child Protection. Failure to report a harmful or at risk of harm situation may result in a criminal offence.

#### 4.4 HOW TO REPORT

The Director or their delegate will use the online child or young person protection reporting system to report a less serious concern(s):

Department of Child Protection

Website: [Reporting child abuse | Department for Child Protection](#)

The staff member will use their professional understanding and knowledge of child and young person protection to determine when to contact the required reporting body. The Director or their delegate will undertake the following:

- At the time it is determined there is a risk of harm, they will report a suspected case of a child or young person's harm or risk of harm via a phone call to:
  - Child Harm or Risk of Harm Report Line (CARL) – Phone 13 14 78
  - If at immediate risk, report to South Australian Police (SAPOL) – Phone 000
  - In cases involving Aboriginal children and young people, support is provided by Yaitya Tirramangkotti – an Aboriginal team, via the CARL number
- All serious concerns are reported via the Child Harm or Risk of Harm Report Line and not via the website's online reporting system

The individual who identifies the harm or risk of harm is the person who makes the report to CARL/SAPOL and is required to report internally, so the Director can determine if it is a reportable matter. In all cases, we will be guided by the relevant authority (Department for Child Protection / SA Police) about how to proceed after notification.

#### 4.5 DETAILS TO PROVIDE

The staff member will provide the following information to the Child Harm or Risk of Harm Report Line:

- Child or young person's name, age, date of birth and address
- Description of injury, harm or risk of harm (outline current and previous)
- Child or young person's current situation
- Location of the child, young person, parent or caregiver and alleged perpetrator
- When and how the manager found out the harm or risk of harm

#### 4.6 SUPPORTING A CHILD, YOUNG PERSON, FAMILY AND STAFF

Our management will put support strategies for the child, young person and their family. Strategies will vary according to the situation, and staff will be informed, trained and supported in implementing strategies.

Strategies may include:

- Inform the child/young person/family that they are believed. One of the most helpful things you can do following disclosure of harm or risk of harm is to believe the child or young person
- Reassure the child or young person that they have done the right thing by telling someone about the harm and that they are not in trouble. Provide them with age-appropriate information regarding what will happen next, ensuring that the adults take care of things (contact Kids Helpline or Youth Helpline). Be careful not to make promises you can't keep, such as not telling anyone else

- Act proactively
- Take immediate steps to ensure the child or young person's safety and the safety of other children or young people who may be exposed to harm, risk of harm
- Provide adequate support to meet the needs of the individual circumstances, e.g. cultural support and advocacy support
- Provide staff with debriefing and other supports to ensure that their health and well-being are supported

## 4.8 DEFINING CHILD MALTREATMENT, HARM OR RISK OF HARM

Children and young people at risk of real or potential harm are related to any behaviour by parents, caregivers, other adults or older adolescents outside the norms of conduct and entail a substantial risk of causing physical or emotional harm to a child or young person. Such behaviours may be intentional or unintentional and can include acts of omission and commission (i.e. harm or risk of harm).

### 4.8.1 Physical harm or risk of harm

- *Signs and symptoms:* Bruising, lacerations, welts, rashes, broken or healing bones, burns, weight loss, facial swelling, missing teeth, pain or restricted movements, crying, acting fearful, agitation, drowsiness, hair loss or poor physical well-being
- *Causes:* Hitting, slapping, pushing, punching or burning, which involves an incident that is non-accidental, resulting in pain or injury

### 4.8.2 Psychological and emotional harm or risk of harm

- *Signs and symptoms:* Loss of interest in self-care, helplessness, withdrawn, apathy, insomnia, fearfulness, reluctance to communicate openly, choosing not to maintain eye contact, paranoia and confusion
- *Causes:* Intimidation, humiliation, harassment, threatening behaviour, sleep deprivation, withholding affection, and not allowing a person to maintain their decision-making powers which lead to a pattern when repeated over time

### 4.8.3 Financial harm or risk of harm

- *Signs and symptoms:* Unpaid accounts, withholding funds, loss of jewellery and personal belongings, removal of cash from wallet/purse, a person becomes agitated when discussing money, not providing money for outings and personal items, or a person taking over the care of someone's money without their permission
- *Causes:* Misuse of a person's money, valuables, or property, forced changes to legal documents (such as a will), denying access to or control of personal funds, stealing, fraud, forgery, embezzlement, misuse of power of attorney, removing decision-making powers of a person

#### 4.8.4 Sexual abuse

- *Signs and symptoms:* Unexplained sexual transmitted disease, vaginal/anal bleeding, fear of specific people or places, bruising to genital areas, inner thigh or around breasts, anxiety, torn or bloody underclothes, difficulty walking or sitting, change in sleep patterns, repeating nightmares
- *Causes:* Rape (penetration or oral-genital contact), interest in older person's bodies, inappropriate comments and sexual references, inappropriate (possibly painful) administration of enemas or genital cleansing, indecent assault, sexual harassment, which is mainly about violence and power over another person rather than sexual pleasure

#### 4.8.5 Failure to care

- *Signs and symptoms:* Poor hygiene or personal care, unkempt appearance, lack of personal items, absence of health aids, weight loss, agitation, inappropriate clothing and lack of food
- *Cause:* Intentional failure to provide basic necessities

#### 4.8.6 Social harm or risk of harm

- *Signs and symptoms:* Sadness and grief due to people not visiting, anxiety after a specific person's visit, withdrawal, low self-esteem, appearing ashamed, passivity, and listlessness
- *Causes:* Prevention of contact with friends or family, preventing access to social activities

#### 4.8.7 Grooming

- *Signs and Symptoms:* Being very secretive about how they're spending their time, including when online, having money or new things like clothes and mobile phones that they can't or won't explain, depression and or anxiety, underage drinking or drug taking
- *Causes:* Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them

### 4.9 Complaints and Feedback

This section does relate to a reasonable belief that a child or young person has been harmed or is at risk of harm. Any complaint about staff, volunteer or contractor that identifies and is found to be real may lead to disciplinary measures and their employment being ceased.

Complaints and suggestions can be made by:

- Using the Complaints and Feedback Form or the Anonymous Complaints and Feedback Form
- Contacting a member of staff, verbally or in writing, our staff must offer to document the complaint on behalf of the participant if required and refer the matter to the Director
- Responding to questionnaires and surveys
- Sending an email to our contact email
- Attending meetings
- Contacting external complaint agencies, e.g. NDIS Quality and Safeguards Commission
- Communicating orally, in writing, or any other relevant means



Contacts for making complaint are listed below:

Email: [feedback@aspiringfuturesa.com](mailto:feedback@aspiringfuturesa.com)

Phone: 08 7092 4094

Address: 32 Stirling Street, Thebarton SA 5031

Results are recorded in ConnectWave under Feedback, allowing input into our continuous improvement processes. This Continuous Improvement Register will record improvements established after finalising the complaint management process.

#### 4.9.1 Complaint management process

The investigation process must adhere to impartiality, privacy, confidentiality, transparency and timelines. Complaints will not be discussed with anyone who does not have responsibility for resolving the issue. *aspiring futures SA* must take into consideration any cultural and linguistic needs of a participant and provide the relevant support mechanism, such as an interpreter or similar.

### 5.0 POLICY REVIEW AND FEEDBACK

This policy and procedure will be reviewed at least every two (2) years by the Director (or their delegate) or in response to legislative triggers. Reviews will incorporate staff, participants, and other stakeholder feedback where relevant.

### 6.0 RELATED DOCUMENTS

Employee Handbook  
Code of Conduct  
Incident Form (ConnectWave)  
Incident Register (ConnectWave)  
Progress Notes (ConnectWave)  
Participant Risk Assessment Form  
Risk Register (ConnectWave)  
CM1.1\_1 Aboriginal and Torres Strait Islander Policy and Procedure  
CM1.2\_1 Individual Values and Beliefs Policy and Procedure  
CM1.5\_1 Violence, Harm or Risk of Harm, Neglect, Exploitation and Discrimination Policy and Procedure  
CM1.5\_2 Working with Children Policy and Procedure  
CM1.5\_3 NDIS Worker Screening and Risk Assessed Roles Policy and Procedure  
CM1.5\_4 Zero Tolerance Policy and Procedure  
CM2.2\_1 Risk Management Policy and Procedure  
CM2.5\_1 Complaints and Feedback Policy and Procedure  
CM2.6\_1 Reportable Incident, Accident and Emergencies Policy and Procedure  
CM2.7\_1 Human Resources Management Policy and Procedure

## 7.0 REFERENCES

Children's Protection Act 1993 (SA)  
Children's Protection (Miscellaneous) Amendment Act 2005 (SA)  
Children and Young People (Safety) Act 2017 (SA)  
Child Safety (Prohibited Persons) Act 2016 (SA)  
NDIS (Practice Standards – Worker Screening) Rules 2018  
NDIS (Quality and Safeguards) Commission 2018  
The National Framework for Protection Australia's Children  
United Nations Convention on the Rights of the Child 1989

## 8.0 RESPONSIBILITIES

**The Director** is responsible for:

- ensuring that this policy is made available for all employees to access and is reviewed every 2 years.
- Provide leadership that models and reinforces attitudes and behaviours that value children and young people.
- Ensure the organisation makes a public commitment to child safety, child wellbeing and cultural safety.
- Ensure the policy is implemented, monitored, reported, and evaluated
- Ensure mandatory reporting requirements, procedures and associated legal responsibilities are adhered to.
- Support activities that embed the National Principles for Child Safe Organisations.

**Leadership Team** are responsible for:

- Model leadership that reinforces attitudes and behaviour that values children and young people.
- Understand mandatory reporting requirements, procedures and associated legal responsibilities.
- Ensure Workers are aware of their obligations as mandated notifiers and have appropriate skills and knowledge to identify children or young people at risk.
- Ensure all Workers receive regular training sessions that include a focus on ongoing learning regarding child protection.
- Ensure safe recruitment and selection practices are adopted.
- Ensure all criminal history reports obtained for Workers who work with children are dealt with in a manner that reflects associated legal responsibilities.
- Support activities that embed the National Principles for Child Safe Organisations.

**Service Coordinators** are responsible for:

- implementing the policy and ensuring it is being practiced by all staff to the best of their ability.
- Investigating medication incidents and implementing practices to reduce further incidents

**Mandated Notifiers** are responsible for:

- Mandated Notifiers have obligations under the South Australian Children and Young People (Safety) Act 2017 to:
  - Notify the Child Abuse Report Line (CARL) if they suspect, on reasonable grounds, that a child has been harmed or at risk of harm.
  - Ensure they are aware of the obligations and the consequences of the obligations and the consequences of failure to comply.
  - Ensure they are able to identify report and respond to children and young people at risk of harm.
  - Support activities that embed the National Principles for Child Safe Organisations.

**Employees** are responsible for:

- All aspiring futures SA Workers will apply the principles of this policy.
- Support activities that embed the National Principles for Child Safe Organisations.
- All Workers will complete the required child safe training required for their role.

Version Control				
Version No.	Summary of Changes	Date Approved	Approved By	Review Date
V0.1	Draft – formatting update, contextualisation	Feb 2022		
V1.0	Initial Release	Jun 2022	Director	Jun 2024
V2.0	Changes based on Provider Plus release V2.12	Jul 2022	Director	Jul 2024
V2.1	New logo, format update	Dec 2022	Director	Dec 2024
V2.2	Comprehensive review and responsibilities section added	July 2025	Director	July 2027

## Appendix A – Commitment to the Safety of Children and Young People

*aspiring futures* SA is committed to the safety and well-being of all children and young people who will be the primary focus of our care and decision-making. We have zero tolerance for children and young people being at harm or risk of harm.

We are committed to providing a child-safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds and the safety of children with a disability.

All people working for or with us have a responsibility to understand the important and specific role they play individually and collectively to ensure that the well-being and safety of all children and young people are at the forefront of all they do and every decision they make.

In our planning and practices, we will

- Children and young people's safety and protection are our priority
- Children and young people are valued, respected and encouraged to participate. Their voice is essential to providing appropriate and safe support.
- Take a preventative, proactive and participatory approach to child safety
- Value and empower children to participate in decisions that affect their lives
- Foster a culture of openness that supports all persons to disclose harm or risks of harm to children safely
- Respect diversity in cultures and child-rearing practices while keeping child safety paramount
- All children and young people are embraced regardless of their abilities, sex, gender, or social-economic or cultural background and equity is upheld
- Engage only the most suitable people to work with children and have high-quality staff, supervision and professional development
- Ensure children and young people know who to talk with if they are worried or are feeling unsafe and that they are comfortable and encouraged to raise such issues
- Assist children and young people in building skills that will assist them in participating in society
- Focus and take action on the protection of children and young people at risk of harm
- Value the input from children, young people and their families in our policies and practices
- Report suspected harm or risk of harm, neglect or mistreatment promptly to the appropriate authorities
- Share information appropriately and lawfully with other organisations where the safety and well-being of children are at risk

Child and Young Person's Handbooks and accessible display areas include information about services that can assist children and young people

- Kids Helpline on 1800 55 1800
- Youth Helpline on 1300 13 17 19

## **Appendix B – Child Safe Standards**

### **Standard 1. Child safety is embedded in our organisational leadership, governance and culture**

- Commitment to safety
- Staff are trained in:
  - child or young person's safety
  - Codes of Conduct
  - behavioural standards when interacting with children and young people
  - reporting obligations and record keeping.
- Risk management plans are undertaken for each child.
- Comply with the NDIS Code of Conduct, our organisation's Code of Conduct and the Statement of Commitment to Safety (See Appendix A).

### **Standard 2. Children participate in decisions affecting them and are taken seriously**

- Children and young people can express their views and are provided opportunities to participate in decisions that affect their lives:
  - upon commencement with our organisation
  - on an ongoing basis (they are asked regularly for their thoughts and ideas)
  - at the review of their plan.
- The importance of friendships is recognised, and support from peers is encouraged, helping children and young people feel safe and be less isolated.
- Work with the child, young person and the family to determine how best to assist with these linkages.
- Children and young people can access harm or risk of harm prevention programs and information.
- We provide links to relevant organisations such as Kids Helpline, as needed.
- Age-appropriate information that describes how adults should behave towards the child or young person is provided.
- Staff are attuned to signs of harm and facilitate child-friendly ways for children and young people to communicate and raise their concerns:
  - staff trained to work with each child and young person
  - knowledge and skills are assessed to determine training to ensure skills and knowledge are evident.

### **Standard 3. Families and communities are informed and involved**

- All levels of our organisation encourage families to take an active role in keeping children and young people safe.
- Our policies and procedures (including the Code of Conduct) are communicated to parents and carers (e.g. Participant Orientation Pack including Child and Young Person's Handbook)
- Families and community members are encouraged to provide feedback on how well the organisation keeps children and young people safe, and this information is acted upon where necessary: Feedback can be provided via:
  - a Complaint and Feedback Form
  - meetings are held about a child and young person.

#### **Standard 4. Equity is upheld, and diverse needs are considered**

- The Director and our staff understand the type of barriers that prevent children and young people from disclosing harm or risk of harm or adults from recognising a child or young person's disclosure.
- The Director and our staff identify and respect the diverse needs, abilities and backgrounds of children and young people and understand the value of treating them fairly.
- Our organisation reviews each child or young person's cultural needs at intake.
- We provide relevant, culturally sensitive, age-appropriate activities to children.
- All staff are trained and provided information about the factors that may increase a child or young person's vulnerability to harm.
- The Director ensures that our workforce reflects the diversity of the children and young people we provide services to, where possible.
- The Director and staff adapt activities and services to ensure all children and young people feel included, and we undertake the following for each child:
  - risk management plan
  - strategy planning.

#### **Standard 5. People working with children are suitable and supported**

- When recruiting, *aspiring futures SA* does not solely rely on the Working with Children Check. We also provide ongoing staff training opportunities for all staff, including:
  - induction
  - annual training
- When recruiting, *aspiring futures SA* is aware of and implements child and young person safe recruitment practices.
- All vacant position advertisements identify that we value the child and young person's safety.
- Recruitment processes involve a range of interview questions to establish staff suitability.
- Background and reference checks are recorded (see Human Resource Management Policy and Procedure).
- Supervision includes regular reviews to check whether staff follow Codes of Conduct and other child-safe policies.
- The Director or their delegate monitors all aspects of supervision and undertakes employee supervision at least quarterly.
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#### **Standard 6. Processes when responding to complaints of child abuse (or other concerns) are child-focused.**

- The Director or their delegate builds a culture where complaints are taken seriously, and all employees take responsibility for the safety of children and young people using our induction process and cultural staff training.
- During a new employee's induction, the Director or their delegate clearly explains that the Code of Conduct breaches will result in disciplinary action. Staff are also informed of this ongoing through internal training sessions.
- Staff are given support and information on what and how to report, including external bodies.
- Accessible procedures enable children, young people, staff and others to make complaints. These procedures include potential time frames, review processes and potential outcomes of complaints.
- Complaints are handled confidentially (see Complaints and Feedback Policy and Procedure).
- Processes are reviewed at regular intervals and after a complaint is received by *aspiring futures SA*
- Documents are treated confidentially, as required.

### **Standard 7. Staff are equipped with knowledge, skills and awareness to keep children safe through continual education and training**

- The Director or their delegate provides ongoing education and training opportunities for all staff, including:
  - knowledge, skills and confidence to prevent and identify real or potential harm, and
  - how to respond to and report complaints.
- Additional training is provided when higher risks towards a child or young person are involved, e.g. behaviour management
- The Director or their delegate is our Child Safety Officer and is responsible for all staff training.
- Training is regularly reviewed in response to emerging best practices.

### **Standard 8. Physical and online environments minimise the opportunity for abuse or other kinds of harm to occur**

- The Director or their delegate sets expectations regarding behavioural standards for staff when interacting with children and young people in physical and online environments.
- Risk assessments identify areas where staff have opportunities to interact with children and young people unsupervised, including one-off events and overnight accommodation.
- Physical environments are altered to increase natural sightlines while respecting a child and young person's right to privacy.
- Higher-risk areas such as cars, boarding facilities and offsite locations are managed using specific safety measures, such as spot checks.
- Children and young people are provided information regarding online safety and are regularly encouraged to tell staff about negative experiences.
- Staff and parents are provided information about risks in the online environment (e.g. online grooming, cyberbullying and sexting).

### **Standard 9. Implementation of Child Safety Standards is continually reviewed and improved**

- The Director or their delegate maintains a culture of continuous improvement to ensure that policies and procedures are implemented and routinely reviewed even though staffing may change.
- The Director understands the value of continuous monitoring, open conversations and exploring new ways to keep children safe.
- Our child-safe policies and practices are reviewed at least every two years.
- Staff refer to the Child Safe Standards when creating, reviewing or evaluating child-safe policies and procedures.
- Critical incidents are used to identify the root cause of a problem, identify risks to children and young people's safety, and improve (e.g. Incident Form(ConnectWave) and Continuous Improvement Register (ConnectWave)).
- Children and young people are supported to provide feedback which we will act on if required.

### **Standard 10 Policies and procedures document how the organisation is child safe**

- The Director or their delegate will ensure that policies and procedures are reviewed and compliant.
- *aspiring futures SA* acknowledges that we will be held accountable for our policies and procedures.
- Staff are trained and knowledgeable about organisation procedures, especially how they relate to child and young person's safety
- Staff, parents and carers are informed and have access to *aspiring futures SA* Child Safe Environments policies and procedures and complaint policy and procedure.

## Appendix C – Code of Conduct

I will

- Act following our child and young persons' safety and well-being policies and procedures.
- Behave respectfully, courteously, and ethically towards children, young people, families, and other staff.
- Listen and respond to the views and concerns of children and young people, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and well-being of all children and young people in the service.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children and young people.
- Create an environment that promotes and enables children and young people's participation and is welcoming, culturally safe and inclusive for all children, young people and their families.
- Involve children and young people in making decisions about activities, policies and processes that concern them.
- Contribute, where appropriate, to policies, discussions, learning and reviews about child and young person's safety and well-being.
- Identify and mitigate risks to children and young person's safety and well-being as required by our risk assessment and management policy or process.
- Respond to any concerns or complaints of the child or young person's harm or abuse promptly and in line with our services policy and procedure for receiving and responding to complaints.
- Report all suspected or disclosed child and young person harm or abuse required by *Children & Young People (Safety) Act 2017* and our policy and internal and external reporting procedure.
- Comply with our protocols on communicating with children.
- Comply with *Children & Young People (Safety) Act 2017* and these policies and procedures on record keeping and information sharing.
- Adhering to our Child Safe Environment Policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- Treating everyone (this includes staff, volunteers, students, children, young people and parents), including those of different race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes and religious beliefs with respect and honesty and ensure equity is upheld
- Being a positive role model to children and young people in all your conduct with them
- Setting clear boundaries about appropriate behaviour between yourself and the children and young people in your organisation – boundaries help everyone to understand their roles
- Listening and responding appropriately to the views and concerns of children and young people
- Ensuring another adult is always present or insight when conducting one to one coaching, instruction or other activity
- Being alert to children and young people who are or may be at risk of harm, and reporting this quickly to the Child Abuse Report Line (13 14 78)
- Responding quickly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian
- Encouraging children and young people to 'have a say' on issues that are important to them



I will not

- Engage in any unlawful activity with or concerning a child and young person.
- Engage in any activity that is likely to physically, sexually or emotionally harm a child or young person.
- Engage in rough physical games
- Develop any 'special' relationships with children and young people that could be seen as favouritism, such as the offering of gifts or special treatment
- Do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- Discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.
- Be alone with a child or young person unnecessarily.
- Arrange personal contact, including online contact, with children and young people I am working with for a purpose unrelated to our activities.
- Disclose personal or sensitive information about a child or young person, including images of a child or young person, unless the child, young person and their parent or legal guardian consent or unless I am required to do so by our policy and procedure on reporting.
- Use inappropriate language in the presence of children or young people, or show or provide children and young people with access to inappropriate images or material
- Work with children and young people while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed child or young person's harm or abuse.

If I notice or consider any person has breached this Code of Conduct, then I will

- Act to prioritise the best interests of children and young people.
- Take action promptly to ensure that children and young people are safe.
- Promptly report any concerns to my manager or Child Safety Officer, the Director or another manager or leader in *aspiring futures SA*.
- Follow policies and procedures for receiving and responding to complaints and concerns.
- Comply with SA requirements if relevant and with policy and procedure on internal and external reporting

I have read the Child Safe Environments Statement, Child Safety Standards, and this Code of Conduct and agree to abide by these requirements during my employment. I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment.

<b>Name</b>	
<b>Position</b>	
<b>Date</b>	

Adapted from Child Safety Organisations National Principles

## Appendix D - Risk Assessment risks and mitigation

Identified risks may include:

- Our culture is not child-safe focussed
- The organisation's current code of conduct is not role-related, targeted to our organisation, or is not circulated to or understood by staff and volunteers
- Children/young people do not feel included
- Children/young people and their families are not supported to report concerns, complaints and feedback
- Children/young people are physically touched by staff/volunteers to correct techniques (physiotherapy, occupational therapy)
- Children/young people have access to an unsafe online environment
- Organisational staff (including employees and volunteers) harm children/young people
- Third-party contractors (while delivering services for the organisation) harm children/young people
- Children/young people are not supported when harm occurs
- Recruitment of a "prohibited person" within the organisation or contracting with a third party that does not have a Not Prohibited with Children Check (WWCC) or a child-safe environments compliance statement (see Appendix A)
- Allowing a person to work with children or young people while the WWCC is being processed
- Organisational staff (including employees and volunteers) do not understand their obligations to report harm and risk to the Child Abuse Report Line and SA Police if a child/young person is at immediate risk or requires an internal reporting process before meeting legal obligations to report to CARL
- Use of power to hurt, scare or control children/young people
- Not allowing children/young people to participate in spiritual or religious practices that are important to them
- Children/young people are provided with unsupervised services
- The organisation holds overnight and/or offsite activities with children/young people
- Child safe environments compliance statement is not lodged with the Department of Human Services
- Taking images of children and young people
- Supervision of children and young people
- Physical environment
- Online communications between staff/volunteers and children/young people
- Protecting privacy and confidentiality
- Procedures for dealing with situations where a member is being investigated for or is charged with a serious criminal offence

Risk mitigation actions:

- Child-focused Code of Conduct is in place that sets the behavioural standards expected, including what happens when a breach occurs, is circulated to staff and volunteers and is displayed in public places
- Meet the requirements of Children and Young People (Safety) Act 2017 (which mandates child safe environments) and the Child Safety (Prohibited Persons) Act 2016 (which mandates Working with Children Checks)
- Strategies are in place to make sure that child safety (through the National Principles for Child Safe Organisations) is embedded across the organisation

- The organisation uses inclusive, developmentally appropriate language and resources to help children/young people to feel valued, respected and included
- Strategies to embed a child safe organisational culture are reviewed and updated regularly
- The Child Safe Environments Policy is reviewed at least every two years. When this happens, a new child safe environments compliance statement is lodged with the Department of Human Services
- Support through training and supervision is provided to organisational staff (including employees and volunteers) through:
  - Quarterly reviews
  - Seeking feedback from supervisors
  - Induction training – understanding of harm and risk of harm and how to report effectively
  - Regular supervision meetings are conducted to review practice and update where appropriate, and training provided that increases awareness
- Working with Children Checks (WWCC) ensures that people working with children and young people are assessed as suitable. Those who are not suitable (“Prohibited” WWCC) cannot work with children and young people in our organisation
- Recruitment processes, including undertaking referee checks to ensure the suitability of persons before they are employed/volunteer with our organisation, are completed
- When taking images of children and young people, must have the consent of the child or young person and parent/guardian consent required
- Complaints processes are in place and promoted to children, young people and their families to make sure that they feel safe reporting to the organisation
- Cyber safety and social media guidelines are in place and provided to all staff and volunteers
- Appropriate supervision is provided for all online activities
- Children and young people are to be supervised by parents/guardians at all times
- Our child-safe environments policies and procedures (including Code of Conduct) are made available to staff, volunteers, children, young people and their families in the Participant Orientation Pack
- Children, young people and their families are encouraged to participate in our organisation and provide feedback through surveys, questionnaires
- If children and young people are harmed, we support them and their families following the organisation’s reporting and responding to harm/risk of harm procedure which sets out the process for reporting to CARL and connecting those impacted with appropriate support services
- Staff, volunteers and contractors undertake training to understand their obligations to report harm and risk of harm (see 3.2 below)
- All staff, volunteers, and contractors must read the Child Safe Environments Policy, Code of Conduct, Child Safe Environments Mandatory Notification Information Booklet (see 3.2 below)
- Where physical contact is required, this is undertaken safely by explaining why contact is required and what will happen and asking the child/young person for their permission (or their family if this is more appropriate) before proceeding
- Staff, volunteers and contractors working with children and young people with disability must hold a valid Not Prohibited Working with Children Check (WWCC) even if they are working with children and young people less than seven days a year