

## Framework

<b>Title</b>	<b>Child and Young Person Safety and Wellbeing Management Framework</b>		
<b>Primary Policy</b>	<b>Child and Young Person Safety and Wellbeing Management Policy v1</b>		
<b>Policy Owner</b>	People & Systems Manager		
<b>Endorsed by</b>	Leadership Team		
<b>Approved by</b>	Audit, Risk and Compliance Committee		
<b>Issue Date</b>	15/02/2023	<b>Version N<sup>o</sup>:</b>	1.0
<b>Review Date</b>	02/2024		
<b>Scope</b>	Foundation people -- volunteers, Board and Committee members, employees and members, consultants, contractors and work experience placement students – as well as visitors to worksites including program participants, participation supporters and nominating agencies and organisations		

## Document Control Sheet

### Record of Approval Process

	<b>Content Author</b>	<b>Policy Owner</b>	<b>Endorsing Body</b>	<b>Approving Body</b>
<b>Name</b>	Megan FENDER	Brendan RAETS	David WARK	Kevin SCARCE
<b>Position Title</b>	Governance, Compliance and Risk Officer	People & Systems Manager	Chair, Leadership Team	Chair, Board
<b>Signature</b>				
<b>Date</b>	22/06/2022	16/01/2022	09/02/2022	15/02/2022

### Version History

<b>Version N<sup>o</sup></b>	<b>Issue Date</b>	<b>Action*</b> <small>*Approved or administratively updated</small>	<b>Approving Body*</b> <small>* Board, ARC or CEO</small>	<b>Description of Changes</b>
1	15/02/2023	approved	Board	New framework

**Users must check the “Policy Register” on the Foundation’s server to verify that this is the current version before use.** The version maintained on the Policy Register is the official controlled document and any downloaded or printed hardcopy is uncontrolled. No changes are to be made to this document without the agreement of the Policy Owner and must be approved by the Leadership Team before implementation. A *Document Change Request* (DCR) form (Attachment A) must be completed for all changes and forwarded to the Policy Owner. Please contact the Policy Owner for enquiries about this procedure.

## Contents

1.	Framework Statement .....	3
2.	Implementation of the National Principles.....	5
2.1	Commitment to child and young person safety and wellbeing .....	5
2.2	Commitment to taking child and young person participation seriously .....	6
2.3	Commitment to involving families and communities .....	7
2.4	Commitment to respecting equity and diversity.....	8
2.5	Commitment to ensuring that Foundation people are suitable and supported.....	9
2.6	Commitment to child focused complaint systems .....	10
2.7	Commitment to the knowledge, skills and awareness of Foundation people .....	11
2.8	Commitment to safe physical and online environments .....	12
2.9	Commitment to review of child and young person safe policies and practices... ..	14
2.10	Commitment to documenting policies and procedures .....	15
3.	Risk management .....	17
3.1	Managing risk to the safety and wellbeing of children and young people .....	17
3.2	Quality assurance – monitoring, reporting and accountability .....	19
3.3	Emergencies .....	19
3.4	Privacy and confidentiality .....	20
3.5	Supporters, partners and third-party providers .....	20
4.	Recruitment and safety screening .....	20
5.	Resources and training.....	21
6.	Supervision of children and young people .....	21
6.1	Direct supervision by Foundation people .....	22
6.2	Handover of supervision .....	22
6.3	Transport of children and young people .....	23
6.4	Managing personal and other health support needs .....	24
6.5	Management of alcohol and other drugs .....	24
6.6	Safeguarding adult students and other adults to whom the Foundation delivers programs, services and activities .....	25
6.7	Digital programs and activities .....	25
6.8	Communications, marketing, media and events .....	26
6.9	Research and evaluation .....	27
7.	Roles and responsibilities.....	27
8.	Scope.....	30
9.	Definitions and terminology .....	30
10.	References and related documents.....	33
11.	Review .....	34

## Attachments

A	Document Change Request form .....	35
B	National Principles for Child Safe Organisations .....	37
C	Charter of Commitment for Child Safety .....	39
D	Child Safe Code of Conduct .....	40
E	Poster: National Principles for Child Safe Organisations .....	42
F	Consent Form for Media and Promotional Activities .....	43

# 1. Framework Statement

1.1 The Operation Flinders Foundation Incorporated (the Foundation) operates as a not-for-profit entity in a highly regulated youth-oriented environment where it *engages in child-related work* and is therefore legally required to provide for and maintain the safety and wellbeing of children and young people who participate in programs, operations, services and activities it delivers. It achieves this by sustaining an organisational culture that fosters child and young person safety and wellbeing, embedding into all aspects of its operations and functions careful contemplation of child and young person safety and wellbeing as a primary consideration/responsibility and integrating it with its governance, compliance, risk, WHS, quality, environmental, program and financial management frameworks, processes as well as its operational requirements and procedures. Additionally, it achieves this by demonstrating commitment, promoting accountability, encouraging co-operation, implementing processes and clearly outlining responsibilities. The Foundation takes its child and young person safety and wellbeing responsibilities very seriously and is committed to providing and maintaining safe environments for children and young people, primarily as program participants



1.2 This Framework relates to children and young people under the age of 18 years. However, the Foundation also considers the guidance it provides when it delivers programs, functions, services and activities to students and others aged 18 years and over. Although child protection legislation does not apply to adults, the Foundation’s commitment to rights, safety and protection extends to anyone who may be experiencing vulnerability: all children, young people, tertiary students and other adults within our programs, functions, services and activities

1.3 The Foundation believes that a *systems-based approach* is far more effective in protecting children and young people from harm in any environment and meeting safety goals than a system that relies on documentation alone. This framework supports the Foundation’s *Child and Young Person Safety and Wellbeing Policy* and aims to provide guidance to the Foundation and its people in the development, implementation and maintenance of a child and young person safety and wellbeing management system that is compliant with relevant legislation and standards and also effectively prevents and responds to wellbeing and safety risks and incidents

1.4 To this end, the Foundation’s *Child and Young Person Safety and Wellbeing management system* conforms to the *United Nations Convention on the Rights of the Child* (UNCRC) to which Australia is a signatory, relevant state and national laws as well as the *National Principles for Child Safe Organisations (the National Principles)*, endorsed by all state and federal governments that provide a nationally consistent approach to creating organisational cultures that foster child and young person safety and wellbeing. In this way, the Foundation aspires to:

Wheel of Child Safety



- demonstrate leadership and its commitment to child and young person safety and wellbeing and
- be an *organisation of choice* when it comes to the promotion of child and young person safety and wellbeing so that children, young people, their families and carers, supporting agencies and schools as well as the South Australian community feel confident that the Foundation provides safe, and culturally safe, environments where children and young people's rights, needs and interests are met

1.5 The Foundation's Child and Young Person Safety and Wellbeing management system:

- is designed to evolve and continuously improve
- uses feedback to manage and improve safety-related outcomes
- builds on existing child and young person safety and wellbeing processes
- integrates with the Foundation's other management systems
- provides for more informed decision making and
- strengthens the Foundation's corporate culture and demonstrates due diligence

1.6 Evidence of the Foundation's systems-based approach to Child and Young Person Safety and Wellbeing management includes:

- child and young person safety and wellbeing aspects are considered in the design of work and throughout the product development and service delivery life cycle
- consultation about child and young person safety and wellbeing issues with Foundation people, site visitors including program participants and their supporters, collaborative partners and their key people at all stages of the Foundation's business relationship with them
- inspections and identification and monitoring of hazards and emerging risks are in place
- incidents are investigated and reported
- emergency management and response procedures are in place and accessible
- first aid arrangements and health monitoring appropriate to health risks for children and young people are in place
- appreciation of biological, chemical, ergonomic and physical hazards likely to be encountered by children and young people and how to effectively manage associated risks via face-to-face training or digital learning as required
- communicating collegiately with child and young person safety and wellbeing officials of collaborative partners and/or program participant supporting organisations and complying with their safety and wellbeing standards, rules and procedures relating to children and young people

1.7 In addition, the Foundation’s approach to being a *child safe organisation* -- that puts the best interests of children and young people first -- is *child rights* and *strengths-based*, to ensure that children and young people participating in Foundation activities, services and programs have a genuine voice about the issues that affect their lives. To this end, the Foundation consciously and systematically:

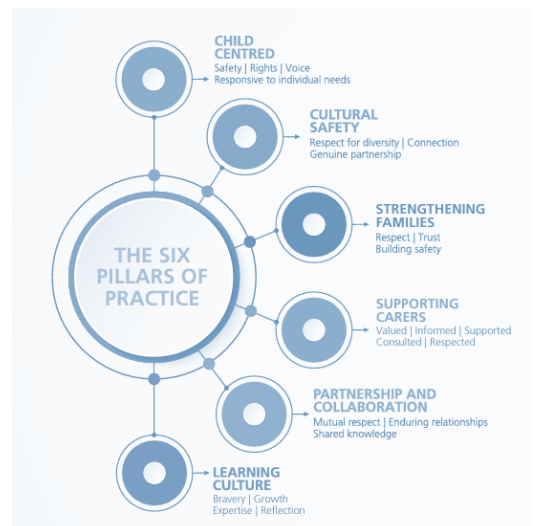
- creates an environment where children’s safety and wellbeing are at the centre of thought, values and actions
- places emphasis on genuine engagement with and valuing of children and young people
- creates conditions that reduce the likelihood of harm to children and young people
- creates conditions that increase the likelihood of identifying any harm and
- responds to any concerns, disclosures, allegations or suspicions of harm



1.8 Finally, the Foundation’s approach is aligned with SA Department of Education guidelines with regard to:

- duty of care to children and young people to protect them from reasonably foreseeable risk of harm
- child protection (i.e. consent, sexual health, respectful relationships) and mandatory reporting requirements (i.e. recognising and reporting harm and risk of harm)
- protective practices i.e. standards and boundaries of behaviour, appropriate physical contact and acceptable means of communication for interacting with children and young people.

It is also informed by the *practice approach* of the SA Department for Child Protection (DCP), particularly the six (6) pillars of practice (refer to representation in diagram, right)



## 2. Implementation of the National Principles

### 2.1 The Foundation’s commitment to child and young person safety and wellbeing

*Article 3 of the UNCRC: All adults should do what is best for children. When adults make decisions, they should think about how their decisions will affect children*

In order to give effect to *National Principle 1: Child safety and wellbeing is embedded in organisational leadership, governance and culture*, the Foundation:

- as an organisation and through its leadership makes a public commitment to child and young person safety and wellbeing and the promotion and protection of the rights of children and young people
- has in place and publicly available -- via its website and displayed prominently at its sites -- contemporary versions of its:

- ✓ *Child and Young Person Safety and Wellbeing Management Policy*
- ✓ this associated *Framework* that includes materials on and references to practice guidance, information sharing protocols, *Codes of Conduct* and risk management strategies
- ✓ *Child Safe Code of Conduct* and
- ✓ *Charter of Commitment for Child Safety*
- ✓ *Guidelines for protective practices in interactions with program participants*

together with governance arrangements that facilitate their implementation at all levels of the Foundation – that are integrated and linked with other Foundation policies, frameworks and procedures dealing with governance, compliance and risk assessment and management, people, WHS, information management and reporting as well as communications and privacy protection

The Foundation models and champions a child and young person safe culture at all levels of its organisation:

- a *child safe culture* is championed and modelled from the top down and the bottom up, for example:
  - ✓ Foundation leadership models and regularly reinforces attitudes and behaviours that value children and young people and a commitment to child and young person safety, child and young person wellbeing and cultural safety. This commitment is clear in employee job and person specifications and volunteer role responsibilities statements, performance agreements and Foundation people review processes. Refer to the Foundation's *People Management Policy* and *Framework* for details
  - ✓ leaders promote sharing good practice and learnings about child and young person safety and wellbeing
- provision of information, ongoing training, instruction and supervision aimed at building awareness by Foundation people about issues pertaining to, and their roles and responsibilities to protect and promote, child and young person safety and wellbeing. For example:
  - ✓ the *Child Safe Code of Conduct* provides guidelines for Foundation people on expected behavioural standards and responsibilities
  - ✓ Foundation-specific training in *Child Safe Environments* develops an understanding amongst Foundation people of the attributes and benefits of creating and maintaining environments that are child safe
- Foundation people, children and young people have a sound knowledge of children and young people's rights, including their rights to feel safe and be heard, and the accountabilities that accompany these rights
- child and young person safety and wellbeing whilst participating in Foundation programs is closely monitored
- Foundation people understand their obligations on information sharing and recordkeeping
- risk management strategies focus on preventing, identifying and mitigating risks to children and young people
- appropriate measures are taken to ensure safety and wellbeing of children and young people is protected, for example:
  - ✓ satisfactory *working with children checks* (WWCCs) are mandatory for all Foundation people
  - ✓ psychometric testing and satisfactory assessments are essential for all Foundation people working or coming into contact with children and young people

- children, young people, their families/guardians/carers, supporting agencies and schools are consulted on a regular basis with a view to identifying hazards and assessing risks, making decisions about ways to eliminate or control risks and facilities accessed by children and young people, proposing changes that may affect the safety and wellbeing of children and young people and otherwise achieving continuous improvement in the offering to this cohort.

## 2.2 The Foundation’s commitment to taking child and young person participation seriously

*Article 12 of the UNCRC: Children have the right to give their opinion, and for adults to listen and take it seriously*

Whilst the responsibility for child safety and wellbeing ultimately rests with the Foundation and its people, the Foundation’s organisational culture supports children and young people to understand the meaning of *child safety and wellbeing* and learn about the Foundation’s commitment to child safety and wellbeing. Children and young people are informed about their rights and responsibilities in an age-appropriate way and can access relevant information in a suitable format. They are encouraged to contribute and actively participate in building an organisational culture that is safe for them. Indeed, children and young people recognise safe, and culturally safe, environments and comprehend protective strategies. In these circumstances, they feel comfortable participating in decisions and communicating their views and concerns.

Foundation people value and respect children and young people’s identity and culture, are comfortable and skilled in engaging with them, understand their developmental needs and build on children and young people’s strengths and capacities.

The Foundation utilises the following strategies to enable children and young people to have their rights respected, participate in decision-making and have their voices heard in conformity with *National Principle 2: Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously:*

- ensuring the organisational environment is friendly and welcoming for children and young people, for example:
  - ✓ children and young people can identify trusted adults
- programs and resources are used to educate and engage with children and young people about their rights – including the right to safety and to be listened to -- safe environments, protective strategies for staying safe and seeking help when needed, for example:
  - ✓ children and young people are informed about their roles and responsibilities in helping to ensure the safety and wellbeing of their peers
- information and training are provided to Foundation people and their performance is regularly reviewed to ensure they understand child rights-based approaches and are skilled at engaging with young people
- the importance of friendships is recognised and support from peers is encouraged, to help children and young people feel safe and be less isolated, for example:
  - ✓ *peer group mentors* from the Foundation’s *Next Step* program are selected to accompany teams of children and young people on exercise
  - ✓ children and young people can identify trusted friends
- where relevant to the setting or context, children may be informed of and offered access to sexual abuse prevention programs and to relevant related information in an age-appropriate way
- Foundation people have a good understanding of children and young people’s developmental needs, are attuned to signs of harm and facilitate child-friendly ways for children to express their views, participate in decision-making and raise their concerns

- proactively providing age-appropriate platforms to regularly seek the views of children and young people and encouraging their participation in decision-making, including on safety and wellbeing issues
  - ✓ a *Youth Advisory Group*, comprised of experienced *peer group mentors* from the Foundation's *Next Step* program, regularly meets, offers views on and suggest improvements of safety and wellbeing issues as well as program development
- where possible and appropriate, children and young people participate in decision-making in the Foundation, including in relation to safety issues and risk identification
- opportunities for children and young people's participation are documented and regularly reviewed
- providing gifts, prizes, growth opportunities or benefits to children and young people as a way of recognising their contribution to Foundation activities and compensating them for their time and costs associated with their participation. When advertised in advance, the gifts etc may also act as an incentive to participate.
 

Note: This is only considered where participation is of benefit to the children in some way, the system of gift-giving is fair and non-discriminatory, gifts are age-appropriate and cannot be applied in a way that might compromise the health or safety of children

  - ✓ *Next Step* participants are offered opportunities to speak and otherwise participate at special gatherings of the Foundation (e.g. the AGM and awards night) and at events with supporting organisations
- policies and practices are in place for seeking children's *consent* -- that is informed, voluntary, current and negotiable -- for relevant activities, for example:
  - ✓ children and young people are encouraged to determine their level of participation in activities such as high ropes and abseil.

### 2.3 The Foundation's commitment to involving families and communities

*Article 5 of the UNCRC: Families have the responsibility to help children learn to exercise their rights, and to ensure that their rights are protected*

*National Principle 3: Families and communities are informed and involved in promoting child safety and wellbeing*

The Foundation utilises a range of means to involve families/guardians/carers and the community in its approach to child safety and wellbeing, including relevant policies, frameworks and practices and the provision of accessible information. These help inform parents, guardians and carers about safeguarding children and young people and encourage their feedback and input. They are empowered to speak up and drive conversations regarding child and young person safety and wellbeing and how and when they can raise issues and concerns.

Whilst families have the primary responsibility for the upbringing of their children, and are aware of their children's primary protective networks, the Foundation is mindful that there is wide variety in the structure of families, the role different family members may play in a child's life, their backgrounds and cultures. As families, guardians and carers are best placed to advise about their children's needs and capabilities, they are encouraged to inform the Foundation about practices and environments that are safe for their children and young people. In a safe environment, children, young people, family and community members feel that their culture and identity are respected

The Foundation puts into practice the following effective communication and participation strategies for engaging with and responding to the diverse needs of families and communities:

- the Foundation engages and openly communicates with families/guardians/carers and the community about its child safe approach and relevant information is accessible, for example:



- ✓ the Foundation's *Child and Young Person Safety and Wellbeing Management Policy*, Framework and procedures, as well as information regarding the Foundation's operations and integrated policies relating to record keeping practices, complaints and investigation processes, are made clear and accessible to families and communities by being posted on its website and incorporated in the information imparted to them from their first contact with the Foundation
- parents/guardians/caregivers and the community are informed about the Foundation's operations, governance and the Foundation creates opportunities for families and communities to be involved in how the Foundation operates, including encouraging their children's participation and feedback
- the Foundation engages with communities and supports approaches that build cultural safety and inclusion through partnerships and respectful relationships, for example:
  - ✓ the Foundation is responsive to the needs of families and communities, including to cultural safety aspects
- families/guardians/carers participate in decisions affecting their child or young person, for example:
  - ✓ policies and procedures for seeking parental/guardian/carer consent for child and young person participation in relevant activities, such as parental/guardian/carer permission is sought for participation of children and young people in exercises

## 2.4 The Foundation's commitment to respecting equity and diversity

*Article 2 of the UNCRC: All children have rights, no matter who they are, where they live, what their parents do, what language they speak, what their religion is, their sex or gender, what their culture is, whether they have disability, whether they are rich or poor*

*National Principle 4: Equity is upheld and diverse needs respected in policy and practice*

Recognition of children and young people's diverse circumstances enables the Foundation to work in a more *child-centred* way and empowers children and young people to participate more effectively. This builds an organisational culture that acknowledges the strengths and individual characteristics of children, and embraces all children regardless of their abilities, sex, gender, or social, economic or cultural background.

As a welcoming organisation, the Foundation is one where all children and young people feel comfortable and where services are provided in culturally safe and inclusive ways. This reduces the risk of discrimination, exclusion, bullying, harm and risk of harm.

The Foundation creates an environment where children and young people's diverse circumstances and needs are recognised, and all children feel safe, welcome and included by means of:

- implementing specific policies that promote equity, accessibility, anti-discrimination, cultural safety, diversity and inclusion for the safety and wellbeing of children and young people
- strategies, used at all levels of the Foundation, to counter discrimination and exclusion, including guidance on creating environments that are safe and welcoming for all children and young people
- paying particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disability, children from culturally and linguistically diverse backgrounds, children who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people

- choosing external venues that are culturally safe for children and accessible for children with disability
- the Foundation and its people understand children and young people’s diverse circumstances, and provide support and respond to those who are vulnerable, for example:
  - ✓ training of Foundation people to recognise and respond to children and young people with diverse backgrounds and needs
  - ✓ all Foundation people champion attitudes and behaviours that respect the human rights of all children and young people, and are inclusive, well informed and responsive to diverse needs
  - ✓ Foundation people reflect on how discrimination and exclusion, whether intentional or unintentional, may work against a safe and inclusive culture and then develop proactive strategies to address this
- providing children and young people with access to information, support and complaints processes that are available to them in ways that are culturally safe, child-friendly, accessible and easy to understand, for example:
  - ✓ the Foundation produces child-friendly material in accessible language and formats that promotes inclusion and informs all children and young people of the support and complaints processes available to them.

## **2.5 The Foundation’s commitment to ensuring that Foundation people are suitable and supported**

*Article 3.3 of the UNCRC: Children should feel confident about the standards established in an organisation, particularly in the areas of safety, health, number and suitability of staff, as well as supervision*

*National Principle 5: People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice*

The Foundation puts into practice its recruitment and personal development policies, including appropriate screening, to ensure it operates as a child safe organisation with properly equipped and supported people. Also important in this regard are effective processes associated with induction, training, understanding child safety responsibilities and cultural safety concepts and suitable supervision of Foundation people to ensure they reflect child and young person safety and wellbeing values. Reporting obligations, training in record keeping and information sharing provide Foundation people with relevant practice tools to better safeguard children and young people.

It demonstrates this capacity in practice by:

- having policies, practices or guidance on recruitment, including advertising, selection criteria, pre-employment and pre-engagement screening, referee checks and duty/role responsibility statements that emphasise child safety and wellbeing, for example:
  - ✓ the Foundation emphasises its commitment to child safety and wellbeing when advertising for, recruiting and screening its people
  - ✓ duty/role responsibility statements, selection criteria, psychometric assessments and referee checks demonstrate children and young people are valued and respected, commitment to child safety and wellbeing, understanding of children’s developmental needs and culturally safe practices
- implementing systems for ensuring that all Foundation people have undertaken and completed relevant background check and safety screening requirements, for example:
  - ✓ all Foundation people have current satisfactory WWCCs and/or equivalent criminal history and other relevant background checks

- ✓ all Foundation people's WWCCs are verified for accuracy via the Department of Human Services (DHS) Screening Unit portal as required by law
- ✓ the Foundation will immediately contact the DHS Screening Unit when it becomes aware of certain information regarding any person involved with the organisation, including any serious criminal offence, child protection information or disciplinary or misconduct information
- delivering appropriate induction training for all Foundation people so that they are aware of their obligations to children and young people, including child safety and wellbeing responsibilities, the Foundation's Child and Young Person Safety and Wellbeing management policies, frameworks and procedures, record keeping, information sharing and external reporting obligations (e.g. mandatory reporting) and the two (2) Codes of Conduct, for example:
  - ✓ all Foundation people understand the Foundation's *Child and Young Person Safety and Wellbeing Management Policy*, this Framework and associated procedures and meet their record keeping, information sharing and reporting responsibilities
  - ✓ the Foundation maintains suitable record keeping systems and protocols for its people
- applying policies and strategies for ongoing supervision, support and performance management of Foundation people that are focused on child and young person safety and wellbeing or contain child safety elements
- the Foundation has a range of tools and processes to monitor and mitigate risk.

## 2.6 The Foundation's commitment to child focused complaint systems

*Article 42 of the UNCRC: Children have the right to know their rights! Adults should know about these rights and help children learn about them, too*

*National Principle 6: Processes to respond to complaints and concerns are child focused*

The Foundation ensures that it has people management policies and practices and effective complaints management processes that are focused on the needs of children and young people, accessible, responsive to and understood by children and young people, families/guardians/carers and Foundation people. Complaint management processes are linked to the Foundation's two (2) *Codes of Conduct* and provide details about where breaches of the Codes have occurred. Training helps Foundation people to recognise and respond to neglect, grooming and other forms of harm, provide appropriate support to children and young people in these instances and meet legal requirements. This includes training to assist in responding to different types of complaints, privacy considerations, listening skills, disclosures of harm and reporting obligations.

In particular, the Foundation:

- has an operative, accessible child-focused complaint handling process that clearly outlines the roles and responsibilities of Foundation leadership and its people generally, approaches to dealing with different types of complaints (that is, concerning conduct, misconduct or criminal conduct), breaches of relevant policies or the two (2) *Codes of Conduct* and obligations to act and report, for example:
  - ✓ the Foundation's complaint handling process -- receiving, responding to and investigating complaints of child harm or abuse -- is effective, understood by children and young people, families/guardians/carers and Foundation people, and is culturally safe. Children and young people know who to talk to if they are feeling unsafe and know what will happen. The way the Foundation provides child-friendly and culturally safe information to children and young people, families/guardians/carers and communities about how they can raise concerns and how those concerns will be responded to and investigated is clear as well as culturally- and age- appropriate
  - ✓ complaints are taken seriously, and responded to promptly and thoroughly

- ✓ the Foundation 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
- ✓ reporting, privacy and employment law obligations are met
- strives to ensure that its people are well-informed about their roles and responsibilities, reporting and privacy obligations and processes for responding to disclosures. They feel empowered and supported to draw attention to breaches of the two (2) *Codes of Conduct* within the Foundation and to challenge these behaviours due to:
  - ✓ training of Foundation people on the complaints process, their roles and responsibilities, reporting and privacy obligations, and responding to children and young people who disclose harm (including recognising the different ways that children may disclose)
  - ✓ Foundation people have a good knowledge of the different ways children and young people express concerns or distress and disclose harm
- has in place a complaint handling process that prioritises the safety and wellbeing of children and young people and recognises the role of families/guardians/carers and communities in understanding and using the procedure
  - ✓ Foundation policies and procedures demonstrate regard for fairness to all parties to a complaint or investigation including support and information as appropriate
  - ✓ the Foundation's considered approach to responding to concerns or complaints relating to harm caused to a child *by another child*
  - ✓ timely feedback is provided to children and young people, families/guardians/carers as well as Foundation people who raise concerns or complaints. This includes reporting back on incidents, concerns and complaints
- has effective policies and procedures as to reporting to external authorities, record keeping and information sharing, and systems to ensure the Foundation meets its reporting requirements and employment law and privacy obligations. For example:
  - ✓ information about all complaints and concerns, including breaches of relevant policies or the two (2) *Codes of Conduct*, is recorded and analysed, including in relation to processes, timeframes and record keeping practices. Systemic issues are identified and mitigated through this process

## **2.7 The Foundation's commitment to the knowledge, skills and awareness of its people**

*Article 19 of the UNCRC: Children have the right to be protected from being hurt and mistreated, in body or mind*

*National Principle 7: Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training*

The Foundation recognises the importance of information, ongoing education and training for its people as they deliver services to children and young people on its behalf. Foundation people build on their knowledge and skills and evidence-based practice tools through a variety of learning channels including professional seminars and memberships, sector-specific conferences, supervised peer discussions, in-house tailored subject training, team training and professional development days and access to research and publications. This ensures Foundation people develop awareness and insights into their attitudes towards children and young people, and have a contemporary understanding of child development, safety and wellbeing. They can identify indicators of child harm, respond effectively to children and young people and their families/guardians/carers and support their colleagues. Foundation people are able to respond in culturally appropriate ways

to children and young people who disclose or show signs that they are experiencing harm inside or outside the organisation.

Foundation people are trained in the rights of children and young people in relation to record keeping, and the possible uses and audiences for records that may be created.

The Foundation promotes child and young person safety and wellbeing by ensuring that its people are provided with relevant knowledge and skills on an ongoing basis via the following initiatives:

- the Foundation provides periodic training for Foundation people regarding children’s rights, child development, the Foundation’s child and young person safety and wellbeing management policy, related policies, frameworks 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. For example
  - ✓ Foundation people are trained and supported to effectively implement the Foundation’s child and young person safety and wellbeing policy and this framework
  - ✓ the Foundation provides regular and ongoing opportunities to educate and train its people in contemporary approaches to child safety and wellbeing per se and evidence-based practice, including professional development and information exchanges
  - ✓ all Foundation people are required to sign and comply with the Foundation’s *Child Safe Code of Conduct*
  - ✓ Foundation people respond effectively when issues of child safety and wellbeing or cultural safety arise
- Foundation people receive training and information to recognise the range of indicators of child harm including harm caused by other children and young people
  - ✓ the Foundation provides a supportive and safe environment which ensures its people can disclose harm or risk to children and young people
  - ✓ Foundation people receive training and information to respond effectively to issues of child safety and wellbeing and support colleagues who disclose harm
- Foundation people receive training and information on how to build culturally safe environments for children and young people
- Foundation people receive training on the rights of children and young people in relation to records being created about children and young people and their use

## **2.8 The Foundation’s commitment to safe physical and online environments**

*Article 17 of the UNCRC: Children have the right to get information that is important to their wellbeing from radio, newspapers, books, computers and other sources. Adults should make sure that the information children get is not harmful, and help them find and understand the information they need*

*National Principle 8: Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed*

The Foundation recognises that reducing the risk of harm in physical and online environments is an important preventative mechanism. It’s risk management strategies clarify potential risks where adult-to-child or child-to-child interactions occur, or where the physical environment is unsafe.

Technological platforms developed and/or used by the Foundation, for example its website, provide valuable tools in education, communication and help seeking. Risks associated with these platforms are minimised through all necessary means, including:

- education of children and young people, parents/guardians/carers and Foundation people about expectations of online behaviour
- the application of safety filters and
- communication protocols.

The Foundation promotes child and young person safety and wellbeing in physical and online environments in order to reduce the risk of harm to them in the following ways:

- Foundation people 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, for example:
  - ✓ Foundation people are encouraged to and are proactive in identifying and mitigating physical and online risks
- the online environment is used in accordance with the Foundation's two (2) *Codes of Conduct*, and its array of policies, frameworks and practices, in particular it's *Child and young person safety and wellbeing management policy* and related practices, for example:
  - ✓ the Foundation's organisation-wide, system approach to risk management addresses physical and online risks, including risks arising from child-to-child and adult-to-child interactions and the state and nature of physical spaces
  - ✓ Foundation policies promote the use of safe online applications for children and young people to learn, communicate and seek help
  - ✓ Foundation people are required to access and use online environments in line with the organisation's two (2) *Codes of Conduct* and relevant communication, online safety and IT access and usage protocols
  - ✓ children and young people and their families, guardians and carers are informed, in culturally appropriate ways, about the use of the Foundation's technology and safety tools, physical and online safety and appropriate conduct in physical and online environments
- when dealing with information from and about children, the Foundation has obligations under the *Privacy Act 1988 (Cwth)* and the *Australian Privacy Principles (APPs)*. The Foundation's obligations for the collection, storage and use of personal and sensitive information are set out in its *Privacy Policy*, available on the Foundation's website
- it's risk management strategies and operational plans include consideration of risks posed by organisational settings, programs, functions, services and activities it delivers as well as the physical environment, for example:
  - ✓ the Foundation's risk assessment and management processes for physical and online environments address risks arising from those environments, organisational activities, adult-to-child interactions and child-to-child interactions
  - ✓ the Foundation considers ways in which the physical environment might promote cultural safety
  - ✓ the Foundation's best practice approach to risk assessment and management is consistently applied across the organisation. It is utilised to meet the Foundation's workplace health and safety responsibilities, particularly as they relate to child and young person safety and wellbeing
  - ✓ policies and procedures are in place that ensure that visitors to the Foundation and its worksites are appropriately logged and supervised
- in the event the Foundation contracts facilities and services from third parties, its procurement policies ensure the safety and wellbeing of children and young people, for example:

- ✓ the Foundation requires that third party contractors for the provision of facilities and services have *appropriate measures* in place to ensure the safety and wellbeing of children and young people. For example, the Foundation sights and verifies (via the DHS Screening Unit's portal) provider's WWCCs, and requires evidence of their current completed child safe environments compliance statement

## 2.9 The Foundation's commitment to review of child and young person safe policies and practices

*Article 29 of the UNCRC: Children's education should help them use and develop their talents and abilities. It should also help them learn to live peacefully, protect the environment and respect other people*

*National Principle 9: Implementation of the national child safe principles is regularly reviewed and improved*

In aspiring to be a *child safe organisation*, the Foundation seeks to continuously improve its delivery of child safe services and operations generally. It conducts reviews to ensure that its array of policies and procedures, including record keeping practices, are being implemented by Foundation people. The participation and involvement of Foundation people, children and young people, their families, carers and guardians as well as their school and broader community mentors in these reviews is intended to strengthen the Foundation's child and young person safeguarding capacities. This includes the importance of reporting on review findings and sharing good practice and learnings on a regular basis. A program of systematic reviews ensures that the Foundation addresses new challenges or concerns that arise.

The Foundation continues to reflect on and improve its child and young person safety and wellbeing policies and practices as follows:

- the Foundation regularly reviews, evaluates and improves its child safe practices, for example:
  - ✓ the Foundation is committed to reviewing this framework and related policy, and other associated policies and procedures on a regular basis (i.e., annually or biennially) to ensure their effectiveness and utility in creating a child safe environment. This review includes an assessment of whether the Foundation is implementing the *National Principles for Child Safe Organisations* adequately. The review also involves:
    - ⇒ an analysis of complaints, concerns and safety incidents involving children and/or young people to identify causes and systemic failures
    - ⇒ surveys of Foundation people, to assess their knowledge of this framework and related policy, the *Child Safe Code of Conduct* and associated procedures
    - ⇒ monitoring and evaluations of Foundation projects involving children and young people. Where appropriate, these monitoring and evaluation processes also consider feedback from children, young people and families/guardians/carers
  - ✓ child and young person safety and wellbeing indicators are included in documentation used for reviews
  - ✓ the participation of children and young people, parents/carers/guardians as well as school and broader communities is sought by the Foundation for the regular reviews of its child and young person safety and wellbeing management policy, procedures and practices
  - ✓ review outcomes are considered and implemented to improve child safe practices
- complaints, concerns and safety incidents are analysed to identify causes and systemic failures so as to inform continuous improvement, for example:

- ✓ the Foundation records and regularly analyses complaints, incidents and concerns in order to identify causes or systemic weaknesses and implements improvements
- ✓ regular analysis of complaints demonstrates improvement in child safe practices
- the Foundation reports on the findings of relevant reviews to its people, community and families/carers/guardians as well as children and young people, for example:
  - ✓ the Foundation actively engages children, young people, their families/carers/guardians, communities as well as Foundation people in review processes and provides feedback on review outcomes.

## 2.10 The Foundation's commitment to documenting policies and procedures

*Article 4 of the UNCRC: Organisations have a responsibility to ensure children's rights are protected. They can help families to protect children's rights and create an environment where children can grow and reach their potential*

*National Principle 10: Policies and procedures document how the organisation is safe for children and young people*

The Foundation acknowledges the importance of having a clearly documented *child safety and wellbeing management policy and framework* to ensure that all stakeholders, including Foundation people, children and young people and their families, guardians and carers, are aware of how the Foundation is planning to meet its obligations to create an environment that is safe for children and young people. In addition, the Foundation requires that partner agencies or organisations funded to provide services to children and young people demonstrate adherence to complementary child safety and wellbeing policies and practices.

By documenting its *Child and young person safety and wellbeing management policy*, this framework and associated procedures the Foundation ensures consistent application of child safe practices across the organisation. It also enables the Foundation to examine, through review processes, adherence to child and young person safety and wellbeing principles and practices.

The Foundation documents and makes available its policies, frameworks and procedures for ensuring the safety and wellbeing of children and young people in the following ways:

- policies and procedures address all national child safe principles, that is:
  - ✓ the Foundation's *Child and young person safety and wellbeing management policy* and this framework are comprehensive and address all ten (10) principles
  - ✓ other documents that demonstrate how the Foundation ensures child safety and wellbeing include its two (2) *Codes of Conduct*, risk assessment and management processes, as well as policies on recruitment and performance management of its people, record keeping, information sharing and external reporting
  - ✓ audits of the Foundation's policies and procedures provide evidence of how the organisation is child safe through its governance, leadership and culture
- policies and procedures are documented and easy to understand, for example:
  - ✓ the Foundation's *Child and young person safety and wellbeing management policy* and associated procedures are documented in a language and format that is easily understood and accessible to Foundation people, families/carers/guardians and children and young people
- best practice models and stakeholder consultation informs the development of policies and procedures, that is:



- ✓ the Foundation's *Child and young person safety and wellbeing management policy* and associated procedures are culturally safe and informed by stakeholder consultation
- ✓ the Foundation engages with children and young people, their families/carers/guardians as well as members of school and broader communities via conversations, interviews and/or surveys to assess and demonstrate awareness of and confidence in its policies and procedures designed to promote a child safe culture
- leaders within the Foundation champion and model compliance with policies and procedures, that is:
  - ✓ leadership behaviours reflect the Foundation's values of *respect* and *inclusion*
  - ✓ leaders promote a *child safe culture* that is championed and modelled at all levels of the Foundation, from the top down and the bottom up. Foundation leadership models and regularly reinforces attitudes and behaviours that value children and young people and a commitment to child and young person safety, child and young people wellbeing and cultural safety. This commitment is clear in duty/role responsibilities statements, performance agreements and Foundation people review processes
  - ✓ leaders promote sharing good practice and learnings about child and young person safety and wellbeing
- Foundation people understand and implement policies and procedures
  - ✓ the Foundation monitors its people's understanding and implementation of its child and young person safety and wellbeing management policies and procedures. Surveys of its people demonstrate high levels of understanding of policies, procedures and practice requirements of the Foundation
  - ✓ practice within the Foundation is consistent across all functions, services, programs and activities it delivers and compliant with child safe policies and procedures, including culturally safe work practices.

### 3. Risk management

#### 3.1 Managing risk to the safety and wellbeing of children and young people

The safety and wellbeing of the children and young people who participate in programs, functions, services and activities delivered by the Foundation is a primary concern of the organisation. In the course of conducting the Foundation's programs, functions, services and activities, children and young people will spend time with adults. Whilst the vast majority of these adults are caring, committed people, the Foundation recognises that creating opportunities for participation, engagement and relationships can pose risks that must be managed to safeguard children and other vulnerable persons at risk of harm.

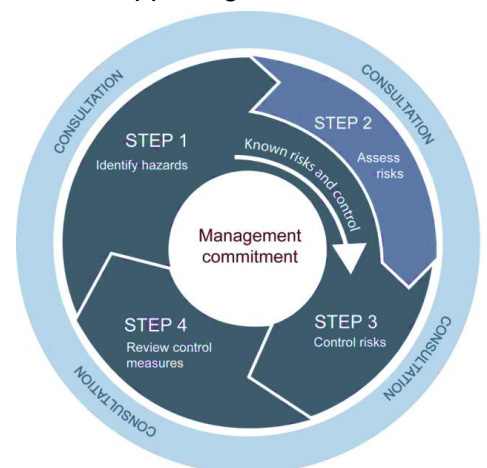
Some aspects of the Foundation's approach to risk management fulfil legal obligations (e.g. mandatory reporting and WWCCs), while others, including the practice of developing risk management plans for programs, functions, services and activities are the result of the Foundation's commitment to safeguarding children and young people.

The Foundation takes a whole-of-organisation approach to safeguarding children and young people. The Leadership Team and Line Managers delivering programs, functions, services and activities are responsible for ensuring child safety risks are identified and controls are in place. When determining risks and controls, they must consider:

- *the nature of the contact with children and young people* – for the purposes of this Framework:
  - *direct contact* is any form of contact between a person and a child or young person, including any form of physical contact, oral communication (face-to-face, by phone and online) and written communication (including electronic communication)
  - *indirect contact* is access to personal and sensitive information concerning children or young people
- *whether contact is supervised or unsupervised*
- *the scope of contact*  
For example:
  - ongoing programs etc require screening, checks and supervision, as detailed in this Framework
  - one-off and short-term contacts (corporate events, colour challenges) also require all Foundation people supporting or delivering the event, etc to be screened and checked as well as identification of child safety risks and the placement of controls
- *the range of work and environments in which the Foundation operates*, including:
  - programs, functions, services and activities
  - communications, marketing, media and events
  - working with supporters, sponsors and partners
  - managing personal and sensitive information (including medical information) or data
  - conducting research and analysis
- *care requirements undertaken*, such as providing first aid and emergency transport
- *the differing needs and vulnerabilities experienced by children, young people and their families*

The management of such risks is approached with best practice methodology that is applied by the Foundation to all risks and involves 4 steps:

1. *identifying hazards* – finding out what could cause harm
2. *assessing risks* (if necessary) – understanding the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening
3. *controlling risks* – implementing the most effective control measure that is reasonably practicable in the circumstances
4. *reviewing control measures* – ensuring control measures are working as planned.



Control measures are selected to *eliminate* the risk, so far as is *reasonably practicable*. If elimination is not reasonably practicable, the risks must be *minimised* so far as is reasonably practicable.

For more information regarding the Foundation’s best practice approach to risk management, refer to *its Risk Management Policy and Framework*. Specific risks relating to the safety and wellbeing of children and young people are identified within the Foundation’s *Risk Register* and managed accordingly. An example of the Foundation’s approach to risk management relating to the safety and wellbeing of children and young people appears below:

Risk level	Activity of Foundation person	Minimum required action
------------	-------------------------------	-------------------------

High	<p><b>Direct contact</b> with children or young people as part of a Foundation person's role description (not just incidental)</p> <p><i>Examples include program delivery and event management</i></p>	<p><i>Individual</i></p> <ul style="list-style-type: none"> <li>• WWCC for every jurisdiction in which direct contact occurs</li> </ul> <p><i>For episodic telephone contact (e.g. an interview conducted for research) a WWCC is usually only required from the home state or territory</i></p> <ul style="list-style-type: none"> <li>• National Police History Check (NPHC)</li> <li>• face-to-face interview -- can be web-based</li> <li>• satisfactory psychometric check</li> <li>• at least one (1) reference check</li> </ul> <p><i>Employers of corporate partner volunteers may provide one (1) reference and confirm robust vetting has occurred</i></p> <ul style="list-style-type: none"> <li>• signed <i>Privacy and Confidentiality Agreement</i></li> <li>• induction and ongoing learning and development on this <i>Framework, Code of Conduct</i> and <i>Child Safe Code of Conduct</i> expectations</li> <li>• required supervision ratios and arrangements</li> </ul> <p><i>Systemic</i></p> <ul style="list-style-type: none"> <li>• risk management approach</li> <li>• advisory structures and processes that include children and young people, and a relevant <i>Child Safety Contact Person</i> (i.e. People &amp; Systems Manager)</li> <li>• unannounced checks and audits</li> <li>• audit/report and improvement cycle</li> </ul>
Medium	<p><b>Indirect contact</b> as part of the Foundation person's or contractor's role description (not just incidental)</p> <p><i>This typically involves access to individuals' data stored on the Foundation's database</i></p>	<p><i>Individual</i></p> <p>Same as for High Risk (above) except for supervision, which only requires:</p> <ul style="list-style-type: none"> <li>• WWCC for one (1) jurisdiction, even if data is from multiple jurisdictions</li> <li>• supervision by a Line Manager</li> </ul> <p><i>Systemic</i></p> <p>Same as for High Risk (above)</p>
Low	<p><b>No contact</b> with children and young people, and no access to personal information or data</p> <p><i>This includes, for example, external providers of auditing services</i></p>	<p><i>Individual</i></p> <ul style="list-style-type: none"> <li>• at least one (1) reference and identity check (as above)</li> <li>• receipt and understanding of <i>this Framework, Code of Conduct</i> and <i>Child Safe Code of Conduct</i> expectations</li> </ul>

### 3.2 Quality assurance – monitoring, reporting and accountability

As part of the Foundation's planning and review processes, every operational and business area documents and reports on incidents and targets related to the *National Principles*. Foundation people are also surveyed regarding priority child protection activity.

### 3.3 Emergencies

In an emergency, Foundation people must follow Foundation emergency plans, paying special attention to procedures for assisting children, young people and others at risk of harm. If it becomes necessary to accompany a child or young person alone in an emergency, whether on foot or in a vehicle, Foundation people must ensure they have:

- received consent from the parent/guardian/carer of the child or young person or, if the matter is urgent and a parent/guardian/carer cannot be contacted, taken advice on the matter from emergency services (such as the ambulance, hospital or SAPOL)
- provided the Foundation's CEO and Leadership Team, as well as emergency services, with full details of:
  - where the child or young person is being taken
  - how they are being taken there and by whom
  - when they are expected to arrive and
  - how contact can be made when they arrive.

### 3.4 Privacy and confidentiality

In accordance with the Foundation's *Privacy Policy* and confidentiality obligations, all Foundation people must respect and maintain privacy and confidentiality, except where required or permitted by law to provide particular information. They must:

- ensure that the personal details of a child, young person or anyone else are not used for any personal purpose or made available to an unauthorised person
- disclose only those personal details permitted within specific program guidelines
- access only the data that is relevant to a specified task or activity, in accordance with clear authority to do so
- use only their own allocated login details to access data and log in to Foundation's computer and information systems
- only copy or take photographs if the Foundation has received informed written consent to do so. An image, story or identity must only be used for the purpose for which written informed consent has been obtained – such as for the annual report or specified media uses. Foundation people must provide and explain clear information about how to ensure privacy protection in social media communications. Consent must be obtained if there is an intent to use an image, story or identity for a purpose other than that for which the informed written consent was originally obtained.

### 3.5 Supporters, partners and third-party providers

Supporters, partners and third-party providers can expect to be informed at the outset of their engagement with the Foundation of the implications for them of this *Framework*. This includes in particular:

- the Foundation's commitment to always act in the best interests of children, provide safe environments and take action to protect children from harm
- screening, other checks and training that may be required, depending on the nature of their contact with children and young people (*direct contact*) or with personal and sensitive information (*indirect contact*). Refer to content on this under 2.8 above
- how the Foundation supervises children and young people, and all communications with them
- privacy, confidentiality and consent including as this relates to media, events and research.

## 4. Recruitment and safety screening

To ensure the safety and wellbeing of children and young people participating in Foundation programs or activities, the Foundation focusses on recruiting people well-suited to engaging with them by:

- ensuring all vacancy advertisements, job descriptions and selection criteria highlight child safety, wellbeing and rights, thereby providing a robust process of assessment and discouraging unsuitable people from applying for a position
- carefully reviewing written applications for an understanding of children's needs and an ability to communicate effectively with children
- asking relevant questions at interview vis their suitability for child-related work, their motivations to work with children and their understanding of child safety in organisational settings, as well as discuss their work history and reasons for leaving previous employment/engagement
- checking references also includes questions relating to applicants' suitability to work with children

During the induction process, all Foundation people are given access to this Framework, and the *Child Safe Code of Conduct*. Supervision and performance management processes for Foundation people include a focus on child and young person safety and wellbeing.

In addition, as contact with children and young people is an inherent requirement of all roles with the Foundation, all applicants wishing to join the Foundation must have a satisfactory *WWCC* and undergo psychometric evaluation conducted by *PsychCheck* before they can commence with the Foundation. Some roles (e.g. those dealing with money) also require a satisfactory National Criminal Record (also known as Police Check) while tasks associated with others require attainment of specific certificates and licenses (e.g. plant and vehicle operation)

*Third parties* involved in the delivery of Foundation activities, including service providers and partner organisations, often have their own policies and procedures to ensure child and young person safety in the work that they do. Despite this, they will be required to provide photographic proof of identity, sign the Foundation's *Child Safe Code of Conduct* and obtain a *WWCC* (which will be verified by the Foundation refer to content on this under 2.8 above) before participating in the activity, unless working under the direct and constant supervision of a Foundation person.

## 5. Resources and training

The Foundation delivers quality, industry best practice information via online and face-to-face training to its people on a regular basis which is mandatory for interaction with children and young people, including on:

- child safe environment
- the types of child harm which may be disclosed
- how a child might disclose harm
- the impacts of harm on children, including trauma
- how to respond to children who disclose harm during activities with the Foundation, including how to support them where necessary
- mandatory reporting and protection obligations
- responding to complaints of misconduct by Foundation people

Other training and resources available to Foundation people include the Foundation's *Privacy Policy*, *its Code of Conduct*, and procedures and information on risk assessment and management, recordkeeping and creating culturally safe environments.

## 6. Supervision of children and young people

## 6.1 Direct supervision by Foundation people

Foundation people are instructed to avoid situations where they are alone with children and young people. This protects everyone. Adult-to-child ratios are determined with child and young person safety and wellbeing as a priority. This requires pre-planning of activities to ensure supervision requirements are met, including where there is an unplanned event – such as if a supervising adult becomes unwell. The following minimum adult-to-child ratios are observed, taking into account that at least two (2) adults will supervise children and young people at all times:

- for children aged eight (8) and over: one (1) adult for every eight (8) children and young people.

This ratio applies to all activities, including:

- programs, including exercises
- camps and outings
- marketing and media events
- corporate events, activities or presentations
- transport. For details, refer to information at 6.3 below

Where this ratio is not possible, adequate risk management strategies must be agreed upon and documented with the relevant Line Manager. This may include ensuring that the Foundation person meets with the child or young person in an open, publicly observable environment.

Volunteers and *Next Step* participants under the age of 18 are supervised by adult Foundation people. Where this is not possible having regard to the nature of the activity, other arrangements are made to ensure adults have close oversight of the activities and appropriate risk management measures are in place. Volunteers who are under 18 are not counted as adults when determining adult-to-child ratios.

## 6.2 Handover of supervision

Transfer or handover of supervision of children or young people must be undertaken in a safe and respectful manner.

The Foundation program or activity co-ordinator and colleague-supporters – who have supervision responsibilities for the duration of the program or activity -- must be assured that the person taking over supervision is a parent/guardian/carer or school/community supporter with authority to take responsibility for the child or young person, and must convey to that person taking over supervision any relevant information – such as if the child or young person is tired or has been distressed, or if they have something to be celebrated.

A parent/guardian/carer or school/community supporter may not arrive at the pre-arranged specified time or place to collect their child or young person. Each program or activity will have emergency contact information for every child and young person, along with guidelines – which have been explained to and agreed with the child/young person's family or DCP – about what must happen if this situation arises. For example, the guidelines may state that the Foundation supervisor will use the emergency contact information and endeavour to arrange for an authorised person to collect the child or young person, and that if none of the emergency contacts can be reached, two (2) of the supervising adults will persist for a specified time, then alert their Line Manager or the *Child Safety Contact Person* (People & Systems Manager), who will advise whether to contact emergency personnel (such as SAPOL) or to accompany the child or young person home.

**Children and young people must not be left to make their own way home.** If emergency contacts cannot be reached, this indicates that the child or young person could remain unsupervised for some time if they were to go home alone.

A child or young person must not be placed in the care of the parent/guardian/carer of another child in the program unless that adult is approved by the child's parent/legal guardian/carer to supervise the child, or the Foundation supervisor is instructed by SAPOL to do so.

There may be occasions when a Foundation person in a supervision role has concerns for the safety and wellbeing of a child or young person if they hand over the child or young person to the adult who is authorised to collect them – or, after a consultation with their Line Manager, they escort the child home and are concerned about the safety of the child or young person in that setting. **Foundation people have no authority to refuse to hand over a child or young person to their parent/legal guardian/carer.** Depending on the urgency of their concern, the Foundation person can:

- contact their Line Manager for advice – for example, if there is no apparent risk of imminent harm to the child or young person but the Foundation person is concerned about whether the child/young person's basic care needs such as food and attention will be met
- report to child protection authorities via CARL if there is significant concern about the safety, welfare and wellbeing of a child or young person – for example, if the Foundation person is concerned the parent/guardian/carer is too unwell, for whatever reason, to care for the child or young person
- contact SAPOL – for example, if violence or aggression are observed.

If the child says they are scared to go with the person who comes to collect them, or to go home, the Foundation person must in the first instance report to CARL, take the action required by CARL then contact their Line Manager or the *Child Safety Contact Person* with advice of the action taken.

**A Foundation person has no legal right to withhold a child/young person from their parent/guardian/carer; only police officers and child protection authorities may do so.**

Foundation people must contact CARL if they have concerns about the safety of a child or young person.

### **6.3 Transport of children and young people**

Parents, guardians and carers are responsible for transporting their children and young people to and from any activity or event facilitated by the Foundation.

Consent for Foundation people to accompany a child or young person to an event must be obtained from the child/young person's parent/guardian/carer, and the Foundation person's Line Manager or the *Child Safety Contact Person*. Such consent will be provided in writing or in a verifiable electronic format.

If Foundation people accompany a program or activity participant, the usual ratio of adults to children applies. If the recommended ratio is not possible, action must be taken to mitigate any risk.

Foundation people must not transport children or young people in private vehicles, except in an emergency. If it becomes necessary to accompany a child or young person alone in an emergency, whether on foot or in a vehicle, Foundation people must ensure:

- they have obtained the consent of the parent/guardian/carer. If the matter is urgent and a parent/guardian/carer cannot be contacted, the Foundation person must take advice from emergency services, such as an ambulance, hospital or SAPOL representative
- that Foundation management (CEO, Leadership Team, Line Manager or *Child Safety Contact Person*) and emergency services have full details of:
  - where the child is being taken
  - how they are being taken there and by whom
  - when they are expected to arrive and how contact will be made when they arrive.

#### **6.4 Managing personal and other health support needs**

Foundation people will incorporate health support planning into any program or event where the Foundation has duty of care for a child or young person. This means:

- making sure a first aid kit and trained first aid provider are available (alternatively, this can be provided by the venue)
- asking parents, guardians or caregivers whether their child or young person has a known first aid need (such as a history of asthma, diabetes, anaphylaxis or epilepsy) or a routine health support need (such as medication administration, personal care support or help with a mental health issue).

A *health support need* will not necessarily prohibit a child or young person from participating in a program or activity unless the child/young person's needs exceed the Foundation's capacity to offer and provide appropriate health support. This means planning for health support occurs early, to ensure any special measures are put in place.

#### **6.5 Management of alcohol and other drugs**

All activities associated with the Foundation will support local health and education policy in relation to managing alcohol and other drugs and keeping children and young people safe. This includes:

- safe use of medications
- no exposure to tobacco or vape ingredients and equipment
- no access to alcohol and
- compliance with drug legislation.

In practice, this means that the Foundation must ensure:

- safe medication management within all activities
- smoke- and vape- free environments for all activities
- careful consideration of child and young person attendance at any event where alcohol is available. Children and young people must be supervised to ensure they are not placed at risk from the alcohol-related behaviour of others. No person aged under 18 years will be supplied with alcohol, and the safety and wellbeing of adult students must be incorporated into the event risk management planning.

**The presence, use or supply of an illegal substance is a police matter and must be reported accordingly.**

#### **6.6 Safeguarding adult students and other adults to whom the Foundation delivers programs, services and activities**

This *Framework* relates to children and young people under the age of 18 years. Although child protection legislation does not apply to adults, the Foundation's commitment to rights, safety and



protection of children and young people extends to the older or tertiary students and vulnerable persons of any age to whom the Foundation delivers services activities and programs. Therefore, the Foundation also considers the guidance the Framework provides when delivering services, activities and programs to students aged 18 years and over as well as to vulnerable people of any age. The Foundation respects the right of adult students and vulnerable people to make informed decisions.

The Foundation appreciates the potential mutual value of connecting its adult program participants with mentors, supporters and other community members. It also acknowledges that in bringing people together it has a responsibility to act to safeguard program participants introduced to new people and environments by the Foundation.

This means the Foundation will:

- inform adult students, other adult program participants, supporters and partners about its commitment – and expectations – regarding the rights, safety and protection of everyone participating in Foundation activities, services or programs
- ensure participation in any program or activity is informed and optional; there is no obligation for any (adult) to agree to participate in activities with external organisations and their decision to participate, or withdraw from the activity after it has commenced, will not affect their eligibility, participation or payments
- actively inform adult program participants about the risks of private contact with persons introduced to them through a program or activity (third parties) that is initiated or occurs outside the program or activity and encourage them to ensure that:
  - they know who to contact if they have any concern at all about their comfort or safety in the relationship or activity
  - they inform the relevant Foundation contact person (e.g. activity co-ordinator or *Child Safe Contact Person*) of the nature and extent of all contact with third parties
  - any face-to-face meeting with third parties is in a public place
  - all online communications are via a business email address or platform.

## **6.7 Digital programs and activities**

### *6.7.1 Using digital technologies*

In developing digital programs and using (often new) technologies, the Foundation aims to enable children and young people to safely learn about and use these tools. In doing so, the Foundation follows the guidelines of the *Australian Office of the eSafety Commissioner*, which include:

- putting protections in place
- informing children, young people and families/guardians/carers and engaging them in how to have safe, positive experiences online
- managing any incident promptly and effectively
- routinely monitoring Foundation policies and practices.

### *6.7.2 Programs and activities*

Where internet-based communication is used in programs and activities – such as online communication – the following procedures apply:

- websites that are accessed by children and young people must be constructed and administered so they protect participants from having unsupervised direct contact with other participants

- participants (children, young people and adults) must be provided with information about how to protect their privacy and confidentiality, and how to avoid disclosing information that could identify them
- participants must be provided with information about the protection of children and young people
- links to other websites must be monitored, and links to inappropriate sites removed
- program guidelines must include procedures to ensure that child safety and wellbeing issues are considered, and that any risks to children and young people are managed.

### 6.7.3 Communication between Foundation supporters, sponsors and children and young people

**Foundation supporters and sponsors must never receive a child or young person's personal or sensitive information.** All communication between Foundation supporters and sponsors with children and young people is reviewed. The Foundation will de-identify, mask or remove any information which it considers is inappropriate or risks the privacy of children or young persons and their families/guardians/carers. As a general rule, the Foundation does not facilitate or encourage any communication between Foundation supporters and sponsors with program participants after the program, service or activity ends. Any exceptions must be referred to the Foundation's *Child Safety Contact Person* (People & Systems Manager) for approval.

Foundation people may sometimes access communication from a program participant to a Foundation supporter or sponsor indicating that the child or young person feels unsafe in their home or some other environment. If this occurs, the Foundation person will take action to protect the best interests of the child or young person by reporting the matter to CARL.

The Foundation manages written communication including content contributed by supporters, sponsors and children and young people, including the forwarding of gifts and offering of opportunities. The Foundation has a policy of restricting the types of gifts/opportunities sponsors can provide to children and young people, and the circumstances in which they may do so. This policy protects the best interests of the child or young person, and other children associated with them. It encourages equity across delivered programs, services and activities, discourages any special or personal relationship and makes sure other children and young people – in the participant's family, the program, service or activity or their school or community – do not feel there is a lack of fairness in the Foundation's approach. Partnership guidelines inform supporters, sponsors and children and young people about these policies.

## 6.8 Communications, marketing, media and events

All Foundation people and supporters will comply with the requirements of this *Framework* in regard to all communications, marketing, media and events. Signed media consent must be provided in advance.

Children, young people and other people at risk of experiencing vulnerability must not be asked to speak in public presentations such as tertiary student presentations, media presentations, corporate partnership events or major donor events unless there is both:

- supportive supervision provided by a Foundation person at the event
- signed permission giving informed consent (see *9 Definitions and Terminology* below) from:
  - the parent/guardian/carer of the child or young person (under 18 years), and the child or young person has confirmed their willingness to participate (see the attached *Consent Form for Media and Promotional Activities*) or
  - the signed consent of adult participants (aged 18 and over).

Support and guidance provided to children, young people and their families in the Foundation's communications, marketing, media and events must, as far as possible, include:

- information about the event itself, including the purpose, attendees and scheduling, and where and with whom they will be located
- a clear description of their role at the event, and who will accompany and guide them
- a briefing on how to keep their personal and sensitive information safe, to ensure that they do not identify themselves or where they live, and do not disclose more than they want to
- information about the nature and extent of any intended publicity for the event
- some discussion about, and encouragement to consider, the impact on them of friends and peers becoming aware, now or in the future, that they are connected with the Foundation – for example, through receiving an award.

Corporate and other partners will be briefed and reminded about this Framework and the commitment and obligations it encompasses for the Foundation. This will incorporate, as relevant to the partnership:

- how children and young people will be chaperoned and supported at the event
- informed consent requirements, and the scope and limits of child and young person (and family) participation, not only in communications and events but more broadly – including the importance of formally negotiating any extra support (such as that related to healthcare needs) or other opportunities (such as an internship or academic credit)
- child protection requirements and the supervision obligations of Foundation people responsible for the delivery of programs, services and activities – and how this protects the corporate or other partner as well as children and young people and their families/guardians/carers
- guidance on what is and is not supportive of children and young people, and therefore possible in terms of their participation
- social and cultural issues to consider in protecting and respecting children and young people, their families/guardians/carers and the Foundation's values and commitments
- if alcohol is to be served to guests, how this will be managed to minimise any negative impact on children and young people
- transport to and from the event
- media presence, and the scope and limits of consent from the children and young people, family/guardian/carer and others
- use of identifying or personal details and images of children and young people at the event, and any potential for use after the event, including in web-based communications.

For each event, corporate and other partners must also be consulted about the event risk management plan as it relates to child safety and protection, with detailed discussion of all issues related to safe and respectful engagement with children, young people and their families/guardians/carers.

## **6.9 Research and evaluation\***

When the Foundation conducts research with children and young people, the participation of children and young people, and their families/guardians/carers, must be voluntary and comply with current national guidelines for the ethical conduct of research, including the requirement for informed consent. As research by the Foundation is mostly for the purpose of quality improvement and

evaluation activities, it conforms to *Ethical Considerations in Quality Assurance and Evaluation Activities*, National Health and Medical Research Council (March 2014). Indeed, the Foundation's evaluations and measurements are continually reviewed and monitored by a Board Sub-Committee, consisting of clinical and research experts, to ensure alignment with this publication.

This research can involve interviews (face-to-face, over the telephone or via communication platforms such as *Skype* or *Microsoft Teams*), focus groups, surveys (face-to-face, over the telephone, and via mail or online) or the use of administrative data relating to children and young people, or their families/guardians/carers.

Engaging children and young people in research supports the Foundation's commitment to engaging children and young people in the decisions that affect them (see 2.3 above).

\*For brevity, the term '*research*' is used throughout to refer to both research and evaluation activities.

## 7. Roles and responsibilities

**Child and young person safety and wellbeing is a shared responsibility for everyone at the Foundation.** Those in particular roles hold special responsibilities, as follows:

### 7.1 The Board

The Board is responsible for:

- making a public commitment to child and young person safety and wellbeing
- championing a child safe culture
- modelling and reinforcing attitudes that value children and young people
- ensuring compliance with the *Child and Young Person Safety and Wellbeing Management Policy* and this *Framework*
- contributing to the review and development of the *Policy* and this *Framework*
- reviewing and approving child and young person safety and wellbeing initiatives and reports on a regular basis at Board meetings
- overseeing actions necessary to keep children and young people safe and well – including responsibilities in relation to recognising and responding to child and young person harm or abuse -- and to promote and protect their rights

### 7.2 Audit, Review and Compliance Committee (ARC)

The ARC is responsible for:

- approving this *Framework* and conducting a review of this *Framework* within 12 months of its adoption, and every two (2) years thereafter
- contributing to the review and development of the *Child and Young Person Safety and Wellbeing Management Policy*, the associated *Framework* and *Child Safe Code of Conduct*
- endorsing, reviewing and reporting on child and young person safety and wellbeing matters under the *Policy*, the associated *Framework* and *Child Safe Code of Conduct* to the Board
- overseeing actions necessary to keep children and young people safe and well – including responsibilities in relation to recognising and responding to child and young person harm or abuse -- and to promote and protect their rights

### 7.3 Chief Executive Officer

The CEO is responsible for:

- dealing with and investigating reports of misconduct by Foundation people and service providers
- ensuring all Foundation people (paid and unpaid) are aware of relevant laws, organisational policies and procedures relating to child and young person safety and wellbeing, this *Framework* and the *Child Safe Code of Conduct*
- making reports to the relevant authorities of suspected or actual child harm
- providing support and training to Foundation people (paid and unpaid) as they undertake child and young person safety obligations
- contributing to the review and development of the *Child and Young Person Safety and Wellbeing Management Policy* and the associated *Framework*
- understanding and complying with the *Child and Young Person Safety and Wellbeing Management Policy* and *Framework*
- leading the development and regular review of child and young person safety and wellbeing initiatives
- ensuring accurate, complete, relevant and transparent safety and wellbeing records are kept
- managing operational performance in light of child and young person safety and wellbeing
- overseeing the implementation of actions necessary to keep children and young people safe and well – including responsibilities in relation to recognising and responding to child and young person harm or abuse -- and to promote and protect their rights

#### **7.4 The Leadership Team**

The Leadership Team is responsible for:

- advising the Foundation and Foundation people regarding legal requirements related to child and young person safety, including mandatory and voluntary reporting obligations, privacy issues and consent
- ensuring Foundation people who work with children and young people meet suitability requirements
- assisting the CEO to deal with and investigate complaints of breaches of the Foundation's *Code of Conduct* and *Child Safe Code of Conduct*
- educating Foundation people about their responsibilities under the *Code of Conduct* and *Child Safe Code of Conduct*
- contributing to the review and development of the *Child and Young Person Safety and Wellbeing Management Policy*, this associated *Framework* and *Child Safe Code of Conduct*
- implementing actions necessary to keep children and young people safe and well – including responsibilities in relation to recognising and responding to child and young person harm or abuse -- and to promote and protect their rights
- contributing to the development and regular review of child and young person safety and wellbeing initiatives
- accessing, reading, understanding and complying with the *Child and Young Person Safety and Wellbeing Management Policy* and *Framework*
- day to day management of programs, functions, activities and services delivered to children and young people
- providing accurate, complete, relevant and transparent records relating to child and young person safety and wellbeing

#### **7.5 Line Managers**

Line Managers are responsible for:

- promoting child and young person safety and wellbeing at all times
- assessing the risk of child harm within their areas of responsibility and mitigating any risk to the extent possible

- advising Foundation people of the procedure to follow when there is a reasonable belief that a child/young person's safety is at risk
- educating Foundation people about their responsibilities under the *Code of Conduct* and *Child Safe Code of Conduct*
- escalating concerns identified by Foundation people about a child/young person's safety to the Leadership Team and the CEO for consideration of making a report to the relevant authorities
- accessing, reading, understanding and complying with the *Child and Young Person Safety and Wellbeing Management Policy and Framework*
- providing training about child and young person safety and wellbeing to Foundation people within their area of responsibility
- providing accurate, complete, relevant and transparent records relating to child and young person safety and wellbeing
- providing advice to the Leadership Team and CEO on roles and responsibilities, as well as initiatives to ensure child and young person safety and wellbeing
- implementing and/or complying with aspects of the Foundation's child and young person safety and wellbeing focussed approach to day-to-day management, including:
  - recruitment and screening practices including *working with children* and *criminal history checks*
  - induction, training, supervision and support of Foundation people
  - policy and/or procedure for receiving and responding to complaints and feedback
  - risk assessment and management processes
  - policies and/or procedures on external reporting, record keeping and information sharing
  - compliance with the *Child Safe Code of Conduct*

## 7.6 All Foundation people

All Foundation people are responsible for:

- familiarising themselves with this *Policy* and associated *Framework*, the *Child Safe Code of Conduct* and policies and procedures in relation to child-related activities of the Foundation, by accessing, reading, understanding and complying with all requirements relevant to them
- where they form a reasonable belief that a child/young person's safety is at risk:
  - reporting any concerns about that child/young person's safety *immediately and directly* to CARL
  - *subsequently* submitting a de-identified incident report to their Line Manager, member of the Leadership Team or the Chief Executive Officer as appropriate in accordance with this *Policy* and *Framework*
- providing an environment that is supportive of children and young people's safety and wellbeing
- undergoing safety screening such as *WWCCs* and *criminal history checks*
- acting honestly and with integrity regarding their engagement with children and young people on behalf of the Foundation and taking action/s necessary to keep children and young people safe and well – including responsibilities in relation to recognising and responding to child and young person harm or abuse -- and to promote and protect their rights.

## 8. Scope

- 8.1 This framework applies to all *Foundation people* – i.e. Foundation members, volunteers, Board and Committee members, employees and external people engaged by the Foundation, such as, but not limited to, contractors, consultants or students on work experience placement – all of whom must be familiar with and adopt the approach to child and young person safety and wellbeing management outlined in this Framework. It applies to all activities, functions, operations and services in the Foundation that involve, result in or relate to contact with children and young people.

## 9. Definitions and terminology

- 9.1 “ARC” refers to the Foundation’s Audit, Risk and Compliance Sub-Committee
- 9.2 “at risk” in relation to a child or young person means they have suffered *harm*, are likely to suffer harm or are likely to be removed from the state for illegal purposes (such as marriage or genital mutilation): section 18 of the *Children and Young People (Safety) Act 2017 (SA)*
- 9.3 “the Board” is the Board of Directors of the Foundation
- 9.4 “CEO” is the Chief Executive Officer of the Foundation
- 9.5 “child” means a juvenile below the age of 18 years, in accordance with the definition of child under the *Convention on the Rights of the Child*
- 9.6 “child abuse” occurs when an adult causes emotional, sexual or physical *harm* to a child, or when a child's basic needs are neglected. Accidents which cause harm to a child aren't necessarily child abuse, but serious neglect of a child's safety could be abuse. Child abuse may sometimes be a one-off incident
- 9.7 “child harm” occurs when an adult causes emotional, sexual or physical *harm* to a child, or when a child's basic needs are neglected. Accidents which cause harm to a child aren't necessarily child abuse, but serious neglect of a child's safety could be abuse. Child abuse may sometimes be a one-off incident.
- Note: *Psychological harm* does not include emotional reactions such as distress, grief, fear or anger that are a response to the ordinary vicissitudes of life.
- 9.8 “Child Safe Code of Conduct” outlines a standard of behaviour and responsibility that is required of all Foundation people in their contact with children and young people during their work at the Foundation, regardless of whether or not this contact is incidental to their normal work duties. Regular training is provided for all Foundation people on this Framework and their obligations under the *Child Safe Code of Conduct*, and for all new recruits. E-learning modules on the National Principles are available for all Foundation people to complete and are mandatory for those in roles where contact with children and young people is an inherent requirement of their position
- 9.9 “child safe standards” are the National Principles for Child Safe Organisations
- 9.10 “consent” means the voluntary agreement of a person with capacity to consent (i.e. in most cases, an adult) to an action or arrangement. “Informed consent” is an agreement given for something to be done, after the action or procedure has been fully explained so that the person understands the procedure, possible consequences, and his or her rights to agree or refuse
- 9.11 “contact with a child” means physical contact, face-to-face contact, written communication, oral communication or electronic communication. *Contact* does not include providing information to children on the Foundation’s website or through other means where there is no exchange of information or communication with a child

- 9.12 “*cultural safety*” is an environment that is safe for people: where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience of learning, living and working together with dignity and truly listening. For Aboriginal and Torres Strait Islander peoples a culturally safe environment is one where they feel safe and secure in their identity, culture and community
- 9.13 “*due diligence*” is being proactive in keeping up-to-date with knowledge of child and young person safety and wellbeing matters and in ensuring the Foundation meets its child safety obligations. Due diligence obligations are designed to ensure reasonable steps are taken to make certain the use of appropriate resources, policies, procedures and health and safety practices in undertaking overall and daily business operations
- 9.14 “*external people*” means all people engaged by the Foundation, such as, but not limited to vendors, contractors and consultants, to assist with carrying out the functions and activities of the Foundation
- 9.15 “*the Foundation*” means Operation Flinders Foundation Incorporated
- 9.16 “*Foundation people*” includes all Foundation volunteers, members, Board and Sub-Committee members, employees, students on work experience placement and external people engaged to perform roles for the Foundation from time to time
- 9.17 “*harm*” refers to physical harm or psychological harm (whether caused by an act or omission) and includes such harm caused by sexual, physical, mental or emotional abuse or neglect (see section 17 of the *Children and Young People (Safety) Act 2017 (SA)*)
- 9.18 “*hazard*” is a situation, task or object that has the potential to harm a person/cause injury or illness
- 9.19 “*incident*” means any accident, unplanned occurrence or event that occurs in the course of Foundation work and causes or contributes to personal injury or damage to property
- 9.20 “*the Leadership Team*” of the Foundation includes the CEO and leaders of Foundation operational and functional units who directly report to the CEO i.e. Business Development Manager, Marketing and Events Manager, People and Systems Manager and Program and Development Manager
- 9.21 “*mandatory reporting*” relates to the requirement to report a *suspicion*, held on *reasonable grounds*, that a child or young person is, or may be, *at risk* of harm to the Department for Child Protection pursuant to section 31 of the *Children and Young People (Safety) Act 2017 (SA)*. Failure to do so carries a maximum penalty to \$10,000. This requirement applies to all Foundation people because everyone at the Foundation is a mandatory notifier.
- Note: as *prescribed persons* under the *Criminal Law Consolidation Act 1935 (SA)*, all Foundation people also bear the responsibility to report *suspected child sexual abuse* to SAPOL and protect children from sexual abuse. Failure to report suspected child abuse is an offence under section 64A of the *Criminal Law Consolidation Act*, with a maximum penalty of imprisonment for 3 years, while failure to protect children from sexual abuse is an offence under section 65 of that Act and bears a maximum penalty of imprisonment for 15 years
- 9.22 “*National Principles for Child Safe Organisations*” (the National Principles) are the 10 principles agreed to by all state and federal governments of Australia that aim to provide a nationally consistent approach to creating organisational cultures that foster child safety and wellbeing. They reflect 10 child safe standards recommended by the *Royal Commission into Institutional Responses to Child Sexual Abuse* and are the vehicle for giving effect to recommendations relating to the standards. The National Principles have a broader scope



that goes beyond child sexual abuse to cover other forms of potential harm to children and young people

- 9.23 “*risk*” is the likelihood that a harmful consequence (death, injury or illness) might result when exposed to a hazard
- 9.24 “*risk assessment*” is the process of evaluating the likelihood and consequences of injury or illness arising from exposure to an identified hazard or hazards
- 9.25 “*risk management*” is the process of making and implementing decisions that will minimise the adverse effect of loss or disruption upon the Foundation, prevent or minimise the consequences of incidents and accidents for its people and visitors to its workplaces. It is also the process by which opportunities are identified to improve and capitalise on Foundation strengths and continue to provide benefits to the community served by the Foundation. Additionally, it is the process of understanding what will prevent the Foundation from achieving its strategic priorities
- 9.26 “*WHS*” means work health and safety
- 9.27 “*worker*” is a person who carries out work for the Foundation including an employee (full-time, part-time, permanent, contract and casual), contractor, sub-contractor, employee of a contractor or sub-contractor, apprentice or trainee, labour hire, student on work experience placement, member, Board and Sub-Committee member and volunteer
- 9.28 “*working with children check*” (WWCC) means a working with children check under the *Child Safety (Prohibited Persons) Act 2016 (SA)*
- 9.29 “*workplace*” includes any place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while working, including construction sites, shops, offices, factories, vehicles, vessels, aircraft or other mobile structures on land or water
- 9.30 “*young person*” is a juvenile between the ages of 16 and 18 years.

## 10. References and related documents

### 10.1 Legislation

- *the United Nations Convention on the Rights of the Child*
- *Online Safety Act 2021 (Cwth)*
- *Child Safety (Prohibited Persons) Act 2016 (SA)*
- *Children and Young People (Safety) Act 2017 (SA)*
- *Criminal Law Consolidation Act 1935 (SA)*
- *Privacy Act 1988 (Cwth)* incorporating the *Australian Privacy Principles*

### 10.2 Resources

- *AS/NZS ISO 45001:2018 Occupational health and safety management systems – requirements with guidance for use*
- *AS ISO 19600:2015 Compliance management systems -- Guidelines*
- *AS/NZS ISO 31000:2018 Risk Management*
- [National Principles for Child Safe Organisations](#)
- [Australian Institute of Family Studies, ‘Responding to children and young people’s disclosures of abuse’](#)
- [Poster: National Principles for Child Safe Organisations](#)

- [Keeping Kids Safe](#), Australian Human Rights Commission
- [Mandatory Reporting Guide](#), SA Government
- [Ethical Considerations in Quality Assurance and Evaluation Activities](#), National Health and Medical Research Council, March 2014

### 10.3 Supporting documents

- *Child Safe Code of Conduct*
- *Code of Conduct*
- *Charter of Commitment for Child Safety*
- *Document change request*
- *Consent Form for Media and Promotional Activities*

### 10.4 Related policies and procedures

- *Child and Young Person Safety and Wellbeing Management Policy*
- *People Management Policy and Framework*
- *Compliance Policy and Framework*
- *Governance Policy and Framework*
- *Risk Management Policy and Framework*
- *Communications Policy and Framework*
- *Crisis Communications Plan*
- *Privacy Policy*
- *Recordkeeping Policy*
- *WHS Management Policy and Framework*

### 10.5 Websites

- [Office of the eSafety Commissioner](#)
- [Department for Child Protection](#)
- [Commissioner for Children and Young People \(CCYP\)](#)

Distribution list for framework revisions:

- ⇒ Board
- ⇒ ARC
- ⇒ CEO
- ⇒ Leadership Team

## 11. Review

- 11.1 This Framework is subject to initial review 12 months from the date of approval by the ARC and thereafter biennially
- 11.2 Any changes to relevant legislation, statutory and/or standard requirements, the Foundation's Strategic Plan or other significant features that impact this Framework will result in review of this Framework within the period set for review in 11.1
- 11.3 Minor adjustments (for example, change of position titles within the Foundation) may be administratively updated by the Policy Owner without the need for a full review. However, the Policy Owner must advise the Leadership Team that this has occurred and replace the accessible copy of this Framework with the current version

11.4 Any Foundation volunteer, Board or Committee member, employee, member or external consultant who wishes to make any comments about this Framework or suggestions for its improvement may complete a *Document Change Request* form (Attachment A) and forward it by email to the Policy Owner.

---

[end of Framework]



## Document Change Request Form

To report the need for correction/s to, or make suggestion/s for, improvement of one of the Foundation's policies or procedures, please complete this form and send it to the Policy Owner by email.

Document name	
Document type	<input type="checkbox"/> policy <input type="checkbox"/> procedure, plan etc
Version N <sup>o</sup>	
Approval date	[DD/MM/YY]
Paragraph/s, sub-paragraph/s concerned	
<b>What</b> do you think ought to be changed?	Details:   
<b>Why</b> do you think it ought to be changed?	<input type="checkbox"/> incorrect <input type="checkbox"/> streamline the process; make things easier <input type="checkbox"/> other:  

Name of the person submitting this form	
Position Title	
Direct contact phone N <sup>o</sup>	
Date	[DD/MM/YY]

If you require more space, please continue overleaf

This page intentionally left blank

## National Principles for Child Safe Organisations

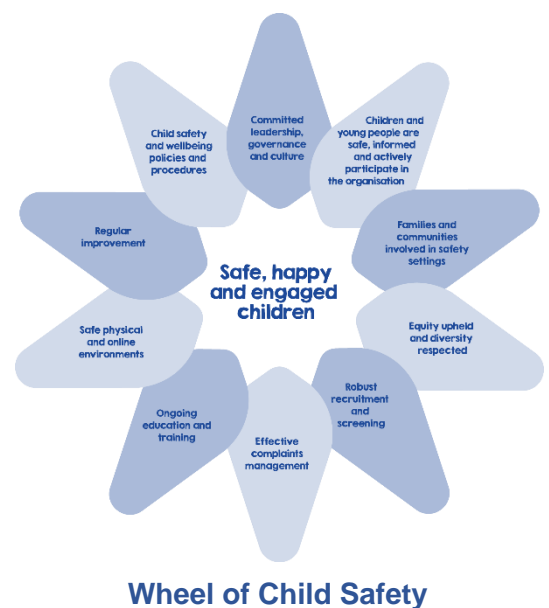
### Overview

As of February 2019, the [National Principles for Child Safe Organisations](#) have been endorsed by members of the Council of Australian Governments, including the Prime Minister and state and territory First Ministers. The principles aim to provide a nationally consistent approach to creating organisational cultures that foster child safety and wellbeing.

The National Principles reflect ten child safe standards recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse, and are the vehicle for giving effect to recommendations relating to the standards. The National Principles have a broader scope that goes beyond child sexual abuse to cover other forms of potential harm to children and young people.

The National Principles are:

1. Child safety and wellbeing is embedded in organisational leadership, governance and culture
2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously
3. Families and communities are informed and involved in promoting child safety and wellbeing
4. Equity is upheld and diverse needs respected in policy and practice
5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
6. Processes to respond to complaints and concerns are child focused
7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
9. Implementation of the national child safe principles is regularly reviewed and improved
10. Policies and procedures document how the organisation is safe for children and young people



The National Principles are:

- underpinned by a [child rights](#), strengths-based approach
- designed to allow for flexibility in implementation across all sectors engaging with children and young people, and in organisations of various sizes
- aligned with existing child safe approaches at the state and territory level

[Download](#) the National Principles for Child Safe Organisations.

### Development of the National Principles

As part of the Child Safe Organisations project, the Australian Government commissioned the National Children's Commissioner, Megan Mitchell, to lead the development of [National Principles for Child Safe Organisations](#).

The National Principles were developed in 2017-2018 through a consultation process that included Australian governments, national peak bodies from sectors that work with children and young people, national advocacy and research organisations, and children and young people.

The National Children's Commissioner undertook targeted consultations in the first half of 2017 with Australia's Children's Commissioners and Guardians, the National Coalition on Child Safety and Wellbeing, and peak organisations from key sectors such as health, education, sport and recreation. The National Children's Commissioner also met with Royal Commission representatives involved in the development of the child safe standards.

In October 2017, Community Services Ministers in Commonwealth, State and Territory Governments endorsed draft National Principles for further consultation.

The National Children's Commissioner established two advisory groups to assist with development and implementation of the National Principles. The list of advisory group members is available [here](#).

In January 2018, the Child Safe Organisations project held a forum on cultural safety for Aboriginal and Torres Strait Islander children and young people, which sought feedback on the draft National Principles from a cultural safety perspective.

The draft National Principles were refined through consultations held between October 2017 and March 2018 with representatives of the sports, disability, health, education, early childhood, arts and recreation sectors; child and family support services; and religious bodies. The [National Children's Commissioner also consulted with children and young people](#) about what was important to them in terms of safety and wellbeing.

As of February 2019, the final National Principles have been endorsed by members of the Council of Australian Governments, including the Prime Minister and state and territory First Ministers.

## **Implementation of the National Principles**

The Royal Commission recommended that all institutions in Australia that engage in child-related work be required to implement ten child safe standards, which have been incorporated into the [National Principles for Child Safe Organisations](#).

In June 2018, the [Australian Government tabled its response](#) to the Royal Commission's recommendations. As one element of its response, the Australian Government established the [National Office For Child Safety](#) in July 2018. The key activities of the National Office will include leading national coordination and implementation of the National Principles, working with the National Children's Commissioner, states and territories and the non-government sector.

In order to allow flexibility in implementation, and in recognition of the variety of organisational types, sizes and capacities, the National Principles outline at a high level the ten elements that are fundamental to making an organisation safe for children.

The National Principles include guidance to help leaders, staff and volunteers in organisations understand the important aspects of creating a child safe culture.

Each principle is accompanied by key action areas and indicators. The key action areas reflect the core components of the Royal Commission's child safe standards. The indicators act as a guide as to whether an organisation is implementing that principle in practice.

[Practical tools](#) and [training resources](#) are available to help organisations implement the National Principles.

At present, the National Principles are not mandatory. However, organisations that implement them will be demonstrating their leadership and commitment to child safety and wellbeing. These organisations will become 'organisations of choice', because children, young people, families and communities will feel confident that they provide safe environments where children's rights, needs and interests are met.

Organisations that engage with children and young people must continue to meet existing child safe requirements in their state or territory. This includes background check schemes for those seeking to work or volunteer with children. Links to state and territory child safe requirements and resources are available [here](#).

## Charter of Commitment for Children and Young People

# Our promises to you...

### Respect

We will treat everyone equally no matter where they are from or who they are. We will make sure everyone feels included and welcome.

### Inform

We will give you information about your physical, emotional and online safety, and what to do if you feel unsafe.

### Give you a voice

We will make sure there are lots of ways for you to have a say and be involved.

### Help

We will listen and act on what you tell us. We will help you with your hopes and dreams as well as your worries and fears.

### Trust

You can trust that we will care about your needs and feelings and will support you. We will continue to get better at what we do.

### Safety

We will make our place happy and comfortable for you.



All Operation Flinders Foundation (the Foundation) people including volunteers, Board and Committee members, employees, as well as work experience and placement students are responsible for the safety and wellbeing of children and young people who engage with the Foundation. They are expected to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

**I will:**

- act in accordance with the Foundation’s child safety and wellbeing policies and procedures at all times
- behave respectfully, courteously and ethically towards children and their families and towards other Foundation people
- listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well
- promote the human rights, safety and wellbeing of all children in the Foundation
- demonstrate appropriate personal and professional boundaries
- consider and respect the diverse backgrounds and needs of children
- create an environment that promotes and enables children’s participation and is welcoming, culturally safe and inclusive for all children and their families
- involve children in making decisions about activities, policies and processes that concern them wherever possible
- contribute, where appropriate, to the Foundation’s policies, discussions, learning and reviews about child safety and wellbeing
- identify and mitigate risks to children’s safety and wellbeing as required by the Foundation’s risk assessment and management policy and/or procedures
- respond to any concerns or complaints of child harm or abuse promptly and in line with the Foundation’s policy and procedure for receiving and responding to complaints
- report all suspected or disclosed child harm or abuse as required by *Children and Young People (Safety) Act 2017* and by the Foundation’s policy and procedure on internal and external reporting
- comply with the Foundation’s protocols on communicating with children
- comply with privacy law and the Foundation’s policies and procedures on privacy, data storage and information sharing

<p><b>I will NOT:</b></p>	<ul style="list-style-type: none"> <li>• engage in any unlawful activity with or in relation to a child</li> <li>• engage in any activity that is likely to physically, sexually or emotionally harm a child</li> <li>• unlawfully discriminate against any child or their family members</li> <li>• be alone with a child unnecessarily</li> <li>• arrange personal contact, including online contact, with children I am working with for a purpose unrelated to the Foundation’s activities</li> <li>• disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by the Foundation’s policy and procedure on reporting</li> <li>• use inappropriate language in the presence of children or show or provide children with access to inappropriate images or material</li> <li>• work with children while under the influence of alcohol or prohibited drugs</li> <li>• ignore or disregard any suspected or disclosed child harm or abuse.</li> </ul>
<p><b>If I think this <i>Code of Conduct</i> has been breached by another person in the Foundation I will:</b></p>	<ul style="list-style-type: none"> <li>• act to prioritise the best interests of children</li> <li>• take actions promptly to ensure that children are safe</li> <li>• promptly report any concerns to my manager, Exercise Command, Chief Operating Officer (the Foundation’s Child Safety Officer), the Chief Executive Officer or another manager or leader in the Foundation</li> <li>• follow the Foundation’s policies and procedures for receiving and responding to complaints and concerns</li> <li>• comply with legislative requirements on reporting and the Foundation’s policy and procedure on internal and external reporting.</li> </ul>
<p><b>I agree to abide by this <i>Code of Conduct</i> during my engagement with the Foundation.</b></p> <p><b>I understand that breaches of this <i>Code of Conduct</i> may lead to disciplinary action or termination of my engagement with the Foundation:</b></p>	<p>..... Signature</p> <p>..... Full Name</p> <p>..... Date</p>



**Child Safe Organisations**  
National Principles

# National Principles for Child Safe Organisations

- 1 Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- 2 Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
- 3 Families and communities are informed, and involved in promoting child safety and wellbeing.
- 4 Equity is upheld and diverse needs respected in policy and practice.
- 5 People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- 6 Processes to respond to complaints and concerns are child focused.
- 7 Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- 8 Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- 9 Implementation of the national child safe principles is regularly reviewed and improved.
- 10 Policies and procedures document how the organisation is safe for children and young people.

For information and resources, go to <https://childsafe.humanrights.gov.au>

## Consent Form for Media and Promotional Activities

### Consent and Agreement Form

Dear parent/caregiver,

Your young person is being invited to participate in a unique outback learning experience called Operation Flinders. The program provides young people aged 14-18 with opportunities to develop team skills, personal strengths, and resilience, learn bush survival skills and enjoy exciting challenges while walking in the Flinders Ranges. Thousands of young South Australians have participated in past years, many finding the experience rewarding and even life-changing.

Thank you for completing this short form so your young person can experience Operation Flinders! If you have any questions, please contact your School/Agency's Coordinator.

Participant Name:	
Date of birth:	
School/agency:	
Participant address:	
Participant mobile number:	

### Emergency contacts

<b>Primary emergency contact name:</b>	
Relationship to participant:	
Mobile number:	
Address (if different to participant):	
Email address:	

<b>Secondary emergency contact name:</b>	
Relationship to participant:	
Mobile number:	
Address (if different to participant):	
Email address:	

<b>Participant T Shirt size:</b>	XS	S	M	L	XL	XXL
----------------------------------	----	---	---	---	----	-----

<b>Does the participant have ambulance cover?</b>	Yes	No
---	-----	----

<b>Is the participant a:</b>		
Families SA client	Yes	No
Managed by a caseworker	Yes	No
Under a court order	Yes	No
None	Yes	No
Caseworker name (if applicable):		

## Food allergies

Please read the following information carefully.

Please ensure that your doctor provides any necessary information regarding food allergies including history, severity, symptoms and timing, treatment plans and any hospitalisations. If your doctor recommends the carrying of an EpiPen ensure that at least one is packed and/or given to the support staff from the school. Operation Flinders will make every attempt to identify ingredients that may cause allergic reactions and provide the appropriate food. Participants with food allergies must be aware that there may be a risk of contamination of foodstuffs at campsites. Special diet requests are for food allergies, religious restrictions, and other health-related needs only. Requests should not be made for food preferences, personal taste, or for “picky eaters.” Vegetarian alternatives are available at each meal.

### Food allergies or intolerances (tick all that apply):

- Nil
- Egg
- Gluten
- Peanuts
- Shellfish/fish
- Dairy
- Soy
- Tree nuts
- Other food allergy/intolerance not listed above: .....

## Photography and media consent

By checking boxes below, I give consent to the:

- Filming, interviewing, or photographing of the participant during the program by a member of the media
- Use of these images/video being shared on the Operation Flinders' Facebook page and our magazine *'Thinking of Eagles'*
- Collection of information from completed questionnaires and surveys for program evaluation and to enable Operation Flinders to develop and maintain programs and activities. De-identified information may be gathered by and released to university researchers.
- Sharing of collected information with the participant's school/agency to communicate vital data that may enhance positive outcomes for the participant.

## General agreement

I am over 18 years of age at the time of the exercise and I am authorised to act on behalf of the named participant. I agree to:

1. Ensure a Medical Disclosure is available to Operation Flinders
  2. Ensure the provision of adequate footwear as described in General Information
  3. Allow staff to exercise their duty of care to ensure the safety, well-being, and successful conduct of the individual and the group during the Exercise
  4. Pay any medical and dental expenses other than primary care as incurred by the participant
  5. Provide accurate emergency contacts to enable the participants to return home early if necessary and bear the costs of repatriation at the discretion of the Exercise Commander
  6. If the participant is under the age of 18 years and where a Medical Doctor has authorised the use of non-prescribed medication in the Medical Consent form I agree to the administration of these medications as deemed appropriate by the trained paramedics. I further consent to a paramedic authorising a support staff member to administer these medications in the field
  7. Use of the information I have supplied in this form by Operation Flinders for the following intended purposes:
    - (a) assess the suitability of the named young person to participate on Exercise
    - (b) manage the risks of their experience whilst on Exercise and
    - (c) add to Operation Flinders databank of de-identified participant information.
- Agree
  - Can someone discuss this with me further

Name:	
Date:	
Signature:	