

P9.25 Safeguarding Children and Young People

1. Important information about this policy

Twenty10 is committed to child safety and wellbeing and the promotion and protection of children's rights by the organisation and its leadership.

Twenty10 believes that all children and young people have the right to be themselves and reach their potential in environments that are respectful, caring, empowering and safe.

Twenty10 abhors any form of child/young person abuse including emotional, physical, sexual abuse or neglect and considers it unacceptable under any circumstances.

Twenty10 has a legal and ethical responsibility to protect children and young people from harm and ensure any incidents of suspected child abuse are dealt with in a prompt and appropriate manner.

The ages of people accessing face to face services of Twenty10 incorporating GLCS NSW may include children and young people as young as twelve years of age. The QLife phone and web counselling service has no age restriction nor can age be verified; therefore, it must be assumed that children under 12 years of age may access the service.

This policy provides a summary of our different organisational systems, and how they encompass client safety and wellbeing.

The organisation will:

- promote and comply with the National Child Safety Framework;
- meet best practice standards in child safety and protection;
- ensure the physical and online environments are safe for children, young people and other service users;
- conduct thorough screening of both staff and volunteers;
- assist and support service users to assess and manage risks;
- provide all staff with information and training on child safety, mandatory reporting, risk management and duty of care;
- ensure that clients are protected from abuse or neglect, and that any incidents of harm are promptly addressed and investigated;
- provide staff induction and training and regularly review staff levels to ensure appropriate levels of care;
- ensure all services and practises for young people or children are age appropriate.

2. Procedures

2.1 Child protection

The organisation supports the right to safety of children who use our service. This includes following [P10.1 Risk management and acknowledgement].

Twenty10 has a duty of care to implement prevention strategies that include suitable

recruitment screening processes and protocols for identifying the risk indicators for abuse and neglect. It is the responsibility of the organisation to minimise the risk of abuse (sexual assault, physical, emotional, financial) and neglect to service users.

Any suspected or reported allegations of abuse or neglect will be dealt with promptly [within 24 hours] and investigated and responded to in accordance with [P09.9 Managing complaints].

The organisation will have a suitably trained and experienced staff member delegated as Child Protection Officer.

2.1.1 Risk of harm report or complaint

All reports of risk of harm, whether or not they are made to the Department of Communities and Justice (DCJ), must be reported to the Child Protection Officer immediately (or the Co-Executive Director(s) in their absence).

Staff, volunteers, and students who work with children and young people are encouraged to report any incident, no matter how small, to the Child Protection Officer. A small incident can then be treated differently if it's part of a larger pattern.

See more on complaints see 2.10 Dealing with complaints.

2.1.2 Mandatory reporting

The Child Protection Officer will review the incidents and raise them in the Executive team meeting.

The decision to make a formal report to DCJ is based on advice from the [Mandatory Reporter Guide](#). The outcome of the Mandatory Reporter Guide is recorded in the [Register of child protection](#).

QLife staff must follow any processes around Child Safety or Mandatory Reporting policies from the QLife national team.

2.2 Safe physical and online environments

It is the responsibility of Twenty10 to promote and manage child safety and wellbeing in physical and online environments to reduce the risk of harm to service users.

The organisation will meet reasonable community standards, and comply with all legal requirements affecting the physical and environmental safety of clients. This includes fire safety and public health requirements. The organisation implements an annual review process and update their compliance with community standards and legal requirements.

The organisation supports the right to age-appropriate information being presented to all children and young people who use our service. We ensure that any activities intended for an older audience (for example, workshops on sexual health) are:

- Promoted with the minimum age and maximum age for participants;

- Attended only by people in the intended audience with evidence of age verified and recorded.

The organisation is a drug- and alcohol-free space, which further supports the safety of children and young people who use our service.

- Child safety is a standing agenda item at staff meetings and staff are encouraged to ask questions and contribute to the continuous improvement of child safe policies, procedures and practices in the workplace

The organisation will comply with fire risk management guidelines which outline specific requirements relating to building construction, furnishings, smoke detection systems, fire extinguishing equipment, means of exit, fire prevention, fire safety management, evacuation capability, fire and emergency evacuation plans, emergency procedures and maintenance of essential fire safety services. Staff must be trained in relation to these guidelines. It is the responsibility of the Office and Administration Manager to ensure that compliance requirements are met.

The organisation will promote cultural safety for everyone in all physical and online environments, including through the Safer Space Guidelines and numerous policies including [P09.6 Service User Rights and Responsibilities], [P05.6 Professional ethics and conduct], [P09.10 Duty of Care], [P09.8 Service user and stakeholder feedback], [P10.1 Risk management and acknowledgement].

QLife staff must follow any processes around Child Safety or Mandatory Reporting policies from the QLife national team.

2.2.1 Risk assessment and management - physical environments

Risks are identified and managed as per [P10.1 Risk management and acknowledgement]. Contractors on-site at any Twenty10 space must be logged, and ideally only be onsite when no children are onsite (e.g. outside of Drop In hours, when not service users onsite for meetings or groups are children).

When assessing risks, staff will consider potential risk scenarios in all organisational activities and settings, including any potential adult to child interactions and any potential child to child interactions.

A risk assessment will be undertaken by staff jointly with clients at each stage of care.

Service users are supported to identify and manage risks in their own environment and in any activities they undertake by:

- Providing information on Child Safety, risk management and rights and responsibilities via the website
- Scheduled consultations to identify and discuss potential risks, review child safety and risk related policies and procedures, consent, and participation processes and

guidelines

- Additional supports for service users from culturally and linguistically diverse backgrounds
- Where clients do not have the capacity to understand risks to their personal safety, staff will appoint an advocate.

For services conducted in the client's home, the assessment will also include a WHS assessment.

See also [P10.1 Risk management and acknowledgement]

2.2.2 Risk assessment and management - online environments

Twenty10 promotes cultural safety in physical and digital environments. Staff and volunteers must use online environments in line with the P05.6 Professional ethics and conduct, the Safer Space Guidelines and any additional online safety or group guidelines.

All service users accessing Twenty10 services online are registered and an induction is completed including explaining the Safer Space Guidelines, their rights and responsibilities, what data we collect and store on them and how their privacy is maintained, how to make a complaint, and if the new service user has any reason they are not legally able to access the group due to court matters involving children.

QLife staff must follow any processes around Child Safety or Mandatory Reporting policies from the QLife national team.

See also [P01.6 Privacy and confidential information] and [P09.6 Service User Rights and Responsibilities]

2.2.3 Managing Risks

Where risks of harm are identified, a range of harm minimisation strategies which may include avoidance of potential triggers, increased support, short term case management, reassurance with familiar objects, education, etc. will be discussed with the service user. Agreed actions will then be documented in the service user's file.

Risk management and harm minimisation strategies will minimise and wherever possible eliminate the need for restraint. Whenever staff are required to use restraint to prevent harm to the client or others, this will be documented on the client file, an incident report on an Incident report form will also be completed. An investigation of the incident and the response will be undertaken and a report prepared outlining whether any further action is required.

All risk assessments and harm minimisation plans will be documented and included in the service user's file.

2.2.3 Safety information for children, young people and families

Twenty10 shares information around Child Safety, physical and online safety, appropriate conduct in physical and online environments, service user rights and responsibilities on its website for use of children, young people and families.

2.3 Supporting children's participation

The organisation supports and promotes the right to active participation of children and young people who use our service. We listen to children and young people's views, respect what they say, and involve them when we make decisions, especially about matters that will directly affect them.

We do this by:

- Explaining and promoting the rights of children and the rights and responsibilities of service users as part of induction for all new service users;
- Explaining and modeling the Safer Space Guidelines to all new service users and other protective strategies for staying safe and seeking help when needed;
- Including children and young people in service evaluations;
- Consulting children and young people in service design and implementation;
- Inviting children and young people to participate in research to improve policies, practices, and service delivery where relevant and appropriate.
- Providing and promoting a range of methods to provide feedback or make complaints

See the Safer Space Guidelines, New Client Form

2.4 Supporting privacy

The organisation supports the right to privacy of all young people over 14 years who use our service as per [P01.6 Privacy and confidential information]. We do this by:

- Collecting personal information in the correct manner and for a specific purpose;
- Asking permission before obtaining personal information and explaining our mandatory reporting requirements;
- Storing personal information securely;
- Allowing access to service user information when necessary;
- Checking the accuracy of information provided, particularly in recruitment to age specific projects and services;
- Obtaining parental/guardian consent when required by law;
- Keeping confidential information private, including not "outing" children to their parents, guardians, or other community and family members.

2.5 Suicide and self-harm

All service users presenting with suicidal and or self-harming behaviour will be assessed to determine the level and immediacy of suicide and/or self-harm risk. Where staff members are concerned about a service user's immediate suicide or self-harm risk, the service user's physical safety should be addressed without delay as a priority.

QLife staff must follow any processes and policies from the QLife national team.

For more information see [P09.28 Suicide and Self harm]

2.6 Transport of service users

Where service users are offered transport they will be transported in accordance with the [National Safe Transport Principles](#).

2.7 Incident management and record keeping

In the case of any accident or incident causing harm to a client, the staff member will complete an Incident Report Form.

Serious incidents will be reported to the Department of Communities and Justice in line with the organisation's incident reporting obligations.

QLife staff must follow any processes and policies around incidents and record keeping from the QLife national team.

For more information see [P09.20 Service User Crisis and Incident Management]

2.8 Supporting equity and diversity

Twenty10 aims to create an environment where children and young people's diverse circumstances and needs are recognised, and all children feel safe, welcome and included. This is reflected in the a range of policies and procedures including, but not limited to:

- the induction of new service users,
- the induction and training of volunteers and staff,
- the use of the Safer Space Guidelines,
- the ongoing improvement of accessibility including providing staff training,
- the cultural responsiveness to the needs of Aboriginal and Torres Strait Islander people,
- visible celebration of diverse genders and sexualities, and
- training cultural responsiveness in people in other sectors

See also [P05.17 Equal Opportunity and Affirmative Action], [P08.9 Accessibility], [P09.13 Service User Participation and Social Inclusion], [P09.29 Cultural Safety].

2.9 Staff, Board and Volunteer Recruitment and Development

2.9.1 Recruitment

The organisation maintains a rigorous and consistent recruitment, screening, and selection process for staff, volunteers, and students. We do this through:

- Interviews and reference checks (staff)
- Compulsory Working with Children and Police checks (all staff and volunteers)
- The findings of screenings are documented in the personnel files of staff and volunteers.

- Robust recruitment of volunteers including the use of existing staff and volunteers on a selection panel to review the applicant's suitability.
- Successful completion of training and assessment (volunteers)

For more information, refer to [P05.7 Recruitment, selection and appointment of staff] and [P05.15 Students and Volunteers].

2.9.2 Induction

All staff and volunteers will participate in an induction program prior to commencement. The induction program will include training on duty of care, risk assessment and management, professional boundaries and ethical behavior, and accessing Child Protection and mandatory reporting.

- All new staff, volunteers, and students will receive a copy of this policy in their induction packet (for more information, refer to [P02.8 Orientation for new board members], [P05.8 Staff induction] and [P05.14 Students and volunteers]).
- All staff, volunteers, and students are expected to read and follow [P05.6 Professional ethics and conduct], and signed agreements are kept in employee/volunteer files.
- All workers have a more senior worker assigned to support and supervise their work, to discuss the policies and allow the new worker to ask questions and clarify their understanding

2.9.3 Training and development

- Staff and volunteer training/in-service on safeguarding children and young people, duty of care and client safety will occur every two years through face to face and online options. This may include periodic training for staff and volunteers on children's rights, child development, the organisation's child safety and wellbeing policies and procedures, recognising signs of harm or abuse, responding to disclosures, understanding and responding to harmful behaviours by a child towards another child, record keeping, risk assessment and management, external reporting obligations, and creating culturally safe environments.
- Volunteers will be offered additional child safety refresher training or online training each year.
- Records relating to the attendance and compliance for employees and volunteers are kept in the Compliance Register.
- Training content and compliance is the responsibility of the Child Protection Officer.
- The staff training program will be reviewed regularly and be responsive to enable any emerging issues impacting on client safety and security to be addressed as a matter of priority.

See also [P05.7 Recruitment], [P05.8 Staff Induction and Onboarding], and [P05.11 Staff Training, Supervision and Development]

2.9.3 Supporting staff, volunteers, and students

Twenty10 promotes respect, fairness, and consideration for all staff, volunteers, and students. All staff, volunteers, and students have an appropriately qualified staff member assigned to support and supervise their work.

- Staff are encouraged to raise and discuss issues, concerns or questions with their supervisor and in team meetings where Child Safety is an ongoing agenda item.
- Staff, volunteers or students who disclose harm or risk of harm to children and young people are supported by their supervisor. Additional supervision is available as required through additional group or individual supervision with an external clinical supervisor.
- All involved parties can access this policy, along with other Safeguarding Children and Young People – related policies at any time through SharePoint.

For more information see [P05.10 Performance and development] and [P05.11 Staff training, supervision and development].

2.10 Dealing with complaints

Twenty10's complaints handling process is handled according to [P09.9 Managing complaints].

- A child or young person using our services or their parent, guardian, or other family member is entitled to make a complaint. Appropriate information regarding the complaints process and the rights of service users is available on the Twenty10 website.
- To maximise accessibility, a 'no wrong door' approach to complaints is taken, where complaints can be made via a range of methods including telling a staff member or volunteer, by phone or text to a staff member, by email, by letter, via the complaints section of our website, or via a message in the feedback box in our foyer.
- All complaints are forwarded to the Co-Executive Directors for review and response.
- Twenty10's complaints handling process is focused on the needs of children and young people, and using complaints is part of regular reflective practice and continuous improvement.
- Appropriate information regarding the complaints process and the rights of service users is available on the Twenty10 website.

For more information see [P09.9 Managing complaints]

2.11 Involving families and communities

Twenty10 uses effective communication and participation strategies for engaging with and responding to the diverse needs of families and communities.

- Child safety and wellbeing policies and procedures are made clear and accessible to families and communities via the website.
- Twenty10 seeks the input of families and communities on the organisation's approach to child safety and wellbeing, including when reviewing policies and procedures.
- Twenty10 works proactively with families and communities to build cultural safety and inclusion through partnerships and respectful relationships. We inform parents of their

rights, the Safer Space Guidelines and explain the processes for questions, feedback or complaints.

Most Twenty10 programs and services do not require parental consent unless the young person is under the age of 16.

Where consent is needed, staff will seek it in writing in consultation with the young person.

Generally, parents won't be contacted without a young person's consent except in extenuating circumstances (ie. someone is physically hurt and unable to discuss it).

2.12 Policies and Procedures

2.12.1 Review of child safe policies and practices

Twenty10 will review this policy and related child safety and wellbeing policies every two years. The review will include surveys and consulting with staff, volunteers, board and service users in a physical consultation or Zoom meeting.

The review may also incorporate feedback including any issues identified by staff through reviewing complaints, incidents and concerns in order to identify causes or systemic weaknesses and implement improvements as per [P09.9 Managing complaints].

Staff and volunteers are supported to discuss the application of policies and procedures informally, in supervision, in team meetings and with their manager or clinical supervisor, feedbacking challenges, ideas and learnings back to management for further consideration.

Feedback on national QLife policies and procedures can be forwarded to the Co-Executives and or QLife national staff by email.

For more information see [P03.4 Policy development and approval].

2.12.2 Documenting policies and procedures

Twenty10 documents organisational policies and procedures according to [P03.4 Policy development and approval] and where related to child safety and wellbeing, in line with this policy.

Key policies are shared during induction for all staff, volunteers and Board members and they can refer to them at any time via SharePoint.

Child safety and wellbeing is also demonstrated in a range of organisational documents including but not limited to:

- [P01.6 Privacy and confidential information]
- [P03.9 External reporting and obligations]
- [P05.6 Professional conduct and ethics]
- [P05.7 Recruitment]
- [P05.8 Staff induction and onboarding]
- [P05.11 Staff training, supervision and development].
- [P09.6 Service user rights and responsibilities]
- [P09.8 Service user and stakeholder feedback]
- [P09.9 Managing complaints]
- [P09.10 Duty of care]

- [P09.20 Service user critical incident Management]
- [P09.28 Suicide and self harm]
- [P10.1 Risk management and acknowledgement]
- [P11.7 Access to confidential information]

Twenty10 ensures these documents are easy to access for staff, in a language and format that is easy to understand, culturally safe and informed by stakeholder consultation.

2.13 Responsibilities and Delegations

2.13.1 Board of Directors

- Are legally responsible for ensuring appropriate policies and practices are in place to minimise the risk of child abuse, and appropriately respond to suspected allegations.
- Required to understand and act in line with Twenty10's Safeguarding Children and Young People-related policies and [Professional Ethics and Conduct] including reporting any suspected child abuse (whether the suspected perpetrator is within or outside of Twenty10) to the Child Protection Officer.
- Required to promote best practice in Safeguarding Children and Young People and promptly respond to any advice received from any state/territory child protection authority.
- In conjunction with the Co-Executive Directors, are responsible for ensuring Safeguarding Children and Young People-related policies and practices are reviewed bi-annually.

2.13.2 Co-Executive Director(s) (Co-EDs)

- One of the Co-Executive Directors or Management Team is the Child Protection Officer.
- The Co-EDs are accountable to the Board of Directors for ensuring that appropriate policies and practices are implemented, monitored, reported on and evaluated in a timely and diligent manner. Including the review of safeguarding children-related policies and practices annually.
- Required to promote safeguarding children and promptly respond to any changes to legislation or advice received from any state/territory child protection authority and that changes are promptly brought to the attention of the Board.
- Fully cooperate with all relevant state/territory child protection authorities or other recognised bodies in their investigations of suspected child abuse.
- Ensure that access to training and development and emotional support (access to an independent counsellor) is provided to employees and volunteers.
- Manage inquiries, including the media, relating to suspected child abuse.

2.13.3 Child Protection Officer (CPO)

One of the Co-Executive Directors or Management Team is the Child Protection Officer.

Twenty10's Child Protection Officer is required to :

- understand and act in line with Twenty10's child safety and wellbeing-related policies and [P05.6 Professional conduct and ethics]
- Ensuring for any reports of suspected child abuse/neglect (that involves a Twenty10 child or young person, employee, volunteer or involved parties and whether the suspected perpetrator is within or outside of Twenty10)
 - are investigated within 24 hours
 - That staff are supported to make reports to Department of Communities and Justice where appropriate
 - Are reported to the Co-Executive Directors
 - followed through with the stakeholders
 - Directly liaising with all relevant child protection authorities or other recognised bodies in their investigations of suspected child abuse.
- Be the key contact for employees, volunteers, parents and children on any safeguarding children matter.
- Ensure that appropriate policies and practices are reviewed regularly and access to appropriate training and development is provided for all involved parties including updates on any changes to legislative requirements.
- Promote safeguarding children and promptly respond to any changes to legislation or advice received from any state/territory child protection authority.
- Ensuring that employees and volunteers are recruited in line with the relevant Recruitment Policies and that all employees and volunteers have the required Working with Children's and Police Checks that are current and are clear of any child related matters, and recorded.
- Ensuring all projects and services have appropriate procedures in place to ensure age appropriateness.

2.13.5 Employees and Volunteers

- Are required to understand and act in line with Twenty10's Safeguarding Children and Young People-related policies and Code of Conduct. Including reporting any suspected child abuse to the Child Protection Officer (whether the suspected perpetrator is within or outside Twenty10). In addition, Qlife staff are also required to understand and act in line with all national QLife policies and procedures.
- Must promote Safeguarding Children and Young People policies and practices.
- Are required to attend appropriate training and development as required.
- The Management Team and Volunteer and Community Education Officer are responsible for recruiting staff in line with Safeguarding Children and Young People-related policies and the Recruitment Policy, and employees are responsible for recruiting volunteers in line with Safeguarding Children and Young People-related policies and the Volunteer Recruitment Policy.

2.13.6 Parents/Guardians and family members over 18 years

- Are expected to understand and act in line with Twenty10's Safeguarding Children and Young People - related policies. Including reporting any suspected child abuse to the Child Protection Officer (whether the suspected perpetrator is within or outside Twenty10).
- To promote Safeguarding Children and Young People policies and practices.

3. Frequently Asked Questions

Q: What information regarding child safety is given to new service users?

A: New service users receive information from:

- This policy
- [P05.6 Professional ethics and conduct]
- [P09.8 Service user and stakeholder feedback]
- [P09.9 Managing complaints]

Q: How do I determine if an activity is appropriate for children?

A: We recognise that there are many different, and sometimes contradictory, community opinions about what is age-appropriate for people in the age range we work with. We also acknowledge that even though a behaviour may not be seen as being appropriate for children, that doesn't mean that children aren't engaging in that behaviour.

When considering if an activity, poster or resource is appropriate for children, ask the following questions:

- How could this activity, poster, resource be interpreted (or misinterpreted) by the media or other third parties?
- Is there any content that could be considered explicit or inappropriate?
- What are the possible benefits and risks of having children (e.g. aged 12 - 16) at this event or activity (or having access to the poster or resource)?

All projects, services, workshops and other initiatives (including advertising) must be signed off by at least one Executive Director who will review content and age appropriateness.

4. Definitions

Child/Children: Every human being below the age of sixteen years (NSW Children & Young Persons Act 1998 No. 157)

Child abuse: Child abuse and neglect refers to any non-accidental behaviour by parents, caregivers, other adults or older adolescents that is outside the norms of conduct and entails 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 (i.e. neglect) and commission (i.e. abuse). Child abuse can be categorised as physical, sexual, emotional, neglect and exposure to family violence (Child Family Community Australia)

Cultural Safety: an outcome that enables safe service to be defined by those that receive the service.¹ It encompasses both cultural awareness and cultural sensitivity. It is being acceptable to difference, having the ability to analyse power imbalances, institutional discrimination, colonisation and relationships with settlers. Cultural safety is about providing

¹ Australian Human Rights Commission. Cultural Safety Background Paper, January 2018, p.5

quality health care that fits with the familiar cultural values and norms of the person accessing the service, that may differ from your own and/or the dominant culture.²

Mandatory Reporting: Mandatory reporting is the legislative requirement for selected classes of people (healthcare, welfare, education, children’s services, residential services and law enforcement) to report suspected child abuse and neglect to government authorities.³

Protection: A measure taken to prevent harm or safeguard rights and liberties.

Safety: Activities and attitudes that prevent harm. This includes physical safety (such as preventing trip hazards) as well as emotional and psychological safety (such as providing trigger warnings).

Staff: Paid workers engaging in work with Twenty10 incorporating GLCS NSW.

Students: Workers engaging in unpaid work with Twenty10 incorporating GLCS NSW to further their educational goals and gain accreditation. Examples include student placements and interns.

Volunteers: Unpaid workers engaging in work with Twenty10 incorporating GLCS NSW.

Young Adult: A person between 18 and 25 years.

Young Person: Generally, at Twenty10 a person between 12 and 25 years but in the context of this policy, a person who is aged 16 years or above but who is under the age of 18 years (NSW Children & Young Persons Act 1998 No. 157)

5. Where to Go For Help

For more information on this Policy, speak with the Co-Executive Directors or the Client Services Manager.

6. Publication and distribution of information

The Office and Administration Office will be responsible for the publication of this document on Share Point. The Co-Executive Director/s will be responsible for distribution of service information by uploading and keeping information up to date on the Share Point and advising staff of any major changes to the policy.

All Client Services staff are responsible for verbally communicating relevant information to service users.

Any stakeholder may request a copy of the policy via the Child Safety Officer

² Victorian Aboriginal Community Controlled Health Organisation, *An Introduction to Cultural Safety in Aboriginal Health*. At <http://www.vaccho.org.au/assets/01-RESOURCES/TOPIC-AREA/CULTURAL-SAFETY/CS-4-HOURS.pdf> (viewed 21 November 2017).

³ Childstory Reporter, “What Is Mandatory Reporting” (2018). <https://reporter.childstory.nsw.gov.au/s/article/What-is-Mandatory-Reporting>, cited 20/05/2019.

7. Documentation

Documents related to this policy	
Related policies	[P01.6 Privacy and confidential information] [P02.8 Orientation for new board members] [P05.6 Professional conduct and ethics] [P05.7 Recruitment] [P05.8 Staff Induction and Onboarding] [P05.10 Performance and development] [P05.11 Staff training, supervision and development]. [P05.14 Students and volunteers] [P09.6 Service User Rights and Responsibilities] [P09.8 Service user and stakeholder feedback] [P09.9 Managing complaints] [P09.10 Duty of Care] [P09.20 Service user critical incident Management] [P09.28 Suicide and Self harm] [P10.1 Risk management and acknowledgement] [P11.7 Access to confidential information]
Forms, record keeping or other organisational documents	Register of child protection Staff WWCC and Police Check register Staff Induction Checklist New Client Form Incident Report Form Safer Space Guidelines New Client Form

Roles referred to this policy
Child Protection Officer Co-Executive Director Child Protection Officer Administration Manager Communications and Project Support Officer Client Services Manager

Policy context: This policy relates to	
Standards or other external requirements	<ul style="list-style-type: none"> • The National Principles for Child Safe Organisations • The United Nations Convention on the Rights of the Child. • National Child Safe Framework (Cwth)

<p>Legislation or other requirements</p>	<p>The Children and Young Persons (Care and Protection) Act 1998 (NSW);</p> <p>Child Protection (Working With Children) Act 2012 (NSW)</p> <p>Crimes (Domestic and Personal Violence) Act 2007 (NSW)</p> <p>Family Law Act 1975 (Cth)</p>
<p>Contractual obligations</p>	<p>Service providers that work with children must be a <u>Child Safe Organisation</u> as defined by the NSW Office of the Children’s Guardian (DCJ, SHS, FACS EIPP).</p> <p>Working with Children Checks and Police Checks all for staff and volunteers in client-facing roles (All funding).</p> <p>MDCJ Mandatory Reporting Guide</p> <p>National Qlife policies and procedures.</p>

Reviewing and approving this policy		
Frequency	Person responsible	Approval
<p>Annually</p>	<p>CO-Executive Director (with input from children, young people, parents, staff, volunteers, and students)</p>	<p>Board Co Chairs</p>

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
<p>1</p>	<p>19/03/18</p>	<p>Cristyn Davies</p>	<p>01/03/2019</p>
<p>2</p>	<p>24/03/21</p>	<p>Julie Catt</p>	<p>01/04/2022</p>
<p>3</p>			