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CHILD SAFETY AND WELLBEING POLICY AND PROCEDURE

PURPOSE

The purpose of this policy is to:

1. Ensure an organisational culture of child safety
2. Demonstrate the strong commitment of our board, staff and volunteers to child safety
3. Demonstrate a zero-tolerance approach to child abuse within Neighbourhood Collective Australia- on its premises, at its events and activities
4. 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.
5. Provide a clear statement to all parties for appropriate behaviour with children.

POLICY STATEMENT

Neighbourhood Collective Australia (NCA) is committed to promoting and protecting at all times the best interests of children involved in its programs or attending its premises. NCA has zero tolerance of child abuse. NCA supports and respects all children, and does not tolerate any discriminatory practices.

Everyone working at NCA is responsible for the care and protection of the children at our programs, events and premises and for reporting information about suspected child abuse. This includes any events and activities run by other organisations at NCA premises and events and activities NCA is supporting or organising, whether at our own premises or off-site. Child protection is a shared responsibility between NCA, all employees, volunteers, contractors, employees and volunteers of partner organisations, associates and members of NCA.

All NCA employees, volunteers and contractors (hereafter called "staff") will abide by this policy. Other organisations who are working with children on NCA premises will either have their own Child Safety Policy, which they will abide by, or will abide by NCA's policy.

NCA is committed to:

- The cultural safety and participation of Aboriginal children and their families
- The cultural safety and participation of children and families from migrant and refugee backgrounds



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- Providing a safe environment for, and participation of, children and families living with a disability
- Ensuring that events promote the inclusion of children of all abilities
- Providing a safe environment for, and participation of, children and families who are same-sex attracted, intersex, non-binary and gender diverse
- Ensuring families and our community are informed and involved in promoting child safety and wellbeing
- Supporting children to be empowered and have genuine opportunities to make decisions about things that affect them

RESPONSIBILITY

The **Board** has ultimate responsibility for the detection and prevention of child abuse and is responsible for ensuring that appropriate and effective internal control systems are in place. The Board is also responsible for ensuring that appropriate policies and procedures are in place.

It is the responsibility of the **Chief Executive Officer (CEO)** to:

- Ensure that all parties are aware of this policy and their obligations, including obligations to report suspected abuse
- Educate staff about the prevention and detection of child abuse
- Assess the risk of child abuse within their area of control and eradicate / minimise any risk to the extent possible
- Ensure that any breaches of this policy coming to the attention of management are dealt with appropriately
- Deal with and investigate reports of child abuse
- Report incidences to the Board.

It is the responsibility of the **Child Safety Officer** to:

- Be the point of contact for any concerns or questions about child safety
- Promote child safety at all times
- Facilitate the reporting of any inappropriate behaviour or suspected abusive activities.

All **NCA staff** share the responsibility for the prevention and detection of child abuse, and must:

- Familiarise themselves with NCA's policy and procedures in relation to child protection, and comply with all requirements
- Report any suspicion that a child's safety may be at risk or of potential grooming behaviour to the Child Safety Officer
- With support from the Child Safety Officer or the CEO, report any reasonable belief that a child's safety is at risk to the relevant authorities (such as the police and / or



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Department of Families, Fairness and Housing) and fulfil their obligations as mandatory reporters

- Provide an environment that is supportive of all children’s cultural, emotional and physical safety.

DEFINITIONS

Child means a person below the age of 18 years unless, under the law applicable to the child, majority is attained earlier.

Child protection means any responsibility, measure or activity undertaken to safeguard children from harm.

Child abuse means all forms of physical abuse, emotional ill-treatment, sexual abuse and exploitation, neglect or negligent treatment, commercial (e.g. for financial gain) or other exploitation of a child and includes any actions that results in actual or potential harm to a child. It also includes a child being exposed to, our witnessing, family violence.

Child sexual assault is any act which exposes a child to, or involves a child in, sexual processes beyond his or her understanding or contrary to accepted community standards. Sexually abusive behaviours can include the fondling of genitals, masturbation, oral sex, vaginal or anal penetration by any body part or object, fondling, voyeurism, exhibitionism, and exposing the child to or involving the child in pornography. It includes child grooming, which refers to actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child to lower the child’s inhibitions in preparation for sexual activity with the child.

Grooming is when a person engages in predatory conduct to prepare a child or young person for sexual activity at a later time. Grooming can include communicating and/or attempting to befriend or establish a relationship or other emotional connection with the child or their parent/carer. Young people are often 'groomed' before they are sexually abused. At first they may be tricked into thinking they are in a safe and normal relationship so they may not know it’s happening or may feel they have no choice but to be abused.

Reasonable grounds for belief is a belief based on reasonable grounds that child abuse has occurred when all known considerations or facts relevant to the formation of a belief are taken into account and these are objectively assessed. Circumstances or considerations may include the source of the allegation and how it was communicated, the nature of and details of the allegation, and whether there are any other related matters known regarding the alleged perpetrator.

Staff includes any employee, volunteer contractor of NCA.

A reasonable belief is formed if a reasonable person believes that:

- (a) The child is in need of protection,
- (b) The child has suffered or is likely to suffer “significant harm as a result of physical injury”,



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- (c) The parents are unable or unwilling to protect the child.

A 'reasonable belief' or a 'belief on reasonable grounds' is not the same as having proof, but is more than mere rumour or speculation.

A 'reasonable belief' is formed if a reasonable person in the same position would have formed the belief on the same grounds. For example, a 'reasonable belief' might be formed if:

- a) A child states that they have been abused;
- b) A child states that they know someone who has been abused (sometimes the child may be talking about themselves);
- c) Someone who knows a child states that the child has been abused;
- d) Professional observations of the child's behaviour or development leads a professional to form a belief that the child has been abused or is likely to be abused; and/or
- e) Signs of abuse lead to a belief that the child has been abused.

Volunteer is someone who works for NCA in an unpaid capacity. Volunteers have clear, agreed duties and regular work hours. Volunteers do not include activity participants or community members who may help in an ad-hoc way, e.g. washing dishes after a community lunch.

EMPLOYMENT OF NEW PERSONNEL

NCA applies best practice standards in the recruitment and screening process for all staff. This process aims to:

- Promote and protect the safety of all children under the care of the organisation
- Identify the safest and most suitable people who share NCA's values and commitment to protect children
- Assess the training, guidance and supervision required for the position and the current resources available to meet these requirements
- Prevent a person from working or volunteering at NCA if they pose a risk to children.

Employment advertising will include NCA's commitment to child safety and wellbeing. Position descriptions will set clear expectations about the role's requirements, duties and responsibilities regarding child safety and wellbeing. Paid staff will apply for a position via a written application and face to face interview. All volunteers will undertake a face to face interview. Two forms of identity must be checked at volunteer and staff interviews, including one with a photograph. At least one phone reference check will be conducted with all staff and volunteers, with identity and



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employment history verified. All staff and volunteers over the age of 18 will undergo a Working with Children's Check. All staff will additionally undergo a Police Check. WWC Checks and Police Checks will be cited prior to commencement.

Once engaged, all staff and volunteers will receive an induction which explains their responsibilities to children. Employees/volunteers must review and acknowledge their understanding of the Child Safety Policy. All employees/volunteers will sign the *Code of Conduct* as part of their induction process. (See Policies and Procedures Manual).

Ongoing education and training will be provided to all staff and volunteers to ensure that they are able to:

- Implement the organisation's child safety and wellbeing policy
- Recognise indicators of harm (including harm caused by other children and young people)
- Respond effectively to child safety issues and concerns and report colleagues who disclose harm.

RISK MANAGEMENT

NCA will ensure that child safety is a part of its overall risk management approach. NCA staff and management will proactively assess and manage risks to children in our programs (and in the communities in which we work) to reduce the risk of harm. NCA will implement new preventative measures when gaps are identified.

Risk will be assessed and managed with consideration of:

- Environmental risks (e.g. areas where children are unable to be properly supervised)
- Online risks
- Vulnerability risks

NCA will undertake a yearly child safety risk management review.

INCLUDING CHILDREN, FAMILIES AND COMMUNITY IN DECISION MAKING

Parents/carers will be involved in decisions about their children. New activities will involve co-design elements with parent/carers, children and community. Parents are always welcome to stay and observe or be involved in activities involving their children. Prior to a child's involvement in an activity where the parent/carer might not be present, parents/carers will be given:

- Written and verbal information about activities their child is involved in
- A consent form to complete



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- A copy of the Child Safety Statement, including how to make a complaint

Copies of relevant documents will be available on our websites and will be provided by email or in hard copy upon request by any community member. This includes:

- The Child Safety Statement
- Staff/volunteer Code of Conduct
- Child Safety Checklist
- Child Safety Policy and Procedure
- Feedback, Compliments and Complaints form
- Feedback and Complaints Policy and Procedure

In activities aimed at children, programming will include:

- Discussion about their rights, including around safety, access to information and participation
- Opportunities to create friendships with peers
- Opportunities to make decisions affecting them and contribute to program planning and design

Families and our community will have opportunities to be involved in the development and review of NCA's child safety policies and practices. This will be via a range of mechanisms, including feedback and complaints mechanisms, community consultations and information on our websites and in our newsletter.

MANAGEMENT OF NCA PREMISES

A full site inspection, including of toilets, will be undertaken on the following occasions:

- At the beginning of each day
- When arriving at the premises when no-one else is there
- At the end of each day.

When undertaking a site check, staff/volunteers are checking who is on-site and that all building/rooms are locked unless being used.

All buildings and rooms will be kept locked unless in use.

Gardens and grounds will be kept tidy and open with regular working bees to ensure minimal "hidden" areas.

The NCA code of conduct and contact details for the Child Safety Officer will be clearly visible on NCA premises.



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PROCEDURE FOR CONDUCTING ACTIVITIES AND EVENTS

No adult will be alone with a child on NCA premises or at NCA activities (unless they are the child's parent or guardian). Adults interacting with children should be within a clear line of vision of others at all times.

All activities involving children require at least two adults to be present on the NCA site. This includes events that specifically cater to children as well as those where children are likely to attend (for example "the Living Room" or a working bee).

All activities, whether with children or not, have an "open door" policy, where NCA staff are welcome to attend and observe at any time.

NCA staff will undertake regular "walk throughs" of activities in order to promote a culture of openness and shared responsibility.

In the event that an employee/volunteer needs to talk to a child one-on-one, they will do this in a public space that is visible to other adults (e.g. the community garden).

NCA staff will endeavour to include all children and parents/carers in activities. However if a child or parent/carer's behaviour is disruptive or puts themselves or others at risk of harm, they may be excluded from activities.

EVENTS/ACTIVITIES WITH CHILDREN UNDER FIVE YEARS OF AGE

Events/activities involving children under five years of age will require a parent/carer to remain on the NCA premises. Toileting, dressing, feeding and other caring activities will only be undertaken by the parent/carer. If parents are on the premises but not directly caring for children (e.g. a volunteer is supervising children in the garden) a ratio of one adult to every four children will be observed.

EVENTS/ACTIVITIES WITH CHILDREN AGED FIVE TO 18

Events/activities involving children aged 5 and over do not require parents/carers to remain with their child. Where parents/carers can leave their children:

- The event will have an information sheet for parents and an enrolment form, which will include media consent. See information sheet and enrolment form templates, attached.
- An attendance list will be used at each session, including signing in and out space. See information sheet and enrolment form templates, attached.
- Parents/carers will be informed who is supervising their child, who that person reports to and their organisational affiliation.



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- Children nine and under must be signed out by a responsible adult who is listed on their enrolment form.
- Parents/carers will be informed that they are welcome to attend and observe activities at any time.
- A ratio of one adult to every 10 children will be observed.
- Children who are old enough to not need to be signed out by an adult (ages 10 to 18) will not be left alone on NCA premises after an event/activity has finished. For example, if after an event young people are socialising in the community garden, at least two employees/volunteers must be present or young people must be asked to leave the premises.

EVENTS/ACTIVITIES NOT ON NCA PREMISES

Any NCA activities or events that are being undertaken off-site must comply with these procedures.

In an employee/volunteer drives a child to/from an activity, there must be at least two children or a second adult in the car at all times.

NCA activities do not include casual, friendship-based activities that may arise from relationships developed during NCA activities (for example: play dates between children, birthday parties). In such circumstances parents are responsible for their children's own safety and for making their own decisions about who they leave their children with.

EVENTS/ACTIVITIES ON NCA PREMISES RUN BY OTHER GROUPS AND ORGANISATIONS

Anyone booking hall hire for NCA premises will be asked whether they will be working with children. If they are, they will be asked whether they have their own Child Safety Policy, and if not, they will be asked to abide by NCA's policy.

REPORTING

Any staff who suspects abusive activity must immediately notify their supervisor. The staff member will discuss the matter with the Child Safety Officer to determine if there are reasonable grounds for belief of abuse. If, after discussion with the Child Safety Officer, the staff member believes there are reasonable grounds for belief of abuse then that person, with the support of the Child Safety Officer, must report the matter. Where the suspected abuse is occurring within the home, the report will be made to the Child Protection Unit of the Department of Families, Fairness and Housing. Where the suspected abuse is occurring outside the home, including when a staff member, volunteer or contractor is suspected, the report will be made to the police. The Child Safety Officer will also report the matter to the CEO.



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NOTE: The reporter is not required to prove that abuse has occurred.

On making a report, an *Incident Report* will be completed. (See Policies and Procedures Manual).

In situations where the Child Safety Officer is suspected of involvement in the activity, or if the person having the suspicion does not believe that the matter is being appropriately addressed or dealt with, the matter should be reported to the CEO or the Board.

All reports of suspected child abuse, including those made using feedback and complaints mechanisms, will be recorded on an Incident Report. NCA will maintain confidentiality and privacy for children and families in accordance with legislation and NCA's Privacy, Confidentiality and Record Management Policy and Procedure. Records will be retained for seven years.

INVESTIGATING

If Child Protection or the Police decide to conduct an investigation of a report, all staff member must co-operate fully with the investigation.

Where there is suspected abusive behaviour or misconduct of staff, the CEO will consult with the authorities to determine whether an internal investigation is appropriate. If it is decided that such an investigation will not conflict with any proceeding of the authorities, the CEO may decide to conduct such an investigation. All staff members must co-operate fully with the investigation.

While investigations are underway, the person under investigation will not have contact with the alleged victim and may be asked to step down from all duties.

RESPONDING

If it is alleged that an staff member may have committed an offence or have breached the organisation's policies or its Code of Conduct, the person concerned may be stood down (with pay, where applicable) while an investigation is conducted.

If the investigation concludes that on the balance of probabilities an offence (or a breach of the organisation's policies or Code of Conduct) has occurred then disciplinary action may follow, up to and including dismissal or cessation of involvement with the organisation. The findings of the investigation will also be reported to any external body as required.

If the investigation concludes that on the balance of probabilities an offence (or a breach of the organisation's policies or Code of Conduct) has **not** occurred the individual will be reinstated and every effort will be made to support the person to take up their normal duties.



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Risks to child safety that are identified will be reviewed and incorporated into a risk management plan. Any findings of reviews of child safe practices will be reported to staff and volunteers, community and families and children and young people.

RELATED DOCUMENTS

NCA Code of Conduct

NCA Incident Report Form

NCA Feedback and Complaints Policy and Procedure

NCA information sheet and consent form

NCA Child Safety Checklist

NCA Child Safety Statement

NCA Child Safety Statement- for children

NCA Risk Management Plan Template

NCA Privacy, Confidentiality and Record Management Policy and Procedure

NCA Recruitment and Induction Policy and Procedure

Children, Youth and Families Act 2005 (as amended 2014)

Failure to Disclose 2014

The Charter of Human Rights and Responsibilities Act 2006

Working with Children Act 2005

Child Wellbeing and Safety Act 2005

Victorian Child Safe Standards

DOCUMENT CONTROL

This document will be reviewed at least every two years.

Version: 1	Approved by board on: May 2021
Written by: Kate Steenvoorden	Scheduled review date: Dec 2021 (NB new Child Safety Standards)
<i>If updated</i>	
Changes made:	
Update by:	



APPENDIX 1: CHILD SAFETY STATEMENT



CHILD SAFETY STATEMENT

Neighbourhood Collective Australia is the legal body for the Old Church on the Hill and all its activities and programs.

Neighbourhood Collective Australia is committed to upholding child safety throughout all Neighbourhood Collective Australia and Old Church on the Hill activities. We are committed to the safety, wellbeing, participation and empowerment of all children and young people.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We also adhere to legal and moral obligations to contact authorities when we are worried about a child's safety.

Neighbourhood Collective Australia is committed to preventing child abuse, identifying risks early and removing and reducing these risks. Neighbourhood Collective Australia has robust human resources and recruitment practices to reduce the risk of child abuse by new and existing board members, staff and volunteers. We regularly train and educate our board members, staff and volunteers on child abuse risks.

We support and respect all children and are committed to:

- The cultural safety of Aboriginal children and their families
- The cultural safety of children and families from migrant and refugee backgrounds
- Providing a safe environment for children and families with a disability
- Providing a safe environment for children and families who are same-sex attracted, intersex, non-binary and gender diverse.

We have specific policies and procedures in place that support our board members, staff and volunteers to achieve these commitments.

If you have a concern about a child's safety please contact:

Rose Vincent, CEO on 0458290402 or rose@collective.org.au. You can also get in touch with Rose if you'd like a copy of our Child Safety Policy or our Feedback and Complaints Policy.



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APPENDIX 2: CHILD SAFETY STATEMENT FOR CHILDREN

KIDS ON THE HILL WELCOMING AND SAFE

At the Old Church on the Hill we want all children and young people to be safe, welcome and able to participate. We encourage children and young people to make decisions and help shape the activities that happen here.

At the Old Church on the Hill we care for:

- Each other
- Ourselves
- Others
- The space

If you ever feel uncomfortable or unsafe at the Old Church on the Hill, please tell a trusted adult. Or you can talk to Rose: 0458290402 or rose@collective.org.au.



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APPENDIX 3: CODE OF CONDUCT

Neighbourhood Collective Australia is the auspicing body for all the Old Church on the Hill and all its activities and programs. This this code of conduct applies to all activities and programs run under the names “Neighborhood Collective Australia (NCA)” and “the Old Church on the Hill (OCH)”.

All NCA and OCH staff, volunteers and contractors must follow this code of conduct. Hereafter these individuals will be referred to as “employees/volunteers”).

GENERAL BEHAVIOUR

All employees/volunteers will:

1. Be kind, considerate and honest with others
2. Be welcoming and professional in carrying out their duties
3. Follow the directions of their supervisor
4. Treat all community members fairly and with respect regardless of their the nationality, beliefs, opinions, ethnicity, culture, religion, gender, sexual orientation, ability and age
5. Report any incidences of unfair or unequal treatment that they witness
6. Maintain a duty of care towards others involved in NCA events and activities
7. Operate within the policies and guidelines of NCA.

No person will:

1. Undertake work or volunteering duties while under the influence of alcohol or illegal drugs
2. Discriminate against or make negative comments about another person or group of people based on their race, culture, religion, gender, sexual orientation, age or ability
3. Act in a way that brings NCA or its mission into disrepute.

WORKING WITH CHILDREN

The term child is used for anyone under 18 years of age.

When working with children, all employees/volunteers will:

1. Establish and maintain a child-safe environment in the course of their work
2. Treat children with respect and value their autonomy, cultural identity, ideas and opinions
3. Act as positive role models in their conduct with children



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4. Respect the parenting styles and decisions of parents and carers and be non-judgemental in their approach
5. Ensure that adults are not left alone with a child (not including parent/carers with their own children)
6. Report any suspected abuse to a supervisor and contact the police if a child is at immediate risk of abuse (telephone 000).

No person will:

1. Shame, humiliate, oppress, belittle or degrade children
2. Engage in any activity with a child that is likely to physically or emotionally harm them
3. Raise their voice at a child
4. Use physical force to guide a child's behaviour
5. Initiate unnecessary physical contact with a child, or do things of a personal nature for them that they can do for themselves
6. Develop a 'special' relationship with a child for their own needs
7. Show favouritism through the provision of gifts or inappropriate attention
8. Arrange contact, including online contact, with children or young people outside of the organisation's programs and activities, without prior permission from a supervisor
9. Photograph or video a child without the consent of the child and his/her parent or guardian
10. Engage in open discussions of a mature or adult nature in the presence of children
11. Use inappropriate language in the presence of children.

BREACHES OF THE CODE OF CONDUCT

If you breach this Code of Conduct you will face disciplinary action, including and up to termination of employment or cessation of engagement with NCA

I have read this Code of Conduct and agree to adhere to it at all times:

Name:

Signature:

Date:



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APPENDIX 4: CHILD SAFETY CHECKLIST

When organising an activity or event:

- Will parents be able to leave children?
- Do we have an information sheet, enrolment form and attendance list?
- How many employees/volunteers do we need? Ratios?
- *Check policy for guidance on the above points*
- Do you know where the first aid kit is?
- Do you have NCA's emergency contact details?

When an activity/event starts:

- Site inspection: hazards, anyone who is on the premises who shouldn't be
- Lock any buildings/rooms not being used
- Complete attendance list- sign in for children being left by parents

During activity/events:

- Be aware of other groups arriving on the premises
- Children under five to be taken back to parents for toileting/personal care
- Have fun!

When an activity/event ends:

- Sign children out
- Be aware of who has been "picked up" and any older children (XX to 18) who may still be on the premises
- Site inspection
- Lock any buildings/rooms not being used
- Ensure all children are in the care of a responsible adult or have left the premises prior to employees/volunteers leaving



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APPENDIX 5: INCIDENT REPORT

Incident details

If you believe a child is at immediate risk of abuse phone 000.

To call Child Protection call 1300 664 977 or after hours call 13 12 78

Date of incident	
Time of incident	
Location of incident	
Name(s) of participant/s community member/s involved	
Name(s) of staff/volunteers involved	
Name of anyone else involved	
Any relevant contact details	
What kind of incident are you reporting (<i>e.g. safety hazard in office, car accident of staff member, suspected abuse of child</i>)	
What did you see?	
Other information	



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What response has been undertaken – if any?

--

What other actions need to be undertaken?

--

Other comments

--

Report completed by	
Date report completed	
Report submitted to	

Please submit the report to your supervisor



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APPENDIX 6: STANDARDS AND PRINCIPLES

Child Safe Standard 1 – Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued

In complying with Child Safe Standard 1, an organisation must, at a minimum, ensure:

- 1.1 A child's ability to express their culture and enjoy their cultural rights is encouraged and actively supported.
- 1.2 Strategies are embedded within the organisation which equip all members to acknowledge and appreciate the strengths of Aboriginal culture and understand its importance to the wellbeing and safety of Aboriginal children and young people.
- 1.3 Measures are adopted by the organisation to ensure racism within the organisation is identified, confronted and not tolerated. Any instances of racism are addressed with appropriate consequences.
- 1.4 The organisation actively supports and facilitates participation and inclusion within it by Aboriginal children, young people and their families.
- 1.5 All of the organisation's policies, procedures, systems and processes together create a culturally safe and inclusive environment and meet the needs of Aboriginal children, young people and their families.

Child Safe Standard 2 – Child safety and wellbeing is embedded in organisational leadership, governance and culture

In complying with Child Safe Standard 2, an organisation must, at a minimum, ensure:

- 2.1 The organisation makes a public commitment to child safety.
- 2.2 A child safe culture is championed and modelled at all levels of the organisation from the top down and bottom up.
- 2.3 Governance arrangements facilitate implementation of the child safety and wellbeing policy at all levels.
- 2.4 A Code of Conduct provides guidelines for staff and volunteers on expected behavioural standards and responsibilities.
- 2.5 Risk management strategies focus on preventing, identifying and mitigating risks to children and young people.
- 2.6 Staff and volunteers understand their obligations on information sharing and recordkeeping.

Child Safe Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously

In complying with Child Safe Standard 3, an organisation must, at a minimum, ensure:

- 3.1 Children and young people are informed about all of their rights, including to safety, information and participation.
- 3.2 The importance of friendships is recognised and support from peers is encouraged, to help children and young people feel safe and be less isolated.



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3.3 Where relevant to the setting or context, children and young people are offered access to sexual abuse prevention programs and to relevant related information in an age appropriate way.

3.4 Staff and volunteers are attuned to signs of harm and facilitate child-friendly ways for children and young people to express their views, participate in decision-making and raise their concerns.

3.5 Organisations have strategies in place to develop a culture that facilitates participation and is responsive to the input of children and young people.

3.6 Organisations provide opportunities for children and young people to participate and are responsive to their contributions, thereby strengthening confidence and engagement.

Child Safe Standard 4 – Families and communities are informed, and involved in promoting child safety and wellbeing

In complying with Child Safe Standard 4, an organisation must, at a minimum, ensure:

4.1 Families participate in decisions affecting their child.

4.2 The organisation engages and openly communicates with families and the community about its child safe approach and relevant information is accessible.

4.3 Families and communities have a say in the development and review of the organisation's policies and practices.

4.4 Families, carers and the community are informed about the organisation's operations and governance.

Child Safe Standard 5 – Equity is upheld and diverse needs respected in policy and practice

In complying with Child Safe Standard 5, an organisation must, at a minimum, ensure:

5.1 The organisation, including staff and volunteers, understands children and young people's diverse circumstances, and provides support and responds to those who are vulnerable.

5.2 Children and young people have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand.

5.3 The organisation pays particular attention to the needs of children and young people with disability, children and young people from culturally and linguistically diverse backgrounds, those who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people.

5.4 The organisation pays particular attention to the needs of Aboriginal children and young people and provides/promotes a culturally safe environment for them.

Child Safe Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

In complying with Child Safe Standard 6, an organisation must, at a minimum, ensure:

6.1 Recruitment, including advertising, referee checks and staff and volunteer pre-employment screening, emphasise child safety and wellbeing.

6.2 Relevant staff and volunteers have current working with children checks or equivalent background checks.



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6.3 All staff and volunteers receive an appropriate induction and are aware of their responsibilities to children and young people, including record keeping, information sharing and reporting obligations.

6.4 Ongoing supervision and people management is focused on child safety and wellbeing.

Child Safe Standard 7 – Processes for complaints and concerns are child focused

In complying with Child Safe Standard 7, an organisation must, at a minimum, ensure:

7.1 The organisation has an accessible, child focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report.

7.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.

7.3 Complaints are taken seriously, and responded to promptly and thoroughly.

7.4 The organisation has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement.

7.5 Reporting, privacy and employment law obligations are met.

Child Safe Standard 8 – Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training

In complying with Child Safe Standard 8, an organisation must, at a minimum, ensure:

8.1 Staff and volunteers are trained and supported to effectively implement the organisation's child safety and wellbeing policy.

8.2 Staff and volunteers receive training and information to recognise indicators of child harm including harm caused by other children and young people.

8.3 Staff and volunteers receive training and information to respond effectively to issues of child safety and wellbeing and support colleagues who disclose harm.

8.4 Staff and volunteers receive training and information on how to build culturally safe environments for children and young people.

Child Safe Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

In complying with Child Safe Standard 9, an organisation must, at a minimum, ensure:

9.1 Staff and volunteers identify and mitigate risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities.

9.2 The online environment is used in accordance with the organisation's Code of Conduct and child safety and wellbeing policy and practices.

9.3 Risk management plans consider risks posed by organisational settings, activities, and the physical environment.

9.4 Organisations that contract facilities and services from third parties have procurement policies that ensure the safety of children and young people.



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Child Safe Standard 10 – Implementation of the Child Safe Standards is regularly reviewed and improved

In complying with Child Safe Standard 10, an organisation must, at a minimum, ensure:

- 10.1 The organisation regularly reviews, evaluates and improves child safe practices.
- 10.2 Complaints, concerns and safety incidents are analysed to identify causes and systemic failures to inform continuous improvement.
- 10.3 The organisation reports on the findings of relevant reviews to staff and volunteers, community and families and children and young people.

Child Safe Standard 11 – Policies and procedures document how the organisation is safe for children and young people

In complying with Child Safe Standard 11, an organisation must, at a minimum, ensure:

- 11.1 Policies and procedures address all Child Safe Standards.
- 11.2 Policies and procedures are documented and easy to understand.
- 11.3 Best practice models and stakeholder consultation informs the development of policies and procedures.
- 11.4 Leaders champion and model compliance with policies and procedures.
- 11.5 Staff and volunteers understand and implement policies and procedures.

APPENDIX 7: INDICATORS OF CHILD ABUSE

Abuse Type	Indicators
Physical	<ul style="list-style-type: none"> • Disclosure of abuse • Bruises, burns, sprains, dislocations, bites, cuts. • Pressure marks from fingers • Bite marks • Location and extent of injury do not fit the explanation given • Fractured bones, especially in an infant where a fracture is unlikely to occur accidentally • Poisoning • Internal injuries • Showing wariness or distrust of adults. • Wearing long sleeved clothes on hot days (to hide bruising or other injury) • Demonstrating fear of parents and of going home; running away • Becoming fearful when other children cry or shout



	<ul style="list-style-type: none"> • Being excessively friendly to strangers • Being very passive and compliant
Sexual Abuse and Exploitation	<ul style="list-style-type: none"> • Disclosure of abuse • Complaining of headaches or stomach pains • Experiencing problems with schoolwork • Sexually transmitted infections • Genital injuries • Bleeding • Bite marks • Pregnancy • Displaying sexual behaviour or knowledge which is unusual for the child's age • Excessive masturbation which doesn't respond to boundaries • Showing behaviour such as frequent rocking, sucking and biting • Experiencing difficulties in sleeping • Persistent soiling or bed wetting • Having difficulties in relating to adults and peers • Unexplained absences, unexplained gifts or money
Emotional	<ul style="list-style-type: none"> • Disclosure of abuse • Developmental delays • Displaying low self esteem • Tending to be withdrawn, passive, tearful • Displaying aggressive or demanding behaviour • Being highly anxious • Showing delayed speech • Fear of the dark, sleep disturbances • Acting like a much younger child, e.g. soiling, wetting pants • Displaying difficulties in relating to adults and peers • Avoiding home • Running away
Neglect	<ul style="list-style-type: none"> • Disclosure of neglect • Frequent hunger • Malnutrition • Poor hygiene • Inappropriate clothing, e.g. Summer clothes in winter • Left unsupervised for long periods



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	<ul style="list-style-type: none">• Medical needs not attended to; ill more than average• Abandoned by parents• Stealing food• Staying at school outside school hours• Often being tired, falling asleep in class• Abusing alcohol or drugs• Displaying aggressive behaviour• Not getting on well with peers
Family Violence	<ul style="list-style-type: none">• Disclosure of family violence• Physical injuries• Concentration difficulties• Adjustment difficulties• Anxious or nervous• Depression• Fear of a parent or partner of parent• Isolation from friends and family• Unusual absences• Fear of conflict• Violent outbursts• Aggressive language• Headaches, abdominal pain, stuttering.