

MALUCARE

Child Safe Policy

Version: 2.0

Date: 05/03/3035

Table of Contents

Contents

Standard 1.....	3
1. Cultural Safety for Aboriginal and Torres Strait Islander Children	3
Standard 2.....	7
2. Embedding Child Safety in Leadership, Governance, and Culture	7
Standard 3.....	11
3. Empowering Children and Young People.....	11
Standard 4.....	15
4. Family and Community Involvement in Child Safety	15
Standard 5.....	18
5. Upholding Equity and Respecting Diverse Needs.....	18
Standard 6.....	21
6. Suitability and Support for People Working with Children.....	21
Standard 7.....	25
7. Child-Focused Complaints and Concerns Handling.....	25
Standard 8.....	28
8. Staff and Volunteer Education and Training.....	28
Standard 9.....	31
9. Promoting Safety in Physical and Online Environments	31
Standard 10.....	34
10. Regular Review and Continuous Improvement	34
Standard 11.....	37
11. Documentation of a Child-Safe Organisation.....	37

1. Cultural Safety for Aboriginal and Torres Strait Islander Children

MALUCARE Child Safe Policy: Cultural Safety for Aboriginal and Torres Strait Islander Children

1.1 Purpose

MALUCARE is committed to ensuring a culturally safe and inclusive environment for Aboriginal and Torres Strait Islander children and young people. This policy outlines the organisation's commitment to upholding Child Safe Standard 1 and actively supporting Aboriginal and Torres Strait Islander children's cultural rights, wellbeing, safety and dignity.

1.2 Commitment to Cultural Safety

MALUCARE acknowledges the strengths of Aboriginal and Torres Strait Islander cultures and their critical role in the wellbeing and safety of Aboriginal and Torres Strait Islander children. Our organisation commits to:

- Encouraging and supporting children to express their culture and enjoy their cultural rights.
- Embedding strategies that enable all members to understand, respect, and value Aboriginal and Torres Strait Islander cultures.
- Identifying and addressing racism within the organisation to ensure a culturally safe environment.
- Actively supporting the participation and inclusion of Aboriginal and Torres Strait Islander children, young people, and their families.
- Ensuring that all policies, procedures, and systems reflect cultural safety and inclusion.

1.3 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 1:

1.3.1 Public Commitment

A public statement affirming MALUCARE's commitment to cultural safety for Aboriginal and Torres Strait Islander children will be displayed in accessible locations and online.

1.3.2 Child Safety and Wellbeing Policy

The organisation's Child Safety and Wellbeing Policy will explicitly include:

- Staff and volunteer responsibilities in supporting Aboriginal and Torres Strait Islander children's cultural rights.
- Active encouragement of participation and inclusion of Aboriginal and Torres Strait Islander children and families.
- A zero-tolerance approach to racism and clear response procedures.
- Leadership accountability in fostering an environment that values Aboriginal and Torres Strait Islander cultures.

1.3.3 Code of Conduct and Role Expectations

All staff and volunteers will be required to:

- Actively promote and support cultural safety for Aboriginal and Torres Strait Islander children.
- Address and report any instances of racism.
- Ensure that Aboriginal and Torres Strait Islander children feel safe, respected, and valued.

1.3.4 Action Plan for Cultural Safety

MALUCARE will establish and regularly update an action plan outlining steps to:

- Train staff and volunteers in Aboriginal and Torres Strait Islander cultural safety.
- Enhance the participation of Aboriginal and Torres Strait Islander children and families in decision-making.
- Celebrate Aboriginal and Torres Strait Islander cultures, histories, and achievements within the organisation.

- Prevent and respond effectively to racism.
- Foster an ongoing culturally safe environment.

1.4 Identifying and Addressing Racism

MALUCARE will implement the following measures:

- Establish clear procedures for reporting and responding to incidents of racism.
- Provide education and training for staff and volunteers on cultural safety and anti-racism.
- Ensure that racist behaviour is addressed with appropriate consequences.
- Promote a culture of respect and inclusion.

1.5 Inclusive and Safe Environment

To create a welcoming space for Aboriginal and Torres Strait Islander children and families, MALUCARE will:

- Display Aboriginal and Torres Strait Islander artwork and cultural materials.
- Offer culturally appropriate resources and services.
- Facilitate opportunities for Aboriginal and Torres Strait Islander families to engage with the organisation.
- Ensure all children receive information about cultural rights and are encouraged to express their culture.

1.6 Continuous Improvement and Compliance

MALUCARE is committed to ongoing evaluation and enhancement of cultural safety practices. This includes:

- Regular reviews of policies and procedures.
- Monitoring and assessing progress towards cultural safety goals.
- Seeking feedback from Aboriginal and Torres Strait Islander children, families, and community representatives.

1.7 Accountability and Implementation

The leadership team is responsible for:

- Ensuring all staff and volunteers adhere to this policy.
- Providing ongoing cultural competency training.
- Overseeing the implementation of cultural safety measures.
- Reporting on compliance and improvements in cultural safety.

1.8 Review and Updates

This policy will be reviewed annually to ensure alignment with best practices and legislative requirements.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

2. Embedding Child Safety in Leadership, Governance, and Culture

MALUCARE Child Safe Policy: Embedding Child Safety in Leadership, Governance, and Culture

2.1 Purpose

MALUCARE is committed to embedding child safety and wellbeing into its leadership, governance, and organisational culture. This policy aligns with Child Safe Standard 2 and ensures a strong framework for safeguarding Aboriginal and Torres Strait Islander children and all children in our care.

2.2 Commitment to Child Safety

MALUCARE affirms its commitment to child safety through:

- A public statement declaring its dedication to child safety and wellbeing.
- Leadership that actively models and promotes a child safe culture at all levels.
- Robust governance structures that enforce child safety policies.
- Clearly defined expectations for behaviour through a Code of Conduct.
- Risk management strategies that prevent, identify, and mitigate risks to children and young people.
- Ensuring all staff and volunteers understand their information-sharing and record-keeping responsibilities.

2.3 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 2:

2.3.1 Public Commitment

A visible and accessible public commitment to child safety will be displayed in all MALUCARE facilities and online platforms.

2.3.2 Child Safety and Wellbeing Policy

MALUCARE's Child Safety and Wellbeing Policy will:

- Outline the organisation's commitment to child safety and wellbeing.
- Provide guidelines for all staff and volunteers on implementing child safety measures.
- Ensure Aboriginal and Torres Strait Islander children feel culturally safe, valued, and respected.
- Detail how concerns related to child safety will be managed.

2.3.3 Code of Conduct

MALUCARE's Code of Conduct will set clear behavioural expectations for staff and volunteers, including:

- Ensuring respectful and appropriate interactions with children and young people.
- Preventing, identifying, and responding to any risks or concerns related to child safety.
- Holding individuals accountable for upholding child safety standards.

2.3.4 Risk Management Strategy

To mitigate risks to children and young people, MALUCARE will:

- Conduct regular risk assessments to identify and address potential threats.
- Implement strategies to prevent child abuse and harm both physical and cyber abuse.
- Ensure leadership oversight of risk management practices.

2.3.5 Information Sharing and Record Keeping

MALUCARE will ensure that:

- Staff and volunteers understand their obligations regarding information sharing.

- Child safety-related records are securely maintained and managed in accordance with legal requirements.

2.4 Actions and Implementation

MALUCARE will take the following steps to ensure continuous compliance and improvement:

2.4.1 Leadership and Organisational Culture

- Leaders at all levels will model and champion child safety.
- A culture of reporting concerns about child safety will be promoted and reinforced.
- Leaders will ensure the consistent implementation of child safety policies and hold staff accountable.

2.4.2 Governance and Oversight

- Senior leaders will regularly review the organisation's child safety performance.
- Leadership will oversee risk management practices to ensure they remain effective in preventing and mitigating risks.

2.4.3 Communication and Training

- The Code of Conduct and Child Safety and Wellbeing Policy will be clearly communicated to all staff and volunteers.
- Training on child safety, risk management, and record-keeping obligations will be provided regularly.

2.5 Continuous Improvement

MALUCARE is committed to:

- Regularly reviewing policies and procedures to ensure they remain effective.
- Engaging with Aboriginal and Torres Strait Islander children, families, and communities to ensure cultural safety is upheld.

- Monitoring compliance with child safety policies and addressing any gaps identified.

2.6 Accountability and Review

This policy will be reviewed annually to ensure ongoing compliance with child safety standards and best practices.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

3. Empowering Children and Young People

MALUCARE Child Safe Policy: Empowering Children and Young People

3.1 Purpose

MALUCARE is committed to empowering children and young people by ensuring they understand their rights, participate in decisions that affect them, and are taken seriously. This policy aligns with Child Safe Standard 3 and ensures Aboriginal and Torres Strait Islander children and all children in our care feel safe, valued, and heard.

3.2 Commitment to Children's Rights and Participation

MALUCARE will:

- Inform children and young people about their rights, including safety, information, and participation.
- Recognise the importance of friendships and peer support in promoting safety and reducing isolation.
- Provide access to age-appropriate sexual abuse prevention programs where relevant.
- Train staff and volunteers to be attuned to signs of harm and to facilitate child-friendly ways for children to raise concerns and participate in decision-making.
- Develop a culture that encourages and responds to children's input, strengthening their confidence and engagement.

3.3 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 3:

3.3.1 Information for Children and Young People

- Provide accessible, age-appropriate information to help children understand:
 - Their rights, including safety, information, and participation.

- How adults in the organisation should behave.
- How to raise safety concerns for themselves or their peers.
- Available support services.

3.3.2 Encouraging Friendships and Peer Support

- Promote activities and programs that help children build friendships and social connections.
- Encourage peer support initiatives to ensure children feel safe and included.
- Address bullying or isolating behaviours.

3.3.3 Access to Prevention Programs

- Where relevant, provide age-appropriate and accessible sexual abuse prevention programs and other safety education.
- Ensure children can access resources and support to understand risks and prevention strategies.

3.3.4 Child-Friendly Reporting and Decision-Making Processes

- Ensure staff and volunteers:
 - Are trained to recognise and act on signs of child abuse or harm.
 - Engage with children in a manner that encourages open communication.
 - Support children in raising concerns and participating in decision-making.
 - Promote a culture where children's input is valued and acted upon.

3.3.5 Organisational Culture and Participation

- Identify and address practices that disempower children.
- Provide structured opportunities for children to express their views and participate in decisions that impact them.
- Ensure children's feedback influences policies, programs, and services.

- Train staff and volunteers to develop skills in child participation and engagement.

3.4 Actions and Implementation

MALUCARE will take the following steps to ensure compliance and continuous improvement:

3.4.1 Leadership and Organisational Culture

- Leaders will champion child participation and encourage feedback from children.
- A culture of listening and responding to children's concerns will be embedded at all levels of the organisation.
- Staff and volunteers will be trained to support children's empowerment and participation.

3.4.2 Safe and Supportive Environment

- Safe spaces will be created for children to interact, build friendships, and support each other.
- Measures will be in place to prevent bullying and social isolation.
- Peer support and mentoring programs will be encouraged. (3.2)

3.4.3 Communication and Training

- The organisation will provide regular education and training to staff and volunteers on how to:
 - Support children's rights and participation.
 - Recognise and respond to signs of harm.
 - Facilitate child-friendly complaint processes.
- Information will be shared with children in a way that is accessible and relevant to their age and needs. (3.1, 3.4)

3.5 Continuous Improvement MALUCARE is committed to:

- Regularly reviewing and updating policies to enhance child participation.

- Engaging with children and young people to assess and improve child safety initiatives.
- Monitoring compliance with child participation strategies and addressing any gaps identified.

3.6 Accountability and Review This policy will be reviewed annually to ensure alignment with child safety best practices and evolving needs.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

4. Family and Community Involvement in Child Safety

MALUCARE Child Safe Policy: Family and Community Involvement in Child Safety

4.1 Purpose

MALUCARE is committed to fostering strong partnerships with families and communities to promote child safety and wellbeing. This policy aligns with Child Safe Standard 4 and ensures that families and communities are informed, involved, and valued in decision-making processes that affect children and young people, including Aboriginal and Torres Strait Islander children.

4.2 Commitment to Family and Community Involvement

MALUCARE will:

- Ensure families participate in decisions affecting their child.
- Engage and openly communicate with families and communities about child safety policies and practices.
- Involve families and communities in the development and review of child safety policies and procedures.
- Maintain transparency regarding governance, operations, and risk management processes.

4.3 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 4:

4.3.1 Family Participation in Decision-Making

- Families will be given opportunities to participate in decisions that impact their child's safety and wellbeing.
- Communication will be inclusive, culturally appropriate, and respectful of diverse family structures.
- Parents and carers will be consulted on child safety matters relevant to their child.

4.3.2 Transparent Communication and Accessibility

- Child safety policies and practices will be publicly available and accessible to all families and communities.
- Information will be provided in multiple formats to ensure accessibility, including digital, printed, and verbal communication.
- Families will be informed about complaint handling, disciplinary procedures, and child safety risk management strategies.

4.3.3 Involving Families and Communities in Policy Development

- Families and community members will be invited to provide feedback on child safety policies and procedures.
- A consultation framework will be established to ensure family and community input is valued and incorporated.
- Feedback from families and communities will be regularly reviewed and used to improve child safety initiatives.

4.3.4 Governance and Accountability

- Governance structures will include mechanisms for family and community engagement.
- Regular reports will be shared with families about child safety measures and organisational improvements.
- Families and communities will be informed about how MALUCARE handles complaints, disciplinary actions, and child safety risks. (4.4)

4.4 Actions and Implementation

MALUCARE will take the following steps to ensure compliance and continuous improvement:

4.4.1 Building a Culture of Family and Community Involvement

- Individuals, families and local Indigenous community members and Elders will be encouraged to actively contribute to the child safety culture of MALUCARE.
- Educational workshops and resources will be provided to help families understand their role in promoting child safety and wellbeing.

- Regular forums and meetings will be held to discuss child safety initiatives and concerns. (4.4)

4.4.2 Clear and Open Communication

- Accessible child safety resources will be provided to families in culturally appropriate ways.
- Families will receive clear information on how to report concerns and provide feedback.
- The organisation's governance, decision-making processes, and child safety commitments will be made publicly available. (4.2, 4.4)

4.4.3 Feedback and Continuous Improvement

- MALUCARE will create structured opportunities for families to provide input on child safety matters.
- Family and community feedback will be formally reviewed and integrated into policy updates.
- Leaders will ensure that feedback is acted upon and that families are informed of any resulting changes. (4.3)

4.5 Continuous Improvement MALUCARE is committed to:

- Regularly reviewing policies and procedures to enhance family and community participation.
- Engaging with Aboriginal and Torres Strait Islander families to ensure cultural safety and responsiveness.
- Monitoring compliance with family and community engagement strategies and addressing any gaps identified.

4.6 Accountability and Review This policy will be reviewed annually to ensure alignment with best practices in child safety and community engagement.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

5. Upholding Equity and Respecting Diverse Needs

MALUCARE Child Safe Policy: Upholding Equity and Respecting Diverse Needs

5.1 Purpose

MALUCARE is committed to upholding equity and respecting the diverse needs of all children and young people. This policy aligns with Child Safe Standard 5 and ensures that all children, including Aboriginal and Torres Strait Islander children, children with disability, culturally and linguistically diverse children, children unable to live at home, and LGBTQIA+ children, are supported, valued, and safe within our organisation.

5.2 Commitment to Equity and Inclusion

MALUCARE will:

- Recognise and respond to the diverse needs and vulnerabilities of children and young people.
- Ensure children have access to information, support, and complaints processes in a culturally safe, accessible, and age-appropriate manner.
- Provide specific support for children with disability, those from culturally diverse backgrounds, those unable to live at home, and LGBTQIA+ children.
- Promote a culturally safe environment for Aboriginal and Torres Strait Islander children.

5.3 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 5:

5.3.1 Commitment to Equity and Inclusion

- The Child Safety and Wellbeing Policy will:
 - Outline the organisation's commitment to equity and inclusion.
 - Recognise and respect the diverse needs of all children.
 - Provide clear avenues for children and families to communicate their individual needs.
 - Ensure information, support, and complaints processes are culturally safe and accessible.

- Prevent discrimination and harm based on disability, race, ethnicity, religion, sex, gender identity, or sexual orientation. (5.1, 5.2, 5.3, 5.4)

5.3.2 Accessibility of Information and Complaints Processes

- Information for children about their rights, complaints processes, and support services will:
 - Be available in a variety of formats and languages.
 - Be accessible to children with disability, including those who are vision-impaired or have low literacy.
 - Be explained verbally and through engagement activities when necessary. (5.2)

5.3.3 Understanding and Addressing Diverse Needs

- The organisation will:
 - Identify and understand the diverse circumstances of children engaging with its services.
 - Provide culturally responsive and trauma-informed approaches to support vulnerable children.
 - Offer training for staff and volunteers on recognising and addressing vulnerabilities in children.
 - Ensure equity is embedded in organisational culture, policies, and practices. (5.1, 5.3, 5.4)

5.4 Actions and Implementation MALUCARE will take the following steps to ensure compliance and continuous improvement:

5.4.1 Supporting Children's Diverse Needs

- Staff and volunteers will:
 - Be trained to understand children's diverse circumstances and vulnerabilities.
 - Take action to support and respond to children experiencing vulnerability.
 - Uphold equity and prevent discrimination or harm based on identity or background.

- Promote children's safety and participation in culturally inclusive ways. (5.1, 5.3, 5.4)

5.4.2 Culturally Safe and Inclusive Environment

- Particular attention will be given to ensuring:
 - A culturally safe space for Aboriginal and Torres Strait Islander children.
 - Culturally and linguistically diverse children feel welcomed and included.
 - Children with disability receive necessary accommodations to participate fully.
 - All children feel supported and respected in all interactions. (5.3, 5.4)

5.4.3 Clear Expectations for Equity and Inclusion

- Leaders will:
 - Set clear expectations around achieving equity and respecting diversity.
 - Ensure policies and practices reflect the needs of all children.
 - Monitor compliance with equity standards and address gaps as needed. (5.1, 5.3, 5.4)

5.5. Continuous Improvement MALUCARE is committed to:

- Regularly reviewing and updating policies to strengthen inclusion and equity.
- Engaging with children and families to ensure their needs are being met.
- Addressing barriers that prevent equitable participation of all children.
- Ensuring ongoing training for staff on supporting diverse needs.

5.6 Accountability and Review

This policy will be reviewed annually to ensure alignment with best practices in equity, inclusion, and child safety.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

Standard 6

6. Suitability and Support for People Working with Children

MALUCARE Child Safe Policy: Suitability and Support for People Working with Children

6.1 Purpose

MALUCARE is committed to ensuring that all staff and volunteers working with children and young people are suitable and well-supported to uphold child safety and wellbeing. This policy aligns with Child Safe Standard 6 and ensures rigorous recruitment, induction, supervision, and ongoing management to maintain a child-safe organisation.

6.2 Commitment to Safe Recruitment and Support

MALUCARE will:

- Implement rigorous recruitment and screening processes involving national police checks and license checks to ensure only suitable individuals work with children.
- Ensure all relevant staff and volunteers maintain current Working with Children Checks (WWCC) or equivalent background screening.
- Provide thorough induction and ongoing training on child safety responsibilities, including reporting, record-keeping, and information sharing.
- Maintain robust supervision and management practices to ensure child safety remains a priority in everyday operations.

6.3 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 6:

6.3.1 Safe Recruitment Practices

- Job advertisements will explicitly state MALUCARE's commitment to child safety and wellbeing.
- Position descriptions will outline the child safety responsibilities and expectations for each role.
- The recruitment process will include:

- Pre-employment screening, including referee checks and background checks.
- A values-based interview process to assess suitability for working with children.
- Verification of required qualifications, registrations, and Working with Children Checks. (6.1, 6.2)

6.3.2 Working with Children Checks and Ongoing Screening

- All relevant staff and volunteers must hold valid Working with Children Checks (WWCC), national police checks, First aid certificate, current license and NDIS screening check where applicable.
- Regular reviews will be conducted to ensure checks remain current.
- Procedures will be in place to manage risks if a person's check or registration becomes invalid. (6.2)

6.3.3 Induction and Training

- All new staff and volunteers will undergo a structured induction process covering:
 - The Child Safety and Wellbeing Policy.
 - The Code of Conduct.
 - Child safety reporting, record-keeping, and information-sharing obligations.
 - Complaints processes and risk management procedures.
- Induction content will be tailored to the responsibilities and risks of each role. (6.3)

6.3.4 Supervision and Performance Management

- Leaders and managers will ensure ongoing supervision and support of staff and volunteers, focusing on child safety and wellbeing.
- Regular reviews will be conducted to assess adherence to the Code of Conduct and child safety policies.
- Clear guidelines will be in place to manage concerns about staff or volunteer behaviour that may pose risks to children.
- Guidance will be provided to managers on how to handle and report child safety concerns. (6.4)

6.4 Actions and Implementation MALUCARE will take the following steps to ensure compliance and continuous improvement:

6.4.1 Prioritising Child Safety in Recruitment

- All recruitment processes will assess child safety responsibilities, including:
 - Qualifications, experience, and suitability.
 - Potential risks and risk mitigation strategies.
 - Screening, training, and supervision requirements. (6.1)

6.4.2 Ensuring Compliance with Screening Requirements

- Verification of Working with Children Checks and other required registrations will occur before employment or engagement.
- Regular audits will be conducted to confirm that all staff and volunteers hold valid clearances.
- Immediate action will be taken if screening requirements are no longer met. (6.2)

6.4.3 Comprehensive Induction and Training

- All new staff and volunteers will receive a tailored induction aligned with their role's child safety responsibilities.
- Ongoing professional development will be provided to reinforce child safety obligations and best practices.
- Training will cover recognising and responding to signs of harm, managing disclosures, and reporting requirements. (6.3)

6.4.4 Strong Supervision and Performance Monitoring

- Regular check-ins and performance reviews will assess adherence to child safety policies.
- Managers will be equipped with strategies to address concerning behaviour and manage child safety risks.
- Supervision processes will reinforce the importance of child safety in daily operations. (6.4)

6.5 Continuous Improvement MALUCARE is committed to:

- Regularly reviewing and improving recruitment, induction, and supervision practices.
- Ensuring staff and volunteers remain informed about evolving child safety standards.
- Proactively identifying and addressing any risks to child safety within the workforce.

6.6 Accountability and Review

This policy will be reviewed annually to ensure alignment with best practices in recruitment, screening, and staff management.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

7. Child-Focused Complaints and Concerns Handling

MALUCARE Child Safe Policy: Child-Focused Complaints and Concerns Handling

7.1 Purpose

MALUCARE is committed to ensuring that all complaints and concerns related to child safety and wellbeing are taken seriously, addressed promptly, and managed with sensitivity. This policy aligns with Child Safe Standard 7 and ensures an accessible, child-focused, and culturally safe complaints process for children, families, staff, and volunteers.

7.2 Commitment to a Child-Focused Complaints Process

MALUCARE will:

- Maintain a clear, accessible, and culturally safe complaint handling policy.
- Ensure children, young people, families, staff, and volunteers understand the complaints process.
- Take all complaints seriously and respond promptly and thoroughly.
- Cooperate with relevant authorities in the reporting and investigation of complaints.
- Comply with all reporting, privacy, and employment law obligations.

7.3 Policies and Procedures MALUCARE will implement the following measures to comply with Child Safe Standard 7:

7.3.1 Accessible and Child-Focused Complaint Handling Policy

- The policy will:
 - Outline how children and adults can make a complaint.
 - Describe how complaints will be investigated promptly and thoroughly.
 - Ensure the process is accessible to all children, families, and communities.
 - Cover complaints involving both adults and children.
 - Include procedures for responding to breaches of the Code of Conduct.
 - Provide details on the support available for those making a complaint.

- Outline risk management measures for children when a complaint is under investigation.
- Ensure compliance with record-keeping obligations. (7.1, 7.2, 7.3, 7.5)

7.3.2 Transparency and Communication

- Information about the complaints process will be available in multiple formats (print, digital, and verbal) to ensure accessibility.
- Culturally safe approaches will be used to communicate the complaints process to Aboriginal and Torres Strait Islander children and other diverse communities.
- Regular consultations with families and communities will be conducted to refine the complaints process. (7.2, 7.4)

7.3.3 Reporting and Cooperation with Authorities

- Policies and procedures will detail when complaints must be reported to external authorities such as:
 - Queensland Police Service
 - Department of Families, Seniors, Disability Services and Child Safety
- Department of Social Services The organisation will fully cooperate with law enforcement and child protection agencies.
- Privacy and confidentiality will be maintained in line with legal requirements. (7.4, 7.5)

7.3 Actions and Implementation

MALUCARE will take the following steps to ensure compliance and continuous improvement:

7.4.1 Encouraging and Supporting Complaints

- The organisation will ensure all children, families, and community members know how to make a complaint.
- Staff and volunteers will be trained to:
 - Recognise and report child safety concerns
 - Support children in making complaints
 - Manage complaints sensitively and professionally

- The organisation will provide safe spaces for children to disclose concerns. (7.1, 7.2, 7.3, 7.4)

7.4.2 Ensuring Complaints Are Taken Seriously

- All complaints and concerns will be documented, assessed, and investigated promptly.
- Risk assessments will be conducted to ensure the safety of children during investigations.
- Actions taken in response to complaints will be recorded and monitored.
- Staff and volunteers will be held accountable for adhering to child safety policies. (7.3, 7.5)

7.4.3 Regular Review and Continuous Improvement

- Complaint handling policies will be reviewed periodically to ensure effectiveness.
- Families and communities will be involved in the review process.
- Lessons learned from complaints will be used to improve child safety practices. (7.1, 7.2, 7.4)

7.4 Continuous Improvement

MALUCARE is committed to:

- Maintaining an accessible, child-friendly complaints process.
- Ensuring cultural safety in handling complaints from Aboriginal and Torres Strait Islander children.
- Strengthening transparency in reporting and responding to child safety concerns.
- Training staff and volunteers on best practices in managing complaints.

7.6 Accountability and Review This policy will be reviewed annually to ensure alignment with best practices in child safety and complaint handling.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

8. Staff and Volunteer Education and Training

MALUCARE Child Safe Policy: Staff and Volunteer Education and Training

8.1 Purpose

MALUCARE is committed to ensuring that all staff and volunteers are equipped with the necessary knowledge, skills, and awareness to keep children and young people safe. This policy aligns with Child Safe Standard 8 and ensures that ongoing education and training support the implementation of child safety practices.

8.2 Commitment to Staff and Volunteer Training MALUCARE will:

- Provide mandatory training on child safety and wellbeing policies.
- Ensure staff and volunteers can recognise indicators of child harm, including harm caused by other children.
- Equip staff and volunteers with the skills to respond effectively to child safety concerns and disclosures of harm.
- Train staff and volunteers on how to create culturally safe environments for children and young people.

8.3 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 8:

8.3.1 Training Action Plan

- A structured training plan will be developed for all staff and volunteers, covering:
 - The Child Safety and Wellbeing Policy.
 - Identifying indicators of child abuse and harm.
 - How to respond to disclosures of harm.
 - Reporting obligations, including internal and external reporting requirements.
 - Managing risks to children and notifying families and carers.
 - Supporting cultural safety and inclusion of Aboriginal and Torres Strait Islander children. (8.1, 8.2, 8.3, 8.4)

8.3.2 Guidance Materials

- Policies, procedures, and information sheets will be available to staff and volunteers on:
 - Recognising signs of child abuse and harm.
 - Managing disclosures and supporting those affected.
 - Reporting procedures and compliance with legal obligations.
 - Creating and maintaining culturally safe environments. (8.2, 8.3, 8.4)

8.3.3 Training Register

- A training register will be maintained to track the completion of required training by all staff and volunteers.
- Regular refresher training will be provided to ensure knowledge and skills remain up to date. (8.1, 8.2, 8.3, 8.4)

8.4 Actions and Implementation

MALUCARE will take the following steps to ensure compliance and continuous improvement:

8.4.1 Mandatory Training and Communication

- Leaders will communicate that child safety training is mandatory for all staff and volunteers. (this will be enforced by restricting staff engaging with YP until all training is completed)
- Training will be provided upon induction and at regular intervals.
- Supervisors will identify training needs and ensure staff and volunteers complete relevant courses. (8.1, 8.2, 8.3, 8.4)

8.4.2 Child Safety Training Program

- Staff and volunteers will be trained to:
 - Recognise and respond to signs of child abuse and harm.
 - Understand internal and external reporting requirements.
 - Support individuals disclosing harm.

- Create and maintain culturally safe environments for children. (8.2, 8.3, 8.4)

8.4.3 Trauma-Informed and Regular Training

- Training will be:
 - Appropriate to the needs of the children engaged with MALUCARE.
 - Trauma-informed to support children who have experienced harm.
 - Regularly reviewed and updated to ensure effectiveness.
 - Delivered in multiple formats to ensure accessibility for all staff and volunteers. (8.1, 8.2, 8.3, 8.4)

8.5 Continuous Improvement

MALUCARE is committed to:

- Regularly reviewing training programs to ensure alignment with best practices.
- Seeking feedback from staff and volunteers to improve training effectiveness.
- Monitoring compliance with training requirements and addressing gaps as needed.

8.6 Accountability and Review

This policy will be reviewed annually to ensure ongoing effectiveness in supporting staff and volunteers to uphold child safety and wellbeing.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

9. Promoting Safety in Physical and Online Environments

MALUCARE Child Safe Policy: Promoting Safety in Physical and Online Environments

9.1 Purpose

MALUCARE is committed to ensuring that physical and online environments promote child safety and wellbeing while minimising the risk of harm. This policy aligns with Child Safe Standard 9 and establishes clear guidelines for risk assessment, online safety, and third-party engagement.

9.2 Commitment to Safe Environments

MALUCARE will:

- Identify and mitigate risks in both physical and online environments while respecting children's privacy and rights.
- Ensure staff and volunteers follow the Code of Conduct and Child Safety and Wellbeing Policy when engaging with children online.
- Develop risk management plans that address organisational settings, activities, and physical environments.
- Establish procurement policies that ensure third-party services prioritise child safety.

9.3 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 9:

9.3.1 Risk Assessment and Management Plans

- Conduct regular risk assessments to identify and mitigate risks of child abuse and harm in physical and online environments.
- Develop and maintain risk management plans outlining specific actions to prevent identified risks.
- Ensure risk assessments balance child safety with their rights to privacy, access to information, and social connections. (9.1, 9.3)

9.3.2 Online Safety Measures

- The online environment will be managed in accordance with the Code of Conduct and Child Safety and Wellbeing Policy.
- Staff, volunteers, children, and families will receive guidance on:
 - Online safety risks, including cyberbullying, grooming, and inappropriate content.
 - How to report online safety concerns or negative experiences.
 - Safe and responsible use of digital platforms. (9.2)

9.3.3 Third-Party Contractors and Procurement

- Establish procurement policies requiring third-party service providers to comply with MALUCARE's child safety standards.
- Contracts with third-party providers will include:
 - Child safety compliance expectations.
 - Monitoring and accountability measures.
 - Termination clauses for non-compliance with child safety obligations.
- Assess risks associated with third-party engagements and take appropriate actions to mitigate risks. (9.4)

9.4 Actions and Implementation MALUCARE will take the following steps to ensure compliance and continuous improvement:

9.4.1 Identifying and Mitigating Risks

- Staff and volunteers will be trained to:
 - Identify risks in physical and online settings.
 - Implement safety measures to prevent child harm.
 - Respond to concerns about environmental safety risks. (9.1, 9.3)

9.4.2 Ensuring Online Safety Compliance

- Staff and volunteers will:

- Adhere to the Code of Conduct when engaging with children online.
- Monitor online interactions to ensure they align with child safety policies.
- Educate children and families on best practices for online safety. (9.2)

9.4.3 Reviewing Risk Management Plans

- Risk assessments and management plans will be:
 - Regularly reviewed and updated based on lessons from complaints, incidents, and concerns.
 - Informed by input from staff, volunteers, and children.
 - Aligned with organisational governance structures to ensure accountability. (9.1, 9.3)

9.4.4 Managing Third-Party Risks

- Before engaging third-party services, MALUCARE will:
 - Assess the level of risk posed to children.
 - Require compliance with the organisation's child safety policies.
 - Monitor and take action to prevent potential risks.
- If third-party providers fail to meet safety standards, MALUCARE will consider terminating contracts. (9.4)

9.5 Continuous Improvement MALUCARE is committed to:

- Enhancing physical and online safety practices.
- Regularly updating risk management strategies.
- Engaging with children, families, and staff to assess and improve safety measures.

9.6 Accountability and Review This policy will be reviewed annually to ensure it remains effective in safeguarding children in both physical and online environments.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

10. Regular Review and Continuous Improvement

MALUCARE Child Safe Policy: Regular Review and Continuous Improvement

10.1 Purpose

MALUCARE is committed to regularly reviewing, evaluating, and improving child safety practices to ensure ongoing compliance with the Child Safe Standards. This policy aligns with Child Safe Standard 10 and establishes a framework for continuous improvement, accountability, and transparency in child safety practices.

10.2 Commitment to Continuous Improvement

10.3 MALUCARE will:

- Regularly review and update child safety policies, procedures, and practices.
- Analyse complaints, concerns, and safety incidents to identify systemic failures and areas for improvement.
- Report findings from child safety reviews to staff, volunteers, families, communities, and children.

10.4 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 10:

10.3.1 Regular Policy and Procedure Reviews

- All child safety policies and procedures will have a scheduled review period indicated in each document.
- Reviews will consider:
 - Compliance with current laws and best practices.
 - Feedback from children, families, staff, and volunteers.
 - Findings from previous complaints, concerns, and safety incidents.
- Updates will be made to address any identified gaps or inefficiencies. (10.1)

10.3.2 Analysis of Complaints and Safety Incidents

- Complaints, concerns, and safety incidents will be:

- Thoroughly documented and reviewed.
- Analysed to identify patterns, causes, or systemic failures.
- Used to inform necessary improvements to prevent future occurrences. (10.2)

10.3.3 Transparent Reporting and Accountability

- Findings from reviews and analysis will be shared with:
 - Staff and volunteers to ensure understanding and accountability.
 - Children, families, and the community to promote transparency.
- Reports will outline:
 - Identified issues and contributing factors.
 - Actions taken to improve child safety practices.
 - Ongoing efforts to strengthen child safety and wellbeing. (10.3)

10.5 Actions and Implementation

MALUCARE will take the following steps to ensure compliance and continuous improvement:

10.4.1 Establishing a Review Framework

- Child safety policies and procedures will be reviewed annually or as needed based on:
 - Legislative changes.
 - Emerging best practices.
 - Feedback from stakeholders.
 - Analysis of previous incidents and complaints. (10.1)

10.4.2 Recording and Analysing Complaints and Concerns

- A secure system will be maintained for recording complaints, concerns, and safety incidents.
- Reports will be reviewed to identify:

- Patterns of risk.
- Gaps in current policies.
- Additional training or resources needed to enhance child safety. (10.2)

10.4.3 Enhancing Transparency and Communication

- Regular updates will be provided to stakeholders on child safety improvements.
- Feedback channels will be made available for children, families, staff, and volunteers to contribute to the review process.
- The organisation will ensure findings are accessible and easy to understand for all stakeholders. (10.3)

10.6 Continuous Improvement

MALUCARE is committed to:

- Embedding a culture of accountability and learning.
- Encouraging active participation from children and families in the review process.
- Implementing actions based on findings to strengthen child safety practices.
- Regularly evaluating progress and effectiveness in achieving child safety objectives.

10.7 Accountability and Review

This policy will be reviewed annually to ensure its effectiveness in maintaining a safe and responsive child-safe environment.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

11. Documentation of a Child-Safe Organisation

MALUCARE Child Safe Policy: Documentation of a Child-Safe Organisation

11.1 Purpose

MALUCARE is committed to ensuring that all child safety policies and procedures are clearly documented, accessible, and aligned with best practices. This policy aligns with Child Safe Standard 11 and ensures a structured approach to embedding child safety across all organisational processes.

11.2 Commitment to Comprehensive Documentation

MALUCARE will:

- Ensure policies and procedures address all Child Safe Standards.
- Develop documents that are easy to understand and accessible to all stakeholders.
- Use best practice models and stakeholder consultation to inform policy development.
- Ensure leadership champions and models compliance with policies and procedures.
- Support staff and volunteers in understanding and implementing policies effectively.

11.3 Policies and Procedures

MALUCARE will implement the following measures to comply with Child Safe Standard 11:

11.3.1 Comprehensive Child Safety Documentation

- The **Child Safety and Wellbeing Policy** will outline expectations, practices, and compliance with all Child Safe Standards.
- The **Code of Conduct** will set clear behavioural expectations and responsibilities for staff and volunteers.
- **Risk assessment and management plans** will address risks related to child abuse and harm.
- **Complaint handling policies and processes** will define how concerns will be addressed, including internal and external reporting obligations.

- **Recruitment and HR policies** will incorporate child safety considerations.
- **Procurement policies** will ensure third-party contractors comply with child safety standards. (11.1, 11.2)

11.3.2 Accessibility and Clarity of Policies

- Policies and procedures will be written in plain language and available in multiple formats.
- Information will be provided in culturally appropriate ways to ensure inclusivity.
- Documents will be publicly accessible to staff, volunteers, families, and children. (11.2)

11.3.3 Stakeholder Consultation and Best Practice Integration

- Policies and procedures will be developed and reviewed in consultation with:
 - Children and young people.
 - Families and communities.
 - Staff and volunteers.
- Best practice models and current research on child safety will inform policy development.
- Stakeholder feedback will be incorporated into regular policy updates. (11.3)

11.3.4 Leadership and Implementation

- Organisational leaders will:
 - Champion child safety compliance and uphold policies.
 - Ensure staff and volunteers are accountable for policy implementation.
 - Regularly communicate the importance of child safety across the organisation.
- Staff and volunteers will receive training on:
 - Understanding and implementing child safety policies.
 - Recognising risks and reporting concerns.
 - Embedding child safety in daily practices. (11.4, 11.5)

11.4 Actions and Implementation MALUCARE will take the following steps to ensure compliance and continuous improvement:

11.4.1 Regular Policy Reviews and Updates

- All policies and procedures will undergo scheduled reviews to ensure alignment with current standards and best practices.
- Updates will incorporate:
 - Lessons learned from complaints and incidents.
 - Feedback from staff, volunteers, children, and families.
 - Legislative and regulatory changes. (11.1, 11.3)

11.4.2 Ensuring Easy Access and Understanding

- Policies will be published on MALUCARE's website and displayed in physical locations.
- Child-friendly versions of key policies will be provided.
- Translations and accessibility modifications will be available as needed. (11.2)

11.4.3 Embedding Compliance in Organisational Culture

- Leaders will regularly reinforce policy expectations through:
 - Staff meetings and internal communications.
 - Training sessions and workshops.
 - Accountability measures to ensure compliance.
- Supervision and performance management will include child safety responsibilities. (11.4, 11.5)

11.5 Continuous Improvement MALUCARE is committed to:

- Engaging with children, families, and communities to improve child safety policies.
- Ensuring all policies remain relevant and reflect best practices.
- Monitoring compliance and taking corrective action when necessary.

11.6 Accountability and Review

This policy will be reviewed annually to ensure continued effectiveness in maintaining a child-safe organisation.

Effective Date: 05/03/2025

Approved By: Benjamin Mitchell

Next Review Date: 05/03/2026

