

CHILD SAFE ENVIRONMENTS POLICY

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COMMITMENT TO THE SAFETY OF CHILDREN AND YOUNG PEOPLE

1. Allstaff Training Consultants (hereby Allstaff) is committed to providing a safe environment for all children and young people. Allstaff values and respects children and young people, and welcomes them regardless of their abilities, sex, gender or social economic or cultural background.
2. Allstaff's Child Safe Environments Policy complies with the *Children and Young People (Safety) Act 2017*, the *Child Safety (Prohibited Persons) Act 2016*, and aligns with the National Principles for Child Safe Organisations.
3. Allstaff's Child Safe Environments Policy applies to all employees, students, contractors and partners of Allstaff, referred to throughout the policy collectively as staff and students of Allstaff. When working or studying with Allstaff, all staff and students are required to agree to accept and act in accordance with the policy.
4. At all levels of organisation in Allstaff, a child-safe culture is championed and modelled.

5. Bullying and harassment, regardless from or towards students or staff, will **not** be tolerated.

Policy review

1. Allstaff will, at a minimum, review this policy and its related procedures once every five (5) years as required by the *Children and Young People (Safety) Act 2017*.
2. Allstaff will also review this policy when:
 - New or added risks are identified for children/young people, which may require a change in the policy or procedures
 - A critical incident where a child/young person has experienced harm through involvement in the organisation
 - Concerns are raised by anyone involved in the organisation about child safety or welfare in the organisation
 - Awareness or compliance to the child safe policy and/or procedures is low
 - Legislative changes/requirements are implemented
3. Allstaff will lodge a new child safe environments compliance statement with the Department of Human Services each time Allstaff's Child Safe Environments Policy is reviewed and updated.

COMMUNICATION, FEEDBACK AND COMPLAINTS

1. Allstaff's Child Safe Environments Policy, including the code of conduct for a child safe environment, is made available on our website and provided on request.
2. Allstaff encourages and respects the views of children and young people and involve them in decision-making as appropriate.
3. Children, young people and their families are informed that they can provide feedback or make a complaint at their appointment when they join Allstaff as a staff or student.
4. Allstaff provides clear, age-appropriate or developmentally appropriate explanations to children and young people, including their right to safety, their right to be listened to, and that they can provide feedback or make a complaint if they have a concern. Allstaff puts in our best efforts to ensure that students understand these explanations, even with differences in culture and language ability.

5. Children and young people working/studying with Allstaff may provide feedback or make a complaint to any staff member, or ask their parent/guardian to do this on their behalf.
6. All positive or critical feedback or complaints can be provided:
 - a. In-person, verbally to any employee of Allstaff, or
 - b. By telephone at 08 8212 1766, or
 - c. Via email at allstaff@iinet.net.au.
7. Allstaff will carefully listen to and act upon, as reasonably practicable, any complaints or concerns that a child or young person raises with us.

CODE OF CONDUCT FOR A CHILD SAFE ENVIRONMENT

Caring for children and young people brings additional responsibilities for Allstaff's staff and students. All staff and students are responsible for promoting and protecting the safety and wellbeing of children and young people.

In compliance with Allstaff's Child Safe Environments Policy, all staff and students of Allstaff must:

1. Adhere to Allstaff's Child Safe Environments Policy at all times and take all reasonable steps to ensure the safety and protection of children and young people.
2. Treat everyone, 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.
3. Be a positive role model to children and young people in all conduct with them.
4. Set clear boundaries and maintain appropriate behaviours with children and young people – boundaries help everyone to understand their roles.
5. Listen and respond appropriately to the views and concerns of children and young people.
6. Be alert to bullying behaviours and respond promptly and appropriately.
7. Ensure that another adult is always present or in sight when conducting one-to-one consulting, coaching, instruction or other activity.
8. Be alert to children and young people who have been harmed, or may be at risk of harm, and report this quickly to the Child Abuse Report Line (13 14 78).

9. Respond quickly, fairly and transparently to any complaints made by a child or young person, or their parent/guardian.
10. Encourage children and young people to have a say in issues that are important to them.

Staff and students must not:

1. Engage in rough physical games.
2. Develop any 'special' relationships with children and young people that could be seen as favouritism, such as the offering of gifts or special treatment.
3. Do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes.
4. Discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.

Breaches of the Code of Conduct

1. Breaches or suspected breaches of the above Code of Conduct should be reported as soon as practicable to management either:
 - in person, or
 - by telephone to Allstaff's office (08 8212 1766), or
 - via email to Allstaff's office (allstaff@iinet.net.au).
2. Breaches or suspected breaches of the above Code of Conduct will be taken seriously and dealt with quickly, fairly and transparently.
3. Any staff or student who breaches the Code of Conduct will face disciplinary action and, depending on the severity of the breach, may have their employment or studies terminated.

RECRUITMENT IN ACCORDANCE WITH CHILD SAFE ENVIRONMENT POLICY

1. To ensure that we engage the most suitable people to work with children and young people, we have the following recruitment practices in place for employees:
 - Our commitment to child safety is included in all job advertisements
 - Clear position descriptions that include our commitment to child safety and wellbeing
 - Face-to-face interviews that use behavioural questions to determine the applicant's knowledge of child safeguarding
 - At least 2 referee checks and qualification checks
2. In accordance with the *Child Safety (Prohibited Persons) Act 2016*, Allstaff is registered with the DHS Screening Unit, and we link all Working with Children Checks (WWCC). All workers over the age of 14 years who will be working in a role with children and young people must hold a current, not prohibited WWCC issued by the Screening Unit of the Department of Human Services, provide evidence of this prior to employment and renew this every 5 years. We will verify the accuracy of all WWCCs in the DHS Screening Unit portal as required by law.
3. We will immediately contact the Department of Human Services Screening Unit when we become aware of assessable information regarding any person involved with our organisation, including any serious criminal offence, child protection information, or disciplinary or misconduct information.
4. Employee inductions at Allstaff include ensuring that employees understand child safeguarding requirements, including mandatory reporting, cultural safety, record keeping, supervision and information sharing.

Training, supervision and support for staff

We have strategies in place to supervise, train and support staff to understand our organisation's child safe policy, their mandatory reporting obligations, how to build culturally safe environments and their responsibilities to create a child safe and friendly environment.

1. Training

- Staff are encouraged to read and understand the Mandatory Reporting Information Booklet (https://dhs.sa.gov.au/data/assets/pdf_file/0004/166756/CSE-Mandatory-reporting-information-book.PDF).
- Staff are encouraged to complete the Responding to Risk of Harm, Abuse and Neglect (RRHAN-EC) training (<https://www.education.sa.gov.au/working-us/rrhan-ec/rrhan-ec-mandatory-notification-training-list-courses>) every three years.
- The safety of children and young people are included as a standing item on meeting agendas.

2. Supervision

- Regular supervision sessions that include a focus on child safety and wellbeing are conducted for staff.

3. Support

- The induction process for all new employees includes the introduction of this policy document.
- Regular performance appraisals for employees include discussion about child safeguarding.
- A child safety officer is appointed within Allstaff.

REPORTING AND RESPONDING TO HARM OR RISK OF HARM

1. Allstaff aims to ensure that children and young people are safe from harm and risk of harm.
2. Section 17 of the Safety Act defines 'harm' to mean physical or psychological harm (whether caused by an act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect.

3. Mandated reporters in our organisation are employees who:
 - Provide services to children and young people
 - Hold a management position in the organisation, the duties of which include direct responsibility for, or direct supervision of, the provision of those services to children and young people
4. Mandated reporters have a legal obligation to notify the Child Abuse Report Line (CARL) on 13 14 78 as soon as practicable if they have a suspicion that a child or young person has been harmed or may be at risk of harm. If the child or young person is at immediate risk, mandated reporters must report to South Australia Police (SAPOL) on 000.
5. Even if not a mandated reporter, any person can report harm or risk of harm to a child or young person. The individual who identifies the harm or risk of harm is encouraged to make the report to authorities and can request the support from another worker to do so if required.
6. Information about making appropriate reports of harm or risk of harm is available from the South Australian Department for Child Protection website:
<https://www.childprotection.sa.gov.au/reporting-child-abuse>
7. All adult workers, even if not a mandated reporter, have a legal obligation to report child sexual abuse to the police, and to protect a child from sexual abuse. Failure to meet these obligations may be considered a criminal offence.
8. Following a report made to CARL or SAPOL, staff and students must make an internal report to Allstaff management. Allstaff will be guided by the Department for Child Protection and/or SAPOL after a report has been made as to whether an internal investigation can be conducted.
9. All information received about a report of harm or risk of harm will be documented and stored securely in a separate file.
10. If a member of staff is reported to CARL or SAPOL for causing harm or risk of harm to a child or young person, they will be removed from any role that involves working with any child or young person in Allstaff until authorities have concluded their investigation.

11. Following a report to CARL or SAPOL, Allstaff will support the child or young person by:

- referring the child, young person or their family to other appropriate services;
and
- continuing to provide a service to the child, young person and their family and monitor their circumstances.

PROCEDURE FOR GENERAL COMPLAINTS OR FEEDBACK

Allstaff strives to deal with all complaints and feedback received promptly, sensitively and fairly, according to the following procedure:

1. Allstaff will listen to the complaint/feedback. The employee receiving the complaint will make a record of it if the complaint is received verbally and forward the complaint to management as soon as practicable.
2. Allstaff will advise the time expected for an outcome, and management will respond to the complainant with an outcome in a timely manner.
3. Allstaff will clearly document and securely store decisions and actions taken in response to complaints and feedback, and make sure that procedural fairness is followed at all times.

If the child, young person or their family is not happy with the outcome of the complaints process, they can choose to make a complaint to a relevant authority:

- Health and Community Services Complaints Commissioner
(<https://www.hcsc.sa.gov.au>)
- Australian Human Rights Commission Online (<https://humanrights.gov.au>)
- South Australian Equal Opportunities Commission – for complaints relating to discrimination (<https://www.equalopportunity.sa.gov.au>)
- Skills SA Skills Infoline (<https://mytraining.skills.sa.gov.au/support/resolving-concerns>)
- Australian Skills Quality Authority (<https://www.asqa.gov.au/students/complaints>)

RISK MANAGEMENT

Identified risk	Actions to minimise risk
Physical contact	<ul style="list-style-type: none"> • Any physical contact must be appropriate to the delivery of services being provided • Where physical contact is required, this is undertaken in a safe way by explaining why contact is required and what will happen, and asking the child/young person (or their family, if this is more appropriate) for permission before proceeding • Unnecessary physical contact is not allowed
Online communications	<ul style="list-style-type: none"> • Appropriate supervision is provided for all online activities • Staff must not communicate with children or young people via social media
Supervision	<ul style="list-style-type: none"> • Children and young people are to be supervised at all times • If providing one-to-one consultation with a child or young person, it will be in line of sight of another adult
Taking images of children and young people	<ul style="list-style-type: none"> • Consent of child/young person and their parent/guardian will be required when taking images of children/young people • Disclosure will be made as to how the image is to be used, and consent must be provided by the child/young person and their parent/guardian • Images must be presented in a way that de-identifies the child or young person
Physical environment	<ul style="list-style-type: none"> • Risk assessments are conducted for activities • All equipment at Allstaff's office and training centre is maintained in good working order
Privacy and confidentiality	<ul style="list-style-type: none"> • All documents containing confidential information will be stored privately in Allstaff's office, with restricted access to students and the public • Digital files containing confidential information shall be protected electronically by restricting access to only those requiring it to perform their duties • Allstaff's employees will not disclose information regarding any child/young person without written consent of the child/young person and their parent/guardian

Off-site activities (e.g. off-site training, work placement)	<ul style="list-style-type: none">• Consent of parent/guardian must be given• Children/young people will not be left under the supervision of unauthorised persons• Children/young people have the right to contact their parents, or another adult, if they feel unsafe, uncomfortable or distressed during the off-site activity
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