



Child Safe Organisation Policy

Policy coverage

This Child Safe Organisation Policy (**Policy**) has been prepared for and applies to the Old Ways New Ways program (**OWNW**). The OWNW is made up of a consortium of strong and culturally secure organisations, being:

- Aboriginal Legal Service of Western Australia Limited (**ALSWA**);
 - Wadjak Northside Aboriginal Community (Aboriginal Corporation);
 - Stephen Michael Foundation Ltd; and
 - Hope Community Services Ltd.
- (collectively, the **Consortium**)

ALSWA is the lead agency in the Consortium.

All members of the Consortium must comply with this Policy in relation to their participation in the OWNW and a reference to the Consortium is also a reference to each Consortium member.

1 Purpose

This Policy demonstrates the ongoing commitment of the Consortium to the safety and wellbeing of children and young people in addition to establishing and maintaining child safe and child friendly environments. Child and children, for the purpose of this Policy, means a person or persons under the age of 18 years.

This Policy will inform Consortium workers of their obligations to act ethically towards children and their roles and responsibilities in ensuring the safety and wellbeing of children. It will provide guidance on the processes and procedures the Consortium adopts to ensure children's safety and wellbeing across all areas of the Consortium's undertakings.

2 Scope

This Policy applies to all persons performing work for the Consortium whether in a paid or unpaid position, including, without limitation, employees, board members, executive leadership, contractors, volunteers, interns, trainees, elders and consultants (collectively, **Workers**).

This Policy applies to all Consortium activities that will, or may, involve, result in, or relate to contact with children.

3 National Principles for Child Safe Organisations

The National Principles for Child Safe Organisations must direct the implementation of this Policy and the Consortium's approach to ensuring a child safe and child friendly environment. These are, with their key action areas immediately beneath them:

1. Child safety and wellbeing is embedded in organisational leadership, governance and culture.
 - 1.1. Consortium members make a public commitment to child safety;



- 1.2. A child safe culture is championed and modelled at all levels of the organisation from the top down and the bottom up;
- 1.3. Governance arrangements facilitate implementation of this Policy at all levels;
- 1.4. A Code of Conduct provides guidelines for staff and volunteers on expected behavioural standards and responsibilities;
- 1.5. Risk management strategies focus on preventing, identifying and mitigating risks to children and young people; and
- 1.6. Staff and volunteers understand their obligations on information sharing and record keeping.
2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
 - 2.1. Children and young people are informed about all of their rights, including to safety, information and participation;
 - 2.2. The importance of friendships is recognised and support from peers is encouraged, to help children and young people feel safe and be less isolated;
 - 2.3. Where relevant to the setting or context, children may be offered access to sexual abuse prevention programs and to relevant related information in an age appropriate way; and
 - 2.4. Staff and volunteers 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.
3. Families and communities are informed and involved in promoting child safety and wellbeing.
 - 3.1. Families participate in decisions affecting their child;
 - 3.2. The organisation engages and openly communicates with families and the community about its child safe approach and relevant information is accessible;
 - 3.3. Families and communities have a say in the development and review of the organisations policies and practices; and
 - 3.4. Families, carers and the community are informed about the organisation's operations and governance.
4. Equity is upheld and diverse needs respected in policy and practice.
 - 4.1. The organisation, including staff and volunteers, understands children and young people's diverse circumstances, and provides support and responds to those who are vulnerable;
 - 4.2. Children and young people have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand; and
 - 4.3. The organisation pays particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disability, children from culturally and linguistically diverse backgrounds, those who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people.
5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
 - 5.1. Recruitment, including advertising, referee checks and staff and volunteer pre-employment screening emphasis child safety and wellbeing;



- 5.2. Relevant staff and volunteers have current working with children checks or equivalent backgrounds;
- 5.3. All staff and volunteers receive an appropriate induction and are aware of their responsibilities to children and young people, including record keeping, information sharing and reporting obligations; and
- 5.4. Ongoing supervision and people management is focused on child safety and wellbeing.
6. Processes to respond to complaints and concerns are child focussed.
 - 6.1. The organisation has an accessible, child focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report;
 - 6.2. Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe;
 - 6.3. Complaints are taken seriously and responded to promptly and thoroughly;
 - 6.4. The organisation has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement; and
 - 6.5. Reporting, privacy and employment law obligations are met.
7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
 - 7.1. Staff and volunteers are trained and supported to effectively implement the organisation's child safety and wellbeing policy;
 - 7.2. Staff and volunteers receive training and information to recognise indicators of child harm, including harm caused by other children and young people;
 - 7.3. Staff and volunteers receive training and information to respond effectively to issues of child safety and wellbeing and support colleagues who disclose harm; and
 - 7.4. Staff and volunteers receive training and information on how to build culturally safe environments for children and young people.
8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
 - 8.1. Staff and volunteers identify and mitigate risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities;
 - 8.2. The online environment is used in accordance with the organisation's Code of Conduct and child safety and wellbeing policy and practices;
 - 8.3. Risk management plans consider risks posed by organisational settings, activities and the physical environment; and
 - 8.4. Organisations that contract facilities and services from third parties have procurement policies that ensure the safety of children and young people.
9. Implementation of the national child safe principles is regularly reviewed and improved.
 - 9.1. The organisation regularly reviews, evaluates and improves child safe practices;
 - 9.2. Complaints, concerns and safety incidents are analysed to identify causes and systemic failures so as to inform continuous improvement; and



- 9.3. The organisation reports on the findings of relevant reviews to staff and volunteers, community and families and children and young people.
10. Policies and procedures document how the organisation is safe for children and young people.
 - 10.1. Policies and procedures address all National Child Safe Principles;
 - 10.2. Policies and procedures are documented and easy to understand;
 - 10.3. Best practice models and stakeholder consultation informs the development of policies and procedures;
 - 10.4. Leaders champion and model compliance with policies and procedures; and
 - 10.5. Staff and volunteers understand and implement policies and procedures.

4 Responsibilities

4.1 Self-assessment and review

The Consortium must complete a risk self-assessment and review annually in the form at Annexure A. This review may, by agreement, be completed by a single member of the Consortium with input from the other members.

As part of this review, the Consortium may identify areas of improvement in relation to maintaining a child safe and child friendly environment. To the extent that any areas of improvement are identified, the Consortium will take steps to implement these improvements.

If a risk to a child is identified through the risk self-assessment, it must be addressed as a matter of priority. The exact steps required to address the risk will be assessed on a case by case basis.

4.2 Transparency and communication

Any child, or their parent or legal guardian, that engages with the Consortium will be communicated with in an open and transparent manner.

Workers must inform the child, or where, appropriate, their parent or legal guardian, of any records being kept about them, for how long they will be kept and how they may access them. The child, or their parent or legal guardian, may read their records.

Workers must inform the child of their rights, including about safety and their engagement with the Consortium, and must seek their input and opinions about how their rights are protected.

4.3 Training

Workers that will have, or are likely to have, interaction with children must receive training in relation to interacting with children (including in the induction process). This may include:

- Training on identifying signs of harm and abuse;
- Training on how to build culturally safe environments for children and young people;
- Training on the National Principles for Child Safe Organisations;
- Training on the risk self-assessment at Annexure A and how the Consortium identifies risk and addresses ongoing risk;
- Training on the Consortium's Working with Children Check Policy and the legislative requirements around that policy;
- Training on the Consortium's, and its Workers', reporting obligations; and



4.4 Recruitment and staff

During the recruitment process, members of the Consortium must ensure any Workers it employs, or otherwise engages, must be capable of working with children. This includes holding any necessary qualification or check (such as a working with children check or national police check).

The Consortium's employment and contractor contracts, for roles that interact with children, must ensure that the person must maintain, as a condition of their engagement, the necessary qualifications or checks to work with children.

The Consortium must keep an up to date, accurate register of its employees and contractors working across all Consortium members on a shared drive (the **Shared Register**). The Shared Register will record the name, working with children check (**WWCC**) details, and police clearance details of each employee or contractor.

4.5 Subcontracts

All subcontracts entered into by the Consortium in relation to the OOWNW program must require the subcontractor to:

- Implement the National Principles for Child Safe Organisations as outlined in clause 3;
- Complete an annual risk assessment as outlined in clause 4.1;
- Provide training as outlined in clause 4.3; and
- Require that they incorporate the requirements in this clause 4.5 in any secondary subcontracts.

In the event that the Consortium enters into subcontracts with individuals such as mentors or Elders, and where it considers that the above requirements may not reasonably be met, the Consortium may instead:

- Provide the subcontractor with a copy of this Policy and require the subcontractor to comply with it, and any of the Consortium's risk management strategies, to the extent practicable;
- Require that the subcontractor obtain a working with children check (**WWCC**) in accordance with the Consortium's WWCC Policy prior to being involved in any child-related work; and
- Offer and facilitate opportunities for the subcontractor to participate in child safety training where appropriate and applicable.

4.6 Minimum attendance requirements

The Consortium expects its personnel to maintain the highest behavioural standards when working with children. In order to ensure the safety of children and Workers, the Consortium requires that at least two Workers must be in attendance for the following activities:

- (a) Client transport by vehicle;
- (b) Home visits;
- (c) Cultural activities or camps on country; and
- (d) Any other activity that is not conducted in a public place,
(the **Private Activities**).

If two Workers are not available for the Private Activities, a Worker may be accompanied by a **suitable external worker**. The external worker may only accompany the Worker during Private Activities if they have provided a copy of their working with children card and its validity has been appropriately verified through the Consortium's online checking process and its results recorded and provided to the OOWNW Senior Program Manager, prior to the Private Activities occurring. A **suitable external worker** is:

- (a) A worker employed by a Consortium member that is not involved in the OOWNW program;



- (b) A youth justice officer from the Department of Justice;
- (c) A child protection case worker from the Department of Communities; and
- (d) A worker from a suitable external agency approved by the Project Management Team, Senior Program Manager or ALSWA Director Policy and Programs.

4.7 Mandatory reporting

The Consortium and its Workers must comply with all reporting obligations required by law. This includes complying with the Consortium's Reportable Conduct Scheme Policy.

4.8 Complaint process

Any complaint or grievance raised by a child, or about a child, must be dealt with in accordance with that Consortium member's applicable grievance or complaints policy, and the Child Friendly Complaint Policy. In the event of any inconsistencies between policies, the Consortium member's applicable grievance or complaints policy should be followed. The complaint or grievance, and any investigation, must be conducted in a child focussed manner which focusses on protecting the child.

All decisions must be made with child safety as a priority.

5 Commonwealth reporting obligations

The Consortium will provide the Commonwealth with an annual statement of compliance in the manner prescribed by the Commonwealth.

The Commonwealth may, with reasonable notice, conduct a review of the Consortium's compliance with the obligations under clause 4 of this Policy or a material non-compliance with the National Principles for Child Safe Organisations (**Review**).

The Consortium will:

- Notify the Commonwealth of a failure to comply with the obligations under clause 4 of this Policy or a material non-compliance with the National Principles for Child Safe Organisations;
- Cooperate with the Commonwealth in relation to a Review; and
- Promptly, and at the Consortium's cost, take such action is necessary to rectify, to the Commonwealth's satisfaction, any failure to comply with the obligations under clause 4 of this Policy or a material non-compliance with the National Principles for Child Safe Organisations.

By agreement, any Consortium members may defer these reporting obligations to a different Consortium member. However, every Consortium member retains the onus to ensure compliance with this clause 5.

6 Document and resource sharing

In order to ensure all Consortium members are discharging their obligations under this Policy, all documents relating to this Policy's implementation must be shared between the other Consortium members. This may be done through the use of the Consortium's shared drives.

Notwithstanding the need to share documents and information, each Consortium member must do this with consideration to any privacy obligations owing to their employees, volunteers, contractors, clients or other workers.

7 Relevant legislation and standards

The Consortium strives to act in accordance with all State, national and international standards for ensuring the safety and wellbeing of children. These include, without limitation:

- (a) The United Nations Convention on the Rights of the Child;



- (b) National Principles for Child Safe Organisations;
- (c) Child Safe Organisations WA Guidelines;
- (d) National Standards for Out-of-Home Care;
- (e) *Children and Community Services Act 2004* (WA);
- (f) *Parliamentary Commissioner Amendment (Reportable Conduct) Act 2022* (WA);
- (g) *Working with Children (Criminal Record Checking) Act 2004* (WA); and

8 Related organisational policies and procedures

Consortium policies and procedures that promote the safety and wellbeing of children include:

- (a) Working with Children Check Policy; and
- (b) Reportable Conduct Scheme Policy.

These policies can be found in the shared Old Ways New Ways MS Teams drive.

9 Policy status and review

This Policy has been approved by the Consortium Partners Council and came into effect on 31 October 2024.

If you have any questions about this Policy or its application, please ask the OOWN Senior Program Manager at ALSWA.

This Policy will be reviewed annually. ALSWA will be responsible for its review.

Child Safe Policy - Annexure A

9.1 Leadership, governance and culture

National Principle 1: Child safety and wellbeing is embedded in organisational leadership, governance and culture

Agency:
Work unit:

Completed by:
Date of review:
Date of next review:

Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
<p>1.1 The organisation makes a public commitment to child safety.</p> <p>Examples</p> <ul style="list-style-type: none"> • In public documents. • On websites. • On posters/flyers across locations. • In induction/welcome packs. • On key internal documents/intranet. 					
<p>1.2 A child safe culture is championed and modelled at all levels of the organisation from the top down and the bottom up.</p> <p>Examples</p> <ul style="list-style-type: none"> • Leaders model child safe attitudes and behaviours. • Leaders provide opportunities for staff and volunteers to ask questions and to seek further advice. • Inclusion of child safety messages in newsletters and speeches. • Regular agenda item in meetings and other communication. • Monitoring the use of policies and processes in practice. 					



<p>1.3 Governance arrangements facilitate implementation of the child safety and wellbeing policy at all levels.</p> <p>Examples</p> <ul style="list-style-type: none">• A clear accountability framework is promoted to staff, volunteers, families, children and young people.• Everyone understands their own roles and responsibilities for child safety.• There are named people to discuss practices and concerns with.• Policies and procedures refer to additional information, support and contacts.					
<p>1.4 A Code of Conduct provides guidelines for staff and volunteers on expected behavioural standards and responsibilities.</p> <p>Examples</p> <ul style="list-style-type: none">• Children, young people and their families are aware of the Code of Conduct and who to speak to if they are concerned someone is breaking the rules.• Children and young people are involved in developing team, group or class rules that outline respectful behaviours between children and young people.					
<p>1.5 Risk management strategies focus on preventing, identifying and mitigating risks to children and young people.</p> <p>Examples</p> <ul style="list-style-type: none">• They are written into strategic/planning documents.• Work is planned to minimise situations where children may be harmed.• The increased level or risk associated with some activities is accounted for.• Time/funding is allocated to training/professional development.					



1.6 Staff and volunteers understand their obligations on information sharing and recordkeeping.

Examples

- Recordkeeping processes meet legislated or contractual obligations.
- Children and young people and their families are told what records are kept about them, for how long, and how they can access them.
- Children and young people have a right to read their records and to comment on them or seek changes to them.

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9.2 Empowering children to participate

National Principle 2: Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously

Agency: Work unit:		Completed by: Date of review: Date of next review:			
Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
<p>2.1 Children and young people are informed about all of their rights, including to safety, information and participation.</p> <p>Examples</p> <ul style="list-style-type: none"> • Talking to children and young people about <ul style="list-style-type: none"> – their right to feel safe – the steps the organisation takes to help keep them safe – the rules of the organisation – who to talk to/how to speak up if something is worrying them – what to do if someone they know is being hurt. • Ask their opinions through discussions, activities and surveys on how things could be better, what they like/don't like and what makes them feel safe/unsafe in the organisation. • Children design/write child-friendly versions of policies and procedures. 					
<p>2.2 The importance of friendships is recognised and support from peers is encouraged, to help children and young people feel safe and be less isolated.</p> <p>Examples</p>					



<ul style="list-style-type: none"> • When a child joins the organisation, assess their needs (including cultural and other diversity) and help them build relationships. • Facilitate connections between children through buddy systems. • Individual support plans are in place. 					
<p>2.3 Where relevant to the setting or context, children may be offered access to sexual abuse prevention programs and to relevant related information in an age-appropriate way.</p> <p>Examples</p> <ul style="list-style-type: none"> • Protective behaviours education • Education regarding online safety • Child-friendly versions of rules/codes of conduct for staff and for children and young people • Child-friendly information about complaint processes 					
<p>2.4 Staff and volunteers 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.</p> <p>Examples</p> <ul style="list-style-type: none"> • Staff and volunteers understand the developmental needs of children and young people. • Barriers are identified and the specific needs of different groups of children and young people are responded to. • Proactive checking-in with children. 					



9.3 Involving family and community

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

Agency: Work unit:		Completed by: Date of review: Date of next review:			
Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
3.1 Families participate in decisions affecting their child. Examples <ul style="list-style-type: none"> • Discuss with parents how they would like to be involved in the organisation. • Staff and volunteers are responsive to the needs of families, including cultural safety. • Parents and carers are encouraged and supported to talk to their children about safety and wellbeing. 					
3.2 The organisation engages and openly communicates with families and the community about its child safe approach and relevant information is accessible. Examples <ul style="list-style-type: none"> • Provide timely information in a form and language that is accessible, including information about the organisation's child safe and friendly policies and complaints processes. • There are opportunities for parents, carers and community members to participate in activities in the organisation (eg P&C committee, volunteers, elders, cultural advisers). • Open door policy for parents/carers to visit the organisation. • 'Drop in' sessions. 					



<p>3.3 Families and communities have a say in the development and review of the organisation's policies and practices.</p> <p>Examples</p> <ul style="list-style-type: none">• Actively invite feedback or opinions through informal discussions, forums, meetings and surveys.• Supporting several parents/carers to speak with others and report back to the organisation on how things could be better, how the organisation could work in more culturally appropriate ways, what they like/don't like.• Barriers that may prevent parent, carer and/or community participation have been identified and addressed.• Establish connections with external agencies or community leaders who can support the organisation to build culturally respectful practices.					
<p>3.4 Families, carers and the community are informed about the organisation's operations and governance.</p> <p>Examples</p> <ul style="list-style-type: none">• Policies and information are provided in accessible language and formats and inform families of the support available to them and complaints processes.• Organisations seek guidance from families, elders, and experienced people about the needs of children and young people with disabilities, complex needs or from culturally diverse backgrounds.					



9.4 Equity upheld and diverse needs respected

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

Agency: Work unit:		Completed by: Date of review: Date of next review:			
Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
<p>4.1 The organisation, including staff and volunteers, understands children and young people’s diverse circumstances, and provides support and responds to those who are vulnerable.</p> <p>Examples</p> <ul style="list-style-type: none"> • The organisation’s environment reflects the lives and identities of the children within the organisation through artwork; positive images, photos and role models; maps of Aboriginal cultural boundaries; and information about different countries. • Respect for diversity and cultural differences is embedded in all policies and practices and affirms that children and young people’s cultural identity or religious beliefs are fundamental to their wellbeing. • Ensuring practices are in place that promote the inclusion and safety of children and young people with disability. • All children and families, including those from diverse backgrounds, are supported to give feedback and input into review processes. 					



<p>4.2 Children and young people have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand.</p> <p>Examples</p> <ul style="list-style-type: none">• Strategies for promoting the participation of vulnerable children and young people are implemented.• Resources, activities and information reflect diversity across all categories.					
<p>4.3 The organisation pays particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disability, children from culturally and linguistically diverse backgrounds, those who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people.</p> <p>Examples</p> <ul style="list-style-type: none">• Guidance is sought from experienced others in regards to the needs of children and young people with disabilities, complex needs or from culturally diverse backgrounds.• Actively promotes and supports the diversity of family structures and relationships.• Accounts for the increased level or risk associated with particular vulnerabilities of some children.• All children and young people have fair access to the relationships, skills, knowledge and resources they need to be safe, in equal measure with their peers.					



9.5 Managing staff and volunteers

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

Agency: Work unit:		Completed by: Date of review: Date of next review:			
Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
5.1 Recruitment, including advertising, referee checks and staff and volunteer pre-employment screening emphasise child safety and wellbeing. Examples <ul style="list-style-type: none"> • Multi-person interview panel. • Transparent short-listing process. • Standardised reference checks. • Staff and volunteers are from diverse cultures, abilities and identities. 					
5.2 Relevant staff and volunteers have current working with children checks or equivalent backgrounds. Examples <ul style="list-style-type: none"> • Identity checks. • Qualification verification. • Working with Children Check. • National Police Check. 					



<p>5.3 All staff and volunteers receive an appropriate induction and are aware of their responsibilities to children and young people, including recordkeeping, information sharing and reporting obligations.</p> <p>Examples</p> <ul style="list-style-type: none">• Induction processes include training on child safe policies and day-to-day child safe practices in the workplace.• There is specific content related to respect for and meeting the needs of children, regardless of their individual characteristics, cultural backgrounds and abilities.					
<p>5.4 Ongoing supervision and people management is focused on child safety and wellbeing.</p> <p>Examples</p> <ul style="list-style-type: none">• Regular training, professional development and/or information sessions.• Discussion of child safe practices and checks for understanding of policies and procedures.• Relevant aspects incorporated within performance plans.• Circulation of information about policies and procedures.• Active communication of internal and/or external supports.• Staff mentoring.• Clear disciplinary and grievance procedures, which are linked to codes of conduct and feedback/complaint mechanisms.					



9.6 Child friendly complaint process and reporting

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

Agency: Work unit:		Completed by: Date of review: Date of next review:			
Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
<p>6.1 The organisation has an accessible, child focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report.</p> <p>Examples</p> <ul style="list-style-type: none"> • Multiple pathways for staff, volunteers, children, young people and parents/carers to provide feedback, raise concerns or complaints. Specifically, incorporating feedback into activities, anonymous dropbox or online system, regular invitations to talk or checking-in with people. • Designated staff role for promoting child safety (more than one). • Staff and volunteers discuss and invite complaints and feedback. • Information is accessible, age-appropriate and in meaningful formats and is mindful of diverse characteristics, cultural backgrounds and abilities. • Visible posters/flyers/flowcharts. • Information on the website. 					



<p>6.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.</p> <p>Examples</p> <ul style="list-style-type: none">• Barriers that may prevent staff, volunteers, families, children and young people from providing feedback, raising concerns or making a formal complaint are identified and addressed.• The cultural appropriateness of processes has been considered.• There are ways for people with communication difficulties to raise concerns.• Complaints from an advocate or someone speaking on behalf of children are accepted.					
<p>6.3 Complaints are taken seriously and responded to promptly and thoroughly.</p> <p>Examples</p> <ul style="list-style-type: none">• Processes include approaches to dealing with situations in which a child may cause harm to another child.• There are several pathways to escalate concerns.• Complainants are kept informed of the progress and outcome.• Feedback and complaints lead to improvement in service planning and/or delivery.					
<p>6.4 The organisation has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement.</p> <p>Examples</p> <ul style="list-style-type: none">• The complaints process prioritises the safety and wellbeing of children and young people.• The complaints process includes a recordkeeping system that is linked to decision making, reporting requirements and disciplinary processes.					



6.5 Reporting, privacy and employment law obligations are met.

Examples

- Complaints processes and disciplinary proceedings are clear and facilitate procedural fairness and natural justice for all parties involved in the complaint.
- Translation services and bicultural staff with knowledge of child abuse issues are used when needed to facilitate reporting and complaint handling.

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9.7 Education and development

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

Agency: Work unit:		Completed by: Date of review: Date of next review:			
Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
<p>7.1 Staff and volunteers are trained and supported to effectively implement the organisation’s child safety and wellbeing policy.</p> <p>Examples</p> <ul style="list-style-type: none"> • Training addresses the needs of the whole organisation, including leaders and governing bodies, to ensure they have the knowledge and information required to understand their responsibilities. • Training and resources provided to staff/volunteers are accessible, evidence-based and reviewed regularly. Where necessary/applicable, external experts support or provide training. • Resources, or information about resources, are prominently displayed in staff areas or on an intranet. • Resources are from organisations that have expertise in the safety of children and young people. • Ongoing professional development/training is provided to support ongoing responsiveness to, and application of, child safe and friendly practices in the workplace. 					



<p>7.2 Staff and volunteers receive training and information to recognise indicators of child harm, including harm caused by other children and young people.</p> <p>Examples</p> <ul style="list-style-type: none"> • Training and information on the dynamics of child abuse. • How to identify and respond to behaviour by others that is considered risky or harmful to children. 				
<p>7.3 Staff and volunteers receive training and information to respond effectively to issues of child safety and wellbeing and support colleagues who disclose harm.</p> <p>Examples</p> <ul style="list-style-type: none"> • The process of disclosure and responding to children and young people. • Policies, procedures and reporting within the organisation, and legal reporting obligations. • Where to access further support internally and/or externally, including what do to if concerns are not acted on appropriately. 				
<p>7.4 Staff and volunteers receive training and information on how to build culturally safe environments for children and young people.</p> <p>Examples</p> <ul style="list-style-type: none"> • Supporting the participation of all children and young people, families and communities. • Training is culturally responsive to the needs of Aboriginal, migrant, refugee and multi-faith communities and to the needs of people with disability; for example, by being delivered jointly by bilingual and/or bicultural workers. • Information on education opportunities for children, young people and parents and carers about child abuse, protective behaviours and online safety is provided in accessible formats. 				



9.8 Safe environments - physical and online

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

Agency: Work unit:		Completed by: Date of review: Date of next review:			
Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
<p>8.1 Staff and volunteers identify and mitigate risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities.</p> <p>Examples</p> <ul style="list-style-type: none"> • Particular attention is given to safety and diverse needs of children in closed or segregated environments, such as out-of-home care, boarding schools, youth detention, specialist education facilities and disability support settings. • Guidelines are in place to reduce risk during activities such as toileting, showering and changing clothes between an adult and children and young people, and also the risk of inappropriate or harmful contact between children. 					



<p>8.2 The online environment is used in accordance with the organisation’s Code of Conduct and child safety and wellbeing policy and practices.</p> <p>Examples</p> <ul style="list-style-type: none">• Guidelines are in place about the taking and storage of photos of children.• Guidelines are in place for staff and volunteers about communication with children via personal phones, emails and social media.• Guidelines and education about cybersafety and online security for children and young people is provided, or links to education resources are provided.					
<p>8.3 Risk management plans consider risks posed by organisational settings, activities and the physical environment.</p> <p>Examples</p> <ul style="list-style-type: none">• Strategies are adapted for the different settings in which the organisation works and the particular needs of the children and young people.• Visibility has been considered and activities planned accordingly, or other practices are strengthened.• Access to the organisation is actively monitored.• Off-site activities are planned to take into account the physical environment.• Procedures and guidelines for managing toilet breaks, changing clothes and personal care are in place.					
<p>8.4 Organisations that contract facilities and services from third parties have procurement policies that ensure the safety of children and young people.</p> <p>Examples</p> <ul style="list-style-type: none">• Contracts specify implementation of child safe principles.• Contracted agencies have child focused complaints systems and report to the funding organisation on complaints received.					



9.9 Continuous improvement

National Principle 9: Implementation of the National Principles for Child Safe Organisations WA is regularly reviewed and improved

Agency: Work unit:		Completed by: Date of review: Date of next review:			
Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
<p>9.1 The organisation regularly reviews, evaluates and improves child safe practices.</p> <p>Examples</p> <ul style="list-style-type: none"> • Reviews check for enactment of policies and procedures and are informed by a range of information/data sources from the organisation. • There is regular proactive discussion/input about practice as part of general meetings and informed by general feedback, input from staff, volunteers, children, young people, carers and parents. • The organisation is attentive and responsive to new challenges, such as changes of children in the organisation or to the diverse needs of children and families. • If serving children who are at risk, more vulnerable or hard to reach, the organisation gives attention to the evolving evidence base in relation to the safety of all children, being mindful of their individual characteristics, cultural backgrounds and abilities. 					



<p>9.2 Complaints, concerns and safety incidents are analysed to identify causes and systemic failures so as to inform continuous improvement.</p> <p>Examples</p> <ul style="list-style-type: none">• A thorough review is undertaken at the earliest opportunity when a complaint has occurred and is finalised to identify the cause of the problem, systemic issues and failures, organisational risks and areas for improvement or changes required.• The organisation fosters open and positive relationships with other organisations to share lessons learnt, experiences and practices.• An external expert conducts an independent review of complaint handling.					
<p>9.3 The organisation reports on the findings of relevant reviews to staff and volunteers, community and families and children and young people.</p> <p>Examples</p> <ul style="list-style-type: none">• Self-assessment and review of all child safe organisation principles and strategies are undertaken regularly and leaders in the organisation are aware of the outcomes, any areas requiring attention and the completion of necessary tasks.• Policies and procedures are dated, and new versions/changes are brought to the attention of staff, volunteers, parents, carers, children and young people and supported by relevant information and/or training as required.					



9.10 Child safe and friendly policies

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

Agency: Work unit:		Completed by: Date of review: Date of next review:			
Key action areas	Rating 1 to 5	Evidence that supports rating	Next steps for improvement	By whom	By when
10.1 Policies and procedures address all National Child Safe Principles. Examples <ul style="list-style-type: none"> • A coherent framework of policies and procedures outlines the organisation's commitment to child safety and the proactive steps taken to address this. • There is a code of conduct, a risk management strategy, and feedback and complaints procedures. • Clear procedures for staff and volunteer management (including recruitment, education and development), ongoing supervision and disciplinary procedures. 					
10.2 Policies and procedures are documented and easy to understand. Examples <ul style="list-style-type: none"> • Staff are trained in the policies and they are discussed in supervision, meetings and reviews. • Policies and procedures are clear, easy to understand and accessible to all stakeholders, including staff, volunteers, families, children and young people. This may mean there are separate versions for each stakeholder group. • Policies and procedures make clear reference to additional considerations or specific strategies for Aboriginal and 					



<p>Torres Strait Islander children, children with disability, children from culturally and linguistically diverse backgrounds, those who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people, to ensure their safety and participation. These strategies are implemented, and outcomes monitored.</p>					
<p>10.3 Best practice models and stakeholder consultation informs the development of policies and procedures.</p> <p>Examples</p> <ul style="list-style-type: none"> • Everyone in the organisation, including staff, volunteers, children and young people and families can describe what the organisation has in place to keep children and young people safe or what to do in particular circumstances, such as how to make a complaint. • A variety of methods are used to involve stakeholders in development of policies and practices (eg surveys, informal discussions, focused meetings). 					
<p>10.4 Leaders champion and model compliance with policies and procedures.</p> <p>Examples</p> <ul style="list-style-type: none"> • Leaders put the best interests of children first at all times. • Leaders support anyone to safely disclose their concerns and are responsive. • Leaders are open to suggestions and complaints. 					
<p>10.5 Staff and volunteers understand and implement policies and procedures.</p> <p>Examples</p> <ul style="list-style-type: none"> • Child safe practices within the organisation are consistent across the board and compliant with policies and procedures, including culturally safe work practices. • Surveys of executive, staff and volunteers demonstrate high levels of understanding of policies, procedures and practices of the organisation. 					