



Child Safe
Organisations
National Principles



Child Safety and Wellbeing Policy


- Kids Alive is committed to the safety and wellbeing of children and young people.
- The Kids Alive team collaborates with a range of stakeholders who interact with children under 5 and their caregivers.
- This may include Early Learning Services, Swim Schools, Libraries, Playgroups, Dance Studios, Teachers and community organizations.
- We acknowledge that there must be a shared Commitment to ensure safe and positive learning environments for children.
- Together, we are dedicated to ensuring that every child experiences a safe, nurturing, and enriching environment during their early learning journey.
- Our policies identify to leaders, staff and volunteers the actions required to keep children safe and well, and to promote and protect their rights.
- Clarify roles and responsibilities in relation to recognising and responding to child harm or abuse.
- Refer to relevant legislative requirements and to the organisation's other policies and procedures for keeping children safe and well.
- Are specific to the size, nature and risks of Kids Alive Do The Five services it provides to children and young people.
- Our Policies are easy for people to access and understand.

Kids Alive follows these steps to implement our Child Safety and Wellbeing Policy



Child Safety and Wellbeing Policy

This document outlines the Kids Alive Child Safety and Wellbeing Policy. Our policy is child friendly and includes the implementation of the ten National Principles for Child Safe Organisations.

Overview	Additional Details
<p>Duty Of Care</p>	<p>There is a legal obligation to prevent and minimise risks of harm and abuse to children who are under a persons care. A Child Safe Organisation will.</p> <ul style="list-style-type: none"> • Consciously and systematically create conditions that reduce the likelihood of harm. • Create conditions that increase the likelihood of identifying and reporting harm. • Respond appropriately to disclosures, allegations, or suspicious of harm. • Addresses the 10 Child Safe Standards.
<p>Purpose</p>	<p>This policy has been created for all stakeholders including employees, volunteers, children, parents and families. The purpose of this Child Safety and Wellbeing policy is to ensure that all stakeholders understand how Kids Alive Do The Five wants to keep children safe.</p> <p>This policy aims to:</p> <ul style="list-style-type: none"> • Promote respect for children at all times • Create a culture of child safety • Set expectations about child safe practices • Provide an avenue for complaints and support • Minimize opportunities for harm and abuse to occur • Inform all leaders, staff and volunteers of their obligations • Outline roles and responsibilities to ensure the safety and wellbeing of children 
<p>Scope</p>	<p>Who this policy applies to.</p> <ul style="list-style-type: none"> • Our child safety and wellbeing policy applies to all people who conduct work for Kids Alive Do The Five in a paid or unpaid capacity. • This may include, executive leadership, staff, volunteers, interns, trainees, contractors, consultants and families. • Our child safety and wellbeing policy will apply to all activities which involve, result in or relate to contact with children.



Contacts

If you believe that a child is in imminent danger or in need of medical assistance, call Police or Ambulance services on 000.

If you or someone you know is in danger, you should call the police.
000.

If you or someone you know is not in danger right now, you can call the Police Assistance Line.

131 444

You can contact Crime Stoppers to report child sexual abuse.

You don't have to tell them who you are.

You can call them.

1800 333 000

You can visit their website.

www.crimestoppers.com.au

You can also report child sexual abuse to the service in your state or territory that protects children.

You can find their contact details on this website.

www.childsafety.gov.au/make-report

In each state and territory, all serious concerns should be reported to the relevant authority by phone.

ACT - Call Child and Youth Protection Services on 1300 556 729 (24 hours, 7 days a week).

NSW - Call the Child Protection Helpline on 13 21 11 (24 hours, 7 days a week).

NT - Report suspected child abuse to the Child Protection Hotline on 1800 700 250 (24 hours, 7 days a week).

QLD - Child Safety After Hours Service Centre on 1800 177 135 (24 hours, 7 days a week).

SA - Call the Child Abuse Report Line 13 14 78 (24 hours, 7 days a week).

TAS - If you have concerns for the safety or welfare of a child, call the Child Safety Service on 1800 000 123 (24 hours).

WA - If you are concerned about a child's wellbeing, contact the Central Intake Team 1800 273 889 or the after hours Crisis Care 1800 199 008, text on 0477 131 114.

VIC - Contact the division where the child lives. Their business hours are 8:45 am - 5:00 pm (Mon-Fri):

North Division Intake - 1300 664 977

South Division Intake - 1300 655 795

East Division Intake - 1300 360 391



West Division Intake – rural and regional only – 1800 075 599

West Division Intake – metropolitan only – 1300 664 977.

For after hours assistance contact: After Hours Child Protection Emergency Service 13 12 78 (5:00 pm – 9:00 am Mon–Fri, 24 hours on weekends and public holidays).

If you would like to talk to a trained professional, you can contact the Kids Helpline on 1800 55 1800 or Lifeline on 13 11 14 (in Australia).

Translating and Interpreting Service (TIS)

If you need something in a language other than English, you can call the Translating and Interpreting Service (TIS).

Phone - 131 450

You can ask TIS: to connect you to a phone number, for support to send an email.

You can also visit their website for more information.

www.tisnational.gov.au

National Relay Service

You can call the National Relay Service if you: are deaf or hard of hearing find it hard to speak using the phone.

You can use their TTY service (Type and Listen).

Phone - 1800 555 677

You can use their speak and listen service.

Phone - 1300 555 727

You can ask them to connect you to a phone number.

Kids Alive Contacts

Kids Alive Do The Five is committed to providing an environment where children feel safe, supported, empowered and respected.

Child Safety Officer, Emma Lawrence will assist with the handling and management of child safety complaints.

Contact 0412812915 or emma@kidsalive.com.au

You can also raise a concern with an independent organisation. Kids Alive, Emma Lawrence and Laurie Lawrence maintain membership with, Swim Coaches and Teachers Australia **07 5494 6255** and AUSTSWIM **1300 885 666**.



Definitions

Key terms used in this policy.

Bullying: Refers to the inappropriate use of power by one or more individuals over another less powerful individual or group and is generally an act that is repeated over time.

Forms of bullying can include: Verbal (name calling, put downs, threats), Physical (hitting, punching, kicking, scratching, tripping, spitting), Social (ignoring, excluding, alienating), Psychological (spreading rumours, stalking).

Child Abuse: Refers to acts or omissions (neglect) that result in, or have the likelihood to result in, harm to a child.

The forms of Child Abuse may include: Sexual Abuse, Emotional Abuse, Neglect, Physical Abuse, Exposure to family violence.

Child Grooming: Child grooming is a form of sexual abuse. It refers to actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child, to lower the child's inhibitions in preparation for sexual activity with the child.

Emotional Abuse: Refers to an adult's inappropriate verbal or symbolic acts towards a child and/or a pattern of failure over time to provide a child with adequate non-physical nurturing and emotional availability.

Exposure To Family Violence: Refers to any form of abusive behaviour by a person towards another family member. The abuse can be physical, sexual, emotional, psychological, economical, threatening or coercive type behaviour. It is also a form of abuse when a child is exposed to, hears or witnesses any of the effects of the abusive behaviours.

Physical Abuse: Refers to the use of deliberate physical force against a child that intentionally or unintentionally results, or has the likelihood of resulting, in harm.

Neglect: Refers to the failure to provide a child with conditions that are culturally accepted as being essential for their physical and emotional development and wellbeing. Neglectful behaviours are an act of omission, or by wilful choice.

Forms of neglect can include: Physical, Emotional, Educational, Medical, Nutritional, Environmental.

Sexual Abuse: Refers to any act that exposes a child to, or involves a child in, sexual processes that:

- The child does not fully comprehend
- The child is unable to give informed consent to
- The child is not developmentally prepared for
- Are contrary to acceptable community standards.

Cultural Safety: Encompasses the child being provided with a safe, nurturing and positive environment where they are comfortable with being themselves, expressing their culture, spiritual and belief systems, and they are supported by the Organization.



<p>Relevant legislation and standards</p>	<p>Relevant legislation, regulations, external policies and standards on child safety and wellbeing.</p> <ul style="list-style-type: none"> • The United Nations Convention on the Rights of the Child. • Relevant Commonwealth, state or territory legislation or regulations, for working with children checks and mandatory reporting. • Policies or standards, from the National Principles for Child Safe Organisations and the National Standards for Out-of-Home Care. • Relevant local government regulations or policies.
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<p>Policy status and review</p>	<p>Kids Alive Do The Five, commits to continuous improvement through regular review of policies and practices. This will be achieved by:</p> <ul style="list-style-type: none"> - Providing transparent communication relating to child safety practices - Formally reviewing the Child Safety and Wellbeing policy on a regular basis - Welcoming feedback from employees, parents/carers and children - Conducting a review as soon as a complaint is made and finalised - Ensuring the process is accessible and transparent for individual needs - Providing opportunities for consultation with employees, children and families - Responding to feedback and complaints in a timely and efficient manner - Ensuring complaints and concerns are analysed to identify causes and system failures to inform continuous improvement - Providing employees with ongoing child safe education and training - Policies and practices will be approved by Laurie Lawrence - Policies and procedures reviews will be lead by Emma Lawrence
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Implementing the National Principles for Child Safe Organisations

A commitment to child safety and wellbeing

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

Kids Alive is committed to child safety and wellbeing. Kids Alive will model a child safe culture at all levels of our organisation.

This will include:

- A public commitment to child safety and wellbeing, this will be promoted on our website and social media pages.
- Promotion and protection of children’s rights.
- Accessible educational resources and toolkits for key water safety stakeholders.
- Child safety and wellbeing policies and procedures, and governance arrangements that facilitate their implementation.
- Child Safe Code of Conduct.
- Risk assessment and management process.
- Policies and guidance on record keeping, information sharing and external reporting.

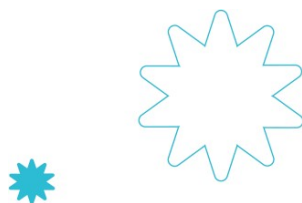
Taking child participation seriously

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

Kids Alive will enable children and young people to have their rights respected, participate in decision-making and have their voices heard.

This will include:

- Programs or resources that educate and engage with children and young people about their rights, safe environments, protective strategies for staying safe and seeking help when needed.
- Information or training provided to staff and volunteers to ensure they understand child rights-based approaches and are skilled at engaging with young people.
- Seek the views of children and young people by encourages their participation in decision-making, including on safety and wellbeing issues.
- Regularly reviewing opportunities for children and young people’s participation.
- Policies and practices for seeking children’s consent for relevant activities.



Involving families and communities

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

Kids Alive will practice effective communication and participation strategies for engaging with and responding to the diverse needs of families and communities.

This will include:

- Our child safety and wellbeing policies and procedures being clear and accessible to families and communities.
- Accessible resources promoted via our website and social media pages.
- Seeking input from families and communities on the organisation's approach to child safety and wellbeing, including when reviewing policies and procedures.
- Engaging with families and communities to build cultural safety and inclusion through partnerships and respectful relationships.
- Policies and practices for seeking parental consent for relevant activities.

Respecting equity and diversity

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

Kids Alive will create an environment where children and young people's diverse circumstances and needs are recognised, and all children feel safe, welcome and included.

This will include:

- Policies on accessibility, anti-discrimination, cultural safety, diversity and inclusion.
- Strategies used at all levels of the organisation to counter discrimination and exclusion, including guidance on creating environments that are safe and welcoming for all children.
- Considering and addresses 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.
- Training for staff and volunteers on identifying and responding to children and young people with diverse backgrounds and needs.
- Accessible, child-friendly and culturally safe information to children and young people about the support and complaints processes available.



Ensuring that staff are suitable and supported

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

The Kids Alive recruitment and staff development policies will include screening, induction and supervision to ensure that staff and volunteers reflect child safety and wellbeing values in practice.

This will include:

- Policies or guidance on recruitment, including advertising, selection criteria, pre-employment screening, referee checks and duty statements.
- Systems for ensuring that all relevant staff have current working with children checks or equivalent background checks.
- Induction training for all staff and volunteers on their child safety and wellbeing responsibilities, the organisation's child safety and wellbeing policies and procedures, external reporting obligations (eg mandatory reporting) and the Code of Conduct.
- Policies and strategies for ongoing supervision, support and performance management of staff and volunteers.

Child focused complaint systems

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

Kids Alive has an accessible and responsive complaints management processes that are focuses on the needs of children and young people.

This will include:

- An accessible policy for receiving, responding to and investigating complaints of child harm or abuse that prioritises the safety and wellbeing of children and young people. Complaints may relate to concerning conduct, misconduct or criminal conduct.
- Child-friendly and culturally safe information to children and young people, families and communities about how they can raise concerns and how those concerns will be responded to and investigated.
- Responding to concerns or complaints relating to harm caused to a child by another child.
- Policies on reporting to external authorities, record keeping and information sharing, and systems to ensure the organisation meets its reporting requirements and employment law and privacy obligations.
- Training for staff and volunteers on the complaints process, their roles and responsibilities, reporting and privacy obligations, and responding to children who disclose abuse (including recognising the different ways that children may disclose).



Staff knowledge, skills and awareness

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.*

Kids Alive promotes child safety and wellbeing by ensuring that staff and volunteers are provided with relevant knowledge and skills on an ongoing basis.

This will include:

- Periodic training for staff and volunteers on children’s rights, child development, the organisation’s child safety and wellbeing policies and procedures, recognising signs of harm or abuse, responding to disclosures, understanding and responding to harmful behaviours by a child towards another child, record keeping, risk assessment and management, external reporting obligations, and creating culturally safe environments.
- Ongoing professional development and information exchange opportunities relating to child safety and wellbeing.
- Strategies for ensuring that staff or volunteers who disclose harm or risk to children and young people are supported.

Safe physical and online environments

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

Kids Alive promotes child safety and wellbeing in physical and online environments in order to reduce the risk of harm.

This will include:

- Risk assessment and management processes for physical and online environments that address risks arising from those environments, organisational activities, adult to child interactions and child to child interactions.
- Minimize risks without compromising children’s right to privacy, access to information, social connections and learning opportunities.
- Requirements that staff and volunteers use online environments in line with the Code of Conduct, an online safety policy and/or relevant communication protocols.
- For more information, practical tools and resources on online safety, visit the **Office of the eSafety Commissioner** website at <https://www.esafety.gov.au/>.
- Information for children, young people and families about physical and online safety and appropriate conduct in physical and online environments.
- Making it clear that everyone in the organisation is responsible for the online safety of children and young people
- Promoting cultural safety in physical and online environments.
- Ensuring workplace health and safety responsibilities relating to child safety and wellbeing.
- Policies or procedures for ensuring that visitors to the organisation are appropriately logged and supervised.
- Procurement policies that aim to ensure child safety and wellbeing when contracting third parties.



Review of child safe policies and practices

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

Kids Alive will continue to reflect on and improve its child safety and wellbeing policies and practices.

This will include:

- A commitment to review this policy, and the organisation's other child safety and wellbeing policies and procedures, on a regular basis.
- Engaging children, young people, families, communities, staff and volunteers in review processes and provides feedback on review outcomes.
- Recording and regularly analysing complaints, incidents and concerns in order to identify causes or systemic weaknesses and implements improvements.

Documenting policies and procedures

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

Kids Alive will make available its policies and procedures for ensuring the safety and wellbeing of children and young people.

This will include:

- Our child safety and wellbeing policy, Code of Conduct, risk assessment and management process, and policies on record keeping, information sharing and external reporting).
- Ensuring these documents are easy to access, in a language and format that is easy to understand, culturally safe and informed by stakeholder consultation.
- Monitoring the implementation of our child safety and wellbeing policies and procedures by its leaders, staff and volunteers.
- Engaging with children and young people, families and communities to assess awareness of and confidence in its child safety policies and procedures.



Our promises to you...

Respect

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

Inform

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

Your Voice

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

Help

Kids Alive 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. Kids Alive will work to get better at what we do.

Safety

Kids Alive will make our place happy and comfortable for you.



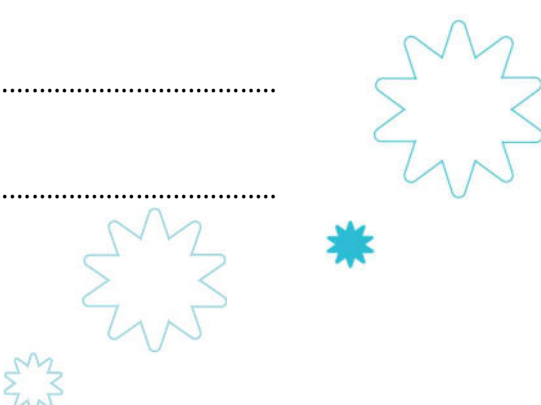
Kids Alive Code Of Conduct

All paid and unpaid staff, including volunteers, interns or trainees of Kids Alive Do The Five, are responsible for the safety and wellbeing of children and young people who engage with the organisation. All paid and unpaid staff 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 Kids Alive Do The Five child safety and wellbeing policies and procedures at all times.
- Behave respectfully, courteously and ethically towards children and their families and towards other staff.
- 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.
- 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 Kids Alive Do The Five policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children's safety and wellbeing as required by a risk assessment and management policy or process.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with Kids Alive Do The Five policy and procedure for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by Australian legislation and by the Kids Alive Do The Five policy and procedure on internal and external reporting.
- Comply with the Kids Alive Do The Five protocols on communicating with children.
- Comply with Australian legislation and the Kids Alive Do The Five policies and procedures on record keeping and information sharing.



<p>I will NOT:</p>	<ul style="list-style-type: none"> • Engage in any unlawful activity with or in relation to a child. • Engage in any activity that is likely to physically, sexually or emotionally harm a child. • Unlawfully discriminate against any child or their family members. • Be alone with a child unnecessarily. • Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to Kids Alive Do The Five activities. • 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 Kids Alive Do The Five policy and procedure on reporting. • Use inappropriate language in the presence of children, or show or provide children with access to inappropriate images or material. • Work with children while under the influence of alcohol or prohibited drugs. • Ignore or disregard any suspected or disclosed child harm or abuse.
<p>If I think this Code of Conduct has been breached by another person within Kids Alive Do The Five I will:</p>	<ul style="list-style-type: none"> • Act to prioritise the best interests of children. • Take actions promptly to ensure that children are safe. • Promptly report any concerns to my manager, the Child Safety Officer, the Chief Executive Officer or another manager or leader in the organisation. • Follow policies and procedures for receiving and responding to complaints and concerns. • Comply with legislative requirements on reporting and with the organisation’s policy and procedure on internal and external reporting.
<p>I agree to abide by this Code of Conduct during my employment or interactions with Kids Alive Do The Five.</p> <p>I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment.</p>	<p>..... Signature</p> <p>..... Full Name</p> <p>..... Date</p> 



Kids Alive Templates: Child Friendly Educational Information To Share:

From the Australian Government: National Office For Child Safety

How to make a complaint...

1 Find support
 Ask someone you trust.
 Like a parent, friend, carer, teacher or coach. You can make a complaint on your own or they can support you to do it. You can also get someone who speaks your language to help you.

2 Tell your support person
 Try to be clear about your problem.
 • Why are you unhappy?
 • How has the problem made you feel?
 • What would help fix it?

3 Make your complaint
 You might feel nervous, worried or upset, just try your best.
 You or your support person can take notes to remember what was said. You can also ask:
 • Who will be told about your complaint?
 • What will happen next?
 • Who will follow up and get back to you?
 • How long will it take?
 • What can you do if the problem is not fixed and you're still not happy?
 • How will they make sure you're not treated differently because you made a complaint?

Different ways you can make a complaint:
 • face-to-face
 • by phone
 • in writing
 • online.

Adults should always listen, answer your questions and treat you with respect.

childsafty.pmc.gov.au/children-speak

Speak up and make a complaint

You have rights!
 It's always ok to speak up if you're being hurt or if you're unhappy with the way you're being treated.

What is a complaint?
 A complaint can be about anything – an organisation's service, the way staff or another child or young person behaves, or the way a problem was handled.

Speak up...

- If you don't feel safe.
- If you're being hurt.
- If you're unhappy with the way you're being treated.

It takes courage to make a complaint. It doesn't have to be a negative experience.

It's always ok to speak up.





Child Friendly Complaint Form

A complaint form is a formal way of letting someone know you are unhappy about something. **It's always ok to speak up.** Adults should always listen, answer your questions and treat you with respect. After filling in this form, we will listen to you and your problem and work on a solution.

You can ask a family member, someone you trust or a Kids Alive employee to help you with this form. Once completed, please submit the form to emma@kidsalive.com.au or mail P.O. Box 392 Currumbin 4223 QLD.

Your name and contact details

You do not have to give us your name and contact information to make a complaint, but it will be easier for us to help if we can contact you.

First name:	
Family name:	
Phone:	
Email:	
Address:	
I would like to be contacted by: (tick any)	
<input type="checkbox"/> Phone	<input type="checkbox"/> Email <input type="checkbox"/> In writing

Tell us about your concern.

A 'concern' is something that might be making you or someone else feel unhappy, frightened or angry. You can write it down, draw a picture, or both.



What would make the problem better?

What will happen next?

(To be completed jointly between the child and *KIDS ALIVE* staff.)

Your signature:

Contact of staff members taking receipt of complaint / supporting completion

Staff member:	
Position:	
Phone:	
Email:	
Format received:	
Date received:	

Thank you for taking the time to complete the form. We recognise that it can feel difficult and uncomfortable to make a complaint.

A *Kids Alive* staff member will contact you to make a time to talk about your complaint with you and either a parent/carer or other support person. *Kids Alive* will try to find a way to make this problem better for you.





Information For Parents

As a parent or caregiver you will come in contact with a range of organisations with your child. During their early years you may visit early learning services, swim schools, library services, play groups, dance studios, sports, clubs, groups or other community or commercial based organisations'. Here your child will be cared for, play, learn, develop new skills and meet other children and adults. It's vital that all families and their children are exposed to experiences where they feel safe and secure. It's a good idea to do some research on an organisation before you visit or join. Contact them, visit their website, and speak to other parents and carers.

Children have a right to safety, emotionally and physically. **Everyone has a role to play in keeping children safe from harm.** Harm can take many forms such as accidental injury, exposure to physical hazards, bullying, neglect, emotional abuse, physical abuse and sexual abuse. Organisations providing services to or working with children, whether run by staff or volunteers, have a duty of care to keep children safe and to respect their rights.

Remember children see and experience things very differently to adults. Make learning a fun and safe experience by having regular discussions with your child.



These are some questions to prompt discussion with your child.

- Did you and your child feel welcome during your visit?
- What did you and your child like about the organisation?
- What did you and your child not like or not feel comfortable with during your visit?
- What other questions or concerns do you have about this organisation?

