

Standard 1

aspiring futures SA must make your safety our number one priority



We do this by:

- letting everyone know we are a **child-safe place**
- **always thinking** about child safety risks
- **giving** access to information about what we say and do
- putting plans in place to **manage safety risks**.



Our staff must undergo special Working with Children Checks and NDIS checks to keep you safe.

Our **staff are trained** to:

- **help you** if you feel unsafe
- be **responsible** for your safety
- **follow our rules**.



Our management will make sure you are safe by:

- showing everyone how to keep you safe
- making sure your happiness, safety and culture are respected
- making sure that everyone understands your rights to feel safe and heard

Standard 2

Children and young people are told about their rights, encouraged to speak up and are believed



We want to **hear** what you have to say.

We will **ask** you to help us make **decisions** to keep you **safe** and **reduce** any **risk** to you

We want you to tell us about the things:

- you **want and like**
- you **do not want** and **do not like**.



We want you to tell us if you have **been hurt** or feel **unsafe or scared**.

You can tell us about **your worries**.



We will **always listen to you**.

We will **help you** and keep you safe.

Standard 3

We work with and talk to your family and community to support you



We understand that **your family and community** are **important**.

We work with them to help you.

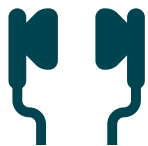


We share information with you and your family about your care and safety.

We **involve you and your family** in important decisions about your care and safety.



We **ask your family** and the **community** to tell us how we can **improve how we keep you safe**.



We always **listen to what they have to say**.

We **make changes** to our organisation based on their suggestions.

Standard 4

You are the centre of our actions; we support what makes your family special and treat you the same as everyone else.



We want you to:

- **feel proud** of your culture and family background
- always **be treated fairly**
- always **feel included**



Please tell us about your cultural differences.

We will **pay attention** to your **cultural needs** and always treat you fairly.

Tell us if you:

- Identify differently
- Have any sexual preferences
- Require support with how you see yourself



We will always **provide you with:**

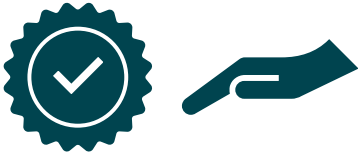
- **support**
- **information** about things that are important to you
- **ways to complain** about the support you receive



We want you to participate in and **enjoy our services and activities**.

Standard 5

We select suitable staff, and we support them to keep you safe.



We want you to know the following:

- our staff will keep you **safe**
- **we care** about you
- you can **trust us**
- can tell us **about anything** that upsets or scares you.

To keep you safe, our staff:

- understand that keeping children safe is important
- have been approved to work with children.



We **train all of our new staff**:

- in their child safety responsibilities
- in our **child safety rules**
- to understand our child safety focus.



We **supervise our staff** to help make sure they are:

- **following the safety rules**
- taking the **right steps to keep you safe.**



We provide our staff with regular **child safety training updates.**



Standard 6

We have ways to manage complaints and worries, so you are at the centre.



We want to support you in speaking up about anything that worries you.

We will:

- **look after you** and keep you safe
- will take **action to fix your problem.**



aspiring futures SA **takes complaints seriously.**

We **use them to learn and improve** the way we do things.



Our **staff are trained to handle and respond to complaints**, including child safety complaints.



We **manage all complaints quickly.**

We tell everyone involved how we will **fix the problem.**

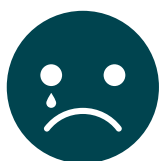
We will then act to fix the problem.

We want you to tell us if you:

- **are unhappy**
- **feel unsafe or scared**
- **have been hurt in any way.**



You will **never get into trouble** for **telling us how you feel** or about something that has happened to you.



If **someone hurts you**, we might need to tell someone else so they can **protect and help you.**

We might need to tell the police, CARL or the NDIS Commission.

Standard 7

We build the skills, abilities and confidence of our staff.



Our **staff have been trained** in ways to keep you **safe and protect you.**

Our staff will look after you, and if they think someone is hurting or has hurt you, they will act to ensure you are safe.



If you are **hurt**, our **staff know who to tell** to get you the help you need.

Standard 8

We will look at the online and physical risks so we can limit any harm to you.



We understand that you have the **right to privacy**. We want you to be able to **try new things in new places**.



We want you to tell us about the things that **make you feel safe or unsafe** when you visit us.



If you **go online**, we want you to tell us if things **do not feel safe or make you feel bad**.



To keep you safe, **we think and talk about all the things that could happen that might hurt you** when you work with us.

To **protect you, we will change things** that are unsafe or could hurt you.



We **supervise our staff** to check they follow our rules to keep you safe.

We will look at where **activities** happen to ensure the area is safe



We will always **listen to your worries if you feel unsafe**.

We will **make changes** so that you do feel safe.

Standard 9

We look at ways that we can continually improve our child safety practices.



We always look at the ways we are **keeping you safe**.

We always **try to improve** the ways we keep you safe.

To improve child safety, we:

- **learn** from our mistakes
- **listen** to feedback and complaints
- **make changes** to fix the mistakes and complaints.



Our Service Delivery Manager's job to:

- **review** how we keep you safe
- **find ways to improve** child safety.

The Service Delivery Manager makes sure **we make things better** by:

- fixing our policies and rules
- updating our rules
- training our staff in new steps to keep you safe.



Standard 10

Our policies and procedures aims to keep you safe.



Our **policies and procedures** are our **rules** to keep you safe.

These rules are based on the National Principles for Child Safe Organisations.

Our policies and procedures tell our staff:

- our rules to follow
- how to keep you safe
- how to report any safety risks.





We want you and your family to tell us how we could improve our rules.



If you do not feel that we are keeping you safe, then call the

Kids Helpline 1800 55 1800

Youth Helpline 1300 13 17 19