Capital Region Community Services

Child Safety and Wellbeing Policy and Procedure

This document outlines Capital Region Community Services' commitment to the safety and wellbeing of children and young people.

Policy

Capital Region Community Services (CRCS) is committed to the protection, safety and wellbeing of children and young people who use our services in line with the National Child Safe Principles. The Vision, Purpose and Values Policy and Procedure and Code of Conduct (in particular, sections on Personal and Professional Behaviour, Duty of Care and Respect for the Law) must be evident in all employees when undertaking duties and responsibilities outlined within this policy and procedure.

The National Principles draw on the work of the Royal Commission, Australia's Children's Commissioners and Guardians, and the *2005 National Framework for Creating Safe Environments for Children*. They provide a national approach to embedding a child safe culture across all sectors of Australian society in which children are involved. The National Principles are flexible and relevant for organisations of all sizes and sectors that engage with children and young people.

CRCS adheres to *The National Principles for Child Safe Organisations* which are:

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

The safety and wellbeing of children and young people will always be our first priority; it is fundamental to their ability to learn and develop. We are committed to the safety, participation and empowerment of all children and young people and support and respect all children and young people and uphold their rights to feel and be safe at all times.

Our organisation is committed to preventing child abuse and neglect, identifying risks early, and removing and reducing these risks. CRCS has a zero tolerance of child abuse and neglect, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We follow our duty of care, legal and moral obligations to contact authorities when we are worried about a child's safety and or wellbeing.

CRCS leaders including the Board and committee members, the CEO, Executive Managers, Senior Managers and Program Managers are responsible for creating and maintaining an organisational culture that ensures the safety and wellbeing of children and young people is the responsibility of all employees, students and volunteers. We will champion attitudes and behaviours that respect and advocate for the human rights of all children and young people. We will be inclusive, well informed and responsive to diverse needs.

Our Statement of Commitment to the Safety and Wellbeing of Children and Young People sets out CRCS' commitment to create a safer environment, increases participation and empower children and young people.

CRCS understands our obligations to act ethically towards children and young people and our roles and responsibilities in ensuring the safety and wellbeing of children and young people and provide guidance on the processes and procedures that aim to ensure children's and young people's safety and wellbeing across all areas of the organisation.

CRCS takes a person-centred approach to support the active participation of children and young people in the programs, activities and services we offer. We provide a range of ways to allow children and young people to participate, be involved in the decision-making process and provide feedback or complaints. We listen to their views, respect what they say and involve them when we make decisions, especially about matters that will directly affect them.

CRCS maintains a rigorous and consistent recruitment, screening and selection process to assure our employees have the right knowledge, skills, abilities and attributes to work with children and young people.

The CRCS Child Safe Committee ensures that across the organisation the safety of children and young people is promoted and that we have effective processes in place to respond to and report all allegations of child abuse and neglect. The committee will ensure the organisational culture includes embedding child safety in everyday thinking and practice and ensures child safety across all programs with a highlight on keeping children and young people safe from abuse and neglect.

CRCS will ensure that policies and procedures, the Code of Conduct and risk assessments address *Child Safe Standards* where required. Applicable policies and procedures will:

- be child focused and easy to read to ensure that all employees, students and volunteers understand and implement these across the organisation
- include best practice
- include consultation with communities, families, children and young people where practicable.

Scope

This policy and procedure applies to all paid and unpaid employees and all programs and activities in the organisation which involve, result in or relate to contact with children and young people.

Definitions

ACECQA: Australian Children's Education and Care Quality Authority (ACECQA - pronounced asee-kwa) is the independent national authority that assists governments in

	administering the National Quality Framework (NQF) for children's education and care.
eBMS:	Electronic Business Management System utilised for reporting incidents, hazards and fleet/property damage
Notification of Incident	1) any incident involving serious injury or trauma to a child or young person which a reasonable person would consider required urgent medical attention from a registered medical practitioner or attended or ought reasonably to have attended a hospital 2) an incident involving the serious illness for which the child or young person attended a hospital 3) a circumstance where a child or young person appears to be missing or cannot be accounted for 4) a circumstance where a child or young person appears to have been taken or removed from the service premises in a manner that contravenes the National Regulation 5) a circumstance where a child or young person is mistakenly locked in or locked out of the service premises or any part of the premises 6) the death of a child or young person 7) an emergency for which emergency services attended 8) an incident that requires the approved provider to close, or reduce the number of children attending, the service for a period 9) a circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child/young person or children/young people attending the service 10) the attendance at the service of any additional child or children being educated and cared for in an emergency in the circumstances set out in regulation 123(5) 11) an incident where the approved provider reasonably believes that physical abuse or sexual abuse of a child or children has occurred or is occurring at the service 12) allegations that physical or sexual abuse of a child or children has occurred or is occurring at the service (other than an allegation raised as a formal complaint)
NQAITS:	National Quality Agenda IT System
WWVP:	Working with Vulnerable People Card
WWCC:	Working With Children Check

See the CRCS Glossary for current terms, acronyms and abbreviations commonly used within CRCS.

Required Consultation Communication to all Stakeholders

Occurrence	Action Required	Responsible Position/s	Timeframe
Consultation	Send open consultation email to internal stakeholders inviting feedback	Senior Manager – Governance, Quality and Compliance	Within five days of draft document completed

Occurrence	Action Required	Responsible Position/s	Timeframe
	Issue notice in CRCS HQ News	Senior Manager – Governance, Quality and Compliance	Within five days of draft document completed
	Discuss draft policies and procedures at team meetings, toolbox talks etc.	Line Manager	Within the consultation timeframe
	Submit consultation feedback via CRCS HQ (Quality and Audit > Under Consultation)	Line Manager	Within the consultation timeframe

Implementation Requirements for this Policy and Procedure

Occurrence	Action Required	Responsible Position/s	Timeframe
Upon Ratification	Issue notice in CRCS HQ News and email to all stakeholders	Senior Manager – Governance, Quality and Compliance	Within five working days of policy ratified
	Discuss ratified policies and procedures at team meetings, toolbox talks etc.	Line Manager	Next meeting following CRCS HQ notice

Education and Training Requirements for this Policy and Procedure

Occurrence	Training Description	Responsible Position/s	When
CRCS Induction	New employee induction on how to find quality documents in CRCS HQ	People and Culture	First week of employment
Site Induction	New/internal transfer employee induction to the work site	Line Manager	First week at new site
Team and Role Induction and Training	New/internal transfer employee induction into the team and their role per the team induction checklist and team knowledge management documentation	Line Manager	Within four weeks of employment/internal transfer
Annual Training	ELMO – Keeping Children and Young People Safe Training (ACT)	Employee	Assigned as due via ELMO
	ELMO- Responding to Reportable Allegations and Child Safe e-Learning (NSW)	Employee	Assigned as due via ELMO
	Child Safe Training	Employee	Assigned as due via ELMO

PROCEDURE

This procedure outlines the following:

1) A Commitment to Child Safety and Wellbeing
2) Cultural Safety for Children and Young People
3) Children's Participation
4) Involving Families and Community
5) Respecting Equity and Diversity
6) Employees are Suitable and Supported
7) Employee Knowledge Skills and Awareness
8) Safe Physical and Online Environments
9) Child Safe Policies and Practices
10) Child Focused Feedback and Complaints Management
11) Governance and Leadership
12) Approved Education and Care Service
13) Role of the Child Safe Committee
14) Monitoring and Reporting Requirements

Section 1 – A Commitment to Child Safety and Wellbeing

CRCS will put into practice its commitment to child safety and wellbeing and how a child safe culture is modelled at all levels of the organisation through:

1) a public commitment documented within the Statement of Commitment to the Safety and Wellbeing of Children and Young People that will be visible at all programs and online
2) the promotion and protection of children and young people's rights by the organisation and its leadership through training and awareness
3) the implementation and review of relevant policies and procedures and governance arrangements that facilitate their implementation
4) a Child Safety and Wellbeing Committee
5) embedding requirements of *Child Safe Standards* in the CRCS Code of Conduct
6) completion of risk assessments and safe work guidelines
7) provision of guidance on record-keeping
8) information sharing at all program levels
9) internal reporting

10) external reporting.

Section 2 – Cultural Safety for Children and Young People

CRCS will create a culturally safe environment for children and young people:

1) through a public commitment documented within the Statement of Commitment to the Safety and Wellbeing of Children and Young People that will be visible at all programs and online

2) by ensuring policies and procedures relating to child safety and wellbeing include our commitment to respecting and valuing all children and young people. This includes:

   a) encouraging and supporting children and young people to express their culture and enjoy their cultural rights

   b) supporting and facilitating participation and inclusion by children and their families through a range of tailored learning experiences, surveys and events.

   c) communicating information that racism will not be tolerated within the organisation and how we will respond, including potential consequences. This is done through CRCS:

      i) Code of Conduct

      ii) policies and procedures

      iii) mandatory training

      iv) working groups.

   d) by confirming the responsibility of CRCS's leadership team to assist employees, students and volunteers to acknowledge and appreciate the strengths of Aboriginal and Torres Strait Islander cultures and understand its importance to the wellbeing and safety of Aboriginal and Torres Strait Islander children and young people.

3) by ensuring our online environment is inclusive and welcoming for children and young people and their families by acknowledging and respecting peoples, communities, cultures and values. This will be achieved through regular stakeholder reviews

4) by ensuring all children and young people receive information from the organisation about cultural rights and our steps to encourage children and young people to express their culture

5) by empowering children and young people in the organisation and providing them with opportunities to participate in a way that is culturally safe

6) by providing culturally safe opportunities for Aboriginal and Torres Strait Islander families to participate in the organisation

7) by providing employees, students and volunteers with:

   a) information on cultural rights, the strengths of cultures and the importance of culture to the wellbeing and safety of all children and young people

   b) information on the connection between cultural safety and the prevention of child abuse and harm for Aboriginal and Torres Strait Islander children and young people

   c) opportunities to learn and express appreciation of Aboriginal and Torres Strait Islander cultures and histories.

8) by encouraging our employees, volunteers and students to acknowledge and appreciate the strengths of all cultures and these are developed, implemented and embedded into the organisation.

Section 3 – Children's Participation

CRCS will enable children and young people to have their rights respected, participate in decision-making and have their voices heard by:

1) educating and engaging with children and young people about their rights, safe environments, protective strategies for staying safe and seeking help when needed
2) providing information and training to employees, students and volunteers to ensure they understand child rights-based approaches and are skilled at engaging with children and young people
3) seeking ways to capture the views of children and young people and encourage their participation in decision-making, including on-line safety and wellbeing issues through age-appropriate platforms
4) completing evaluations and surveys to review opportunities for children and young people's participation
5) implementing policies and practices for seeking children's and young people's consent for relevant activities
6) participating in decision-making, where appropriate, in the organisation including risk identification and safety issues
7) being informed of their rights and role and responsibilities to care about others. This can be done through initial meetings, orientation times, handbooks, enrolment forms, child friendly material and the curriculum planning cycle in all approved education and care services
8) display the Australian Human Rights Commission poster on Children's Rights at all sites
9) providing a suite of child-friendly materials that:
    a) promote inclusion
    b) assist in the understanding and support of the complaints processes.

Section 4 – Involving Families and Community

CRCS will put into practice effective communication and participation strategies for engaging with and responding to the diverse needs of families and communities by:

1) ensuring that child safety and wellbeing policies and procedures are made clear and accessible to families, children, young people and communities
2) seeking input from families, children, young people and communities via surveys and evaluations on the organisation's approach to child safety and wellbeing where practicable, including applicable policy and procedure reviews
3) building cultural safety and inclusion within our community through partnerships and respectful relationships
4) seeking parental consent for relevant activities.

Section 5 – Respecting Equity and Diversity

CRCS will create environments where children and young people's diverse circumstances and needs are recognised, and all children and young people feel safe, welcome and included through:

1) accessible policies and procedures that include, anti-discrimination, cultural safety, diversity and inclusion

2) strategies that focus on discrimination and exclusion, including guidance on creating environments that are safe and welcoming for all children and young people

3) ensuring we address the needs of Aboriginal and Torres Strait Islander children and young people, children and young people with disability, children and young people from culturally and linguistically diverse backgrounds, children and young people who are unable to live at home, and LGBTQI+ children and young people

4) the provision of professional development and training for employees, students and volunteers on identifying and responding to children and young people with diverse backgrounds and needs

5) the provision of accessible, child-friendly and culturally safe information to children and young people about the support and complaints processes.

Section 6 – Employees are Suitable and Supported

CRCS will ensure that the onboarding process will ensure that:

Recruitment and On-boarding

1) All recruitment documentation includes reference to the *Child Safe Standards* and confirms prospective employee's knowledge and commitment. This requirement extends to:

   a) interview guides

   b) job advertisements

   c) position descriptions

   d) reference checking documentation.

   Refer to the Recruitment, Selection and Appointment Policy and Procedure for further information.

2) All employees must be screened in accordance with the Worker Screening Policy and Procedure and maintain the currency of the following for the duration of their engagement with CRCS:

   a) WWVP Card (ACT) and/or WWCC (NSW)

   b) National Criminal History Check

   c) all other screening and checks required by CRCS and outlined in the Worker Screening Policy and Procedure.

Induction

1) All employees complete the mandatory *Child Safe Standards Training.*

2) All employees in the ACT complete the *Keeping Children and Young People Safe Training*.

3) All employees in NSW complete the *Responding to Reportable Allegations and Child Safe e-Learning.*

4) All employees complete training on child safety and wellbeing responsibilities, policies relating to child safety and wellbeing external reporting obligations (e.g. mandatory reporting) and the Code of Conduct.

Section 7 – Employee Knowledge Skills and Awareness

CRCS will promote child safety and wellbeing by ensuring that employees, students and volunteers are provided with relevant knowledge and skills on an ongoing basis through:

Training

1) providing and ensuring the completion of mandatory training and professional development
2) annual training and policy and procedure read and understood confirmations on:
    a) Code of Conduct
    b) children's rights
    c) child development
    d) the organisation's child safety and wellbeing policies and procedures
    e) recognising signs of harm or abuse
    f) responding to disclosures
    g) understanding and responding to harmful behaviours by a child towards another child
    h) record-keeping
    i) risk assessments and management
    j) external reporting obligations
    k) creating culturally safe environments.

Further to this, mandatory training will be available as part of the suite of ELMO modules and completed as assigned as due in ELMO. Additional relevant training can be planned for during performance development reviews and budget planning.

Support and Supervision and Performance Development Reviews

1) support and supervision templates will promote discussions that refer to the *Child Safe Standards* including knowledge and commitment
2) performance development reviews will include performance management processes that will make reference to the *Child Safe Standards* including knowledge and commitment, relevant training and resources required.

Meetings

Meeting templates will include a Child Safety and Wellbeing agenda item for discussion at all meetings as required including:

1) management meetings (i.e., Board, Executive, Senior Managers, Organisational Leaders)
2) team meetings teams for employees working directly with children and young people
3) education and care Directors meetings.

Budgets-training, resources, materials

1) programs will have access to resources that support children and young people to develop an understanding of their rights
2) posters
3) adequate policies, procedures and safe work guidelines that support employees

4) programs or resources the organisation uses to educate and engage with children and young people about their rights, safe environments, protective strategies for staying safe and seeking help when needed.

Section 8 – Safe Physical and Online Environments

CRCS will promote child safety and wellbeing in physical and online environments to reduce the risk of harm by:

1) providing guidance on how CRCS provides information to children, young people and families about physical and online safety and appropriate conduct in physical and online environments
2) providing guidance on how CRCS promotes cultural safety in physical and online environments
3) ensuring employees, students and volunteers do not have their personal phone or other devices that are capable of taking photos or connecting to the internet on them when working directly with children and young people. Such devices must be left in personal bags and/ lockers or designated locations
4) ensuring all CRCS ICT equipment such as laptops, and iPads have been configured to meet our standard operating environment
5) ensuring work laptops, phones and iPads are not to be left where children and young people can access them
6) providing information on how CRCS meets its workplace health and safety responsibilities, as they relate to child and young people safety and wellbeing
7) ensuring all employees, student and volunteers use online environments in line with the Code of Conduct, the Acceptable Use of Information and Communication Technology Policy and Procedure and relevant CRCS communication protocols
8) ensuring visitors to the organisation are appropriately logged and supervised
9) ensuring purchasing policies aim to ensure child safety and wellbeing when contracting third parties
10) ensuring risk assessments and safe work guidelines are completed for programs working directly with children and young people and include:
    a) physical and online environments including use of mobile, photographic and/or internet capable devices
    b) organisational activities
    c) adult to child/young person interactions
    d) child/young person to child/young person interactions
    e) consideration of:
        i) right to privacy
        ii) access to information
        iii) social connections
        iv) learning opportunities.
11) embedding clear rules around smoking including:
    a) ensuring no smoking occurs within 15 metres of any area of a program or service at any time
    b) if employees opt to smoke during their break times, they must at all times and before returning to their rooms, wash their hands thoroughly, use mints and low allergenic, low odour body spray

c) employees should not smoke in confined spaces such as their cars to avoid smoke smell on their clothing

d) ensuring all smoking trash, including butts and matches, will be extinguished and disposed of in an appropriate manner

e) ensuring excursions, walks, and all activities held at or away from the program are smoke-free.

Section 9 – Child Safe Policies and Practices

CRCS will ensure that its policies and procedures for ensuring the safety and wellbeing of children and young people:

1) are available upon request at all sites and where practicable available online

2) are easy to access, in a language and format that is easy to understand, culturally safe and where appropriate and practicable informed by stakeholder consultation

3) are monitored, implemented, reviewed and audited to monitor understanding and implementation and meet legislative requirements

4) are focused on how we engage with children and young people, families and communities to assess awareness of and confidence in its child safety policies and procedures

5) sufficiently address risks, specific to CRCS programs and services, to the safety of children and young people

6) are developed and reviewed, where practicable, with input from consultation processes and available information about creating child safety and wellbeing.

CRCS will continue to reflect on and improve its child safety and wellbeing policies through:

1) scheduled policy and procedure reviews

2) program compliance audits, internal reviews and scheduled quality audits

3) documenting employee' engagement with new policies and procedure upon release

4) ongoing engagement with children, young people, families, communities, employees, students and volunteers in review processes and the provision of feedback on review outcomes.

Section 10 – Child Focused Feedback and Complaints Management

CRCS will ensure that there is an accessible and responsive complaints management process that focusses on the needs of children and young people by:

1) ensuring all policies relating to child safety and wellbeing are accessible

2) ensuring child-friendly and culturally safe information is provided to children and young people, families and communities about how they can raise concerns and how those concerns will be responded to and investigated

3) responding to concerns or complaints relating to harm caused to a child or young person by another child or young person

4) training employees, students and volunteers on the complaints process including their roles and responsibilities, reporting and privacy obligations, and responding to children and young people who disclose abuse (including recognising the different ways that children and young people may disclose)

5) consulting with children, young people, families and communities, where practicable, when designing and reviewing complaint handling policies and procedures

6) reviewing and auditing against the organisation's complaint handling policies and procedures at regular intervals

7) ensuring complaints are taken seriously and are consistently managed including:

   a) identifying and addressing any risks to children and young people

   b) responding to complaints promptly and thoroughly

   c) prioritising the safety of children and young people while meeting privacy and employment law obligations

   d) supporting everyone involved in the complaints process

   e) reporting complaints of alleged abuse or harm of children and young people and concerns about child safety to the relevant authorities and cooperating with law enforcement

   f) reporting to external authorities in accordance with regulatory requirements and ensure record-keeping, information sharing, and systems also meet reporting requirements, employment law and privacy obligations.

The Feedback and Complaints process will:

1) be easy to understand, culturally safe, accessible and child-focussed

2) include information on how adults, children and young people can make a complaint and how the organisation will respond to and investigate complaints in a prompt and thorough way

3) cover alleged abuse and harm of children and young people by adults and by other children and young people

4) cover breaches of the organisation's Code of Conduct

5) set out what support and assistance will be provided for those making a complaint

6) outline how risks to children and young people will be managed when a complaint is raised and an investigation is underway.

Information will be provided in print, online and via email correspondence upon request.

Section 11 – Governance and Leadership

Leaders will prioritise, facilitate and promote a child safe culture by:

1) making child safety prominent in all communications where relevant

2) ensuring child safe requirements are embedded into program documentation and practice

3) ensuring child safety is a standing agenda item on all meeting agendas including one-on-one support and supervision. Where relevant agenda items include:

   a) materials used that inform children and young people about the support and complaints process and how these materials are used

   b) review opportunities for participation

   c) review of how children's and young people's participation is documented

   d) discussion on proactive strategies and age-appropriate platforms for seeking children's and young people's views and encouraging participation in decision-making

e) review of the availability of programs and resources and how they can be used to educate children and young people of their rights

f) providing CRCS mandatory training and allocating time and budget for employees to attend additional child-safe training so it is well understood and embedded in everyday practices

g) sharing good practice and learnings about child safety and wellbeing.

4) The Code of Conduct refers to the obligations of employees to the safety of participants in its programs, to advocate on behalf of participants by reporting to relevant authorities any suspicions of abuse or neglect.

Section 12 – Approved Education and Care Services

Nominated Supervisors, Responsible Persons and Educational Leaders are responsible for ensuring that:

1) information in this policy and procedure is embedded into the curriculum planning of the program

2) all children's participation requirements, covered within Section 2 of this policy and procedure, are embedded into the curriculum and evident in all forms of documentation that inform the planning cycle that includes but is not limited to:

a) observations, learning stories, work samples

b) programs

c) jottings

d) orientation records such as the "All About Me'' record. Please refer to the Person Centred Practice Framework Policy and Procedure

e) transition records and statements

f) summative assessments.

3) staffing arrangements promote continuity of care to ensure children can develop trusted relationships with educators

4) educators transition with children to assist in maintaining trusted relationships where possible. The safety and wellbeing of children will be considered when planning transitions

5) in the instance in OSHC, the Nominated Supervisor or Responsible Person may carry the work mobile on them whilst working directly with children

6) in the instance in OSHC, when a walkie talkie does not work and mobiles are required for educators to communicate from multiple play spaces educators are to follow the **Use of Mobile Phones when Working with Children Safe Work Guideline**. The Guideline must also be read and signed by the educator prior to using a phone at the program

7) children are to be supervised when accessing laptops and iPads for research purposes

8) children are not permitted to bring in their own ICT devices including but not limited to mobile phones, laptops, iPads, smart watches/jewellery or any internet capable or photographic devices. If a device has been brought into the program the device must be respectfully placed away and out of access and returned to the child when being collected.

Please also refer to the Education Program and Practice Policy and Procedure for more information.

Section 13 – Role of the Child Safe Committee

The Child Safe Committee is responsible for ensuring that they:

1) monitor, inform and support compliance across all portfolios
2) ensuring child safe requirements are embedded into organisational policy and procedure
3) keep up to date with relevant training relating related to the *Child Safe Standards*
4) monitor and review the child safe risk assessment that includes how to minimise and mitigate risks to children and young people
5) set a standard agenda for each meeting that includes:
    a) materials that inform children and young people about the support and complaints process and how these materials are used
    b) review opportunities for participation
    c) review of how children's and young people's participation is documented
    d) discussion on proactive strategies and age-appropriate platforms for seeking children's and young people's views and encouraging participation in decision making
    e) review of the availability of programs and resources and how they can be used to educate children and young of their rights.
6) support the development of budget reviews to ensure adequate resources, training and materials are provided
7) actively contribute to the meeting discussions and actions
8) champion attitudes and behaviours so all employees respect the human rights of all children and young people, and are inclusive, well informed and responsive to diverse needs.

Section 14 – Monitoring and Reporting Requirements

Program Managers are responsible for ensuring that:

1) incidents are reported in accordance with the Incident and Injury Reporting Policy and Procedure.
2) monthly reports include:
    a) incidents
    b) feedback
    c) children's participation
    d) program initiatives relating to child safety and wellbeing.

Related CRCS Quality Documents

This policy and procedure must be read/used in conjunction with the following CRCS Quality Documents:

Parent Document	• Child Safety and Wellbeing Policy and Procedure

Guidance Documents	• Acceptable Use of Information and Communication Technology Policy and Procedure • Child Protection Policy and Procedure • Child Safe Environment Policy and Procedure • Code of Conduct • Delivery and Collection of Children Education and Care Policy and Procedure • Education Program and Practice Policy and Procedure • Feedback Policy and Procedure • Incident and Injury Reporting Policy and Procedure • Inclusion and Equity Policy and Procedure • Interactions with Children and Young People Education and Care Policy and Procedure • Orientation Education and Care Policy and Procedure • Participant and Advocacy Support Policy and Procedure • Participant Rights and Responsibilities Policy and Procedure • Performance Development and Review Policy and Procedure • Performance Management Policy and Procedure • Person Centred Practice Framework Policy and Procedure • Positive Behaviour Guidance Education and Care Policy and Procedure • Protective Practices Policy and Procedure • Records Retention and Disposal Policy and Procedure • Recruitment, Selection and Appointment Policy and Procedure • Reportable Conduct Policy and Procedure • Restrictive Practices Policy and Procedure • Statement of Commitment to the Safety and Wellbeing of Children and Young People • Support and Supervision Policy and Procedure • Vision, Purpose and Values Policy and Procedure • Worker Screening Policy and Procedure • Workplace Investigation Policy and Procedure
Subordinate Record Generating Documents	• Agenda and Minute Templates • Interview Guides • Job advertisements • Use of Mobile Phones when Working with Children Safe Work Guideline • Position Descriptions • Reference Check Forms • Support and Supervision records • Performance Development Review Forms

The latest version of CRCS Quality Documents can be accessed through the CRCS HQ - Quality and Audit site

Overarching Legislation and Compliance Requirements

This policy and procedure has been developed to support compliance with the following:

Legislation	• ACT Senior Practitioner Act 2018 • Children and Young Persons (Care and Protection Act) 1998 (NSW) • Children and Young People Act 2008 (ACT) • Education and Care Services National Law and Regulations 2011 • Ombudsman Act 1989 (ACT) • Ombudsman Act 1974 (NSW)

	• Privacy Act 1998 • Work Health and Safety Act 2011
Related Compliance Documents	• ACECQA National Quality Standards • ACNC Governance Standards • Aged Care Quality Standards • Child Safe Standards (ACT and NSW) • ECA Code of Ethics • National Principles for Child Safe Organisations • National Standards for Out-of-Home Care • NDIS Practice Standards • QIC Health and Community Services Standards • Secure Local Jobs Code • UN Convention on the Human Rights of the Child 1989

Acknowledgement / Sources

- The United Nations Convention on the Rights of the Child

Feedback

Feedback on this policy can be submitted to policy@crcs.com.au

Review

This policy will be reviewed within 2 years of the date of endorsement by the Executive Manager – Child and Family Services.

Compliance

Non-compliance to this policy may result in disciplinary action up to and including dismissal.

Audit

This policy and procedure will be audited for compliance every 1-2 years.

	Audit Questions	Verification Method
1.	Is this policy and procedure current i.e., within its prescribed review date	Check document footer against quality documents register
2.	Is there evidence ACT employees have completed Keeping Children and Young People Safe Training upon induction and annually?	Sight ELMO training records
3.	Is there evidence NSW employees have completed Responding to Reportable Allegations and Child Safe e-Learning upon induction and annually?	Sight ELMO training records

	Audit Questions	Verification Method
4.	Is there evidence employees have completed the Child Safe Training upon induction and annually?	Sight ELMO training records
5.	Is the Australian Human Rights Commission poster on Children's Rights on display at this site/program?	Sight poster
7.	Is there evidence that child safety and wellbeing policies and procedures have been made accessible to families, children, young people and communities	Sight evidence of accessibility e.g. email record, file note, print copy
8.	Is there evidence that information about support and complaints processes have been made accessible to families, children, young people and communities	Sight evidence of provision eg email record, file note, print copy, website, handbook
9.	Education and Care Services only: is there evidence that the information in this policy and procedure has been embedded into the curriculum planning of the program	Sight curriculum planning records