



Child Safe Environments Policy

Purpose

This policy outlines my commitment to providing a safe, supportive, and child-friendly environment where all children and young people are protected from harm, abuse, and neglect.

Scope

As a sole trader this policy applies to myself (Kaitlyn Baker) and the children, young people, and families that I engage with.

Commitment to the safety of children and young people

I am committed to:

- Ensuring that children and young people are valued, respected and encouraged to participate
- Ensuring that the safety and protection of children and young people is always the first priority
- Ensuring that this policy complies with the Children and Young People (Safety) Act 2017, Child Safety (Prohibited Persons) Act 2016 and the National Principles for Child Safe Organisations
- Embracing diversity and ensuring that all children and young people are embraced regardless of their abilities, sex, gender, or social economic or cultural background and equity is upheld
- Ensuring that bullying and harassment will not be tolerated
- Displaying information about services that can assist children and young people (such as the Kids Helpline on 1800 55 1800 and Youth Helpline on 1300 13 17 19) in areas accessed by them.

Definitions

- Child/Young Person: Any individual under the age of 18.
- Harm: Includes physical and/or emotional harm (whether caused by an act or omission) including sexual abuse, neglect, and mental or emotional abuse
- Child Safe Environment: An environment where children are protected from harm and feel safe and supported.



Communication

In accordance with Chapter 8 (Section 114(5)) of the Children and Young People (Safety) Act 2017) a copy of the child safe environment policy will be available on the You IncludEd website and included as part of the welcome pack to new clients.

Participation of families, children and young people

You IncludEd ensures that families, children, and young people are informed about their rights and are supported to actively participate and share feedback.

I will do this by:

- Listening to children and young people
- Supporting children and young people to be engaged and aware of their rights
- Supporting children and young people understand the importance of child safety and wellbeing
- Encouraging children and young people to share their views, including making complaints
- Communicating clearly using language that is appropriate to their age and stage of development
- Teaching children and young people about their rights, including their right to feel safe and to be heard

Code of Conduct

You IncludEd's Code of Conduct outlines the minimum standards of behaviour expected of all personnel working within the organisation. It supports a child-safe culture that prioritises the safety, wellbeing, participation, and empowerment of children and young people.

- All personnel are required to read, understand, and agree in writing to comply with the Code of Conduct. Adherence to the Code of Conduct is a condition of employment, engagement, or service provision.
- At You IncludEd, I am committed to always acting in the best interests of children and young people. I will uphold their rights, respect their voices, and provide services that are safe, inclusive, developmentally appropriate, and culturally responsive.
- Concerns or breaches of the Code of Conduct can be reported through You IncludEd's feedback, complaints, and dispute resolution processes, or by providing informal



feedback. Children, young people, and families are encouraged and supported to raise concerns in a way that feels safe and accessible to them.

- If a child, young person, or family member identifies that I have breached the Code of Conduct, I will respond promptly, respectfully, and transparently. I will take responsibility where appropriate and work to resolve the issue, which may include reflection, supervision, and implementing changes to my practice.
- Breaches of the Code of Conduct will be taken seriously and may result in disciplinary action such as termination of the business. Where required, breaches may also be reported to relevant authorities or professional bodies.

Training and Supervision

I am committed to engaging in training and supervision to maintain a child safe environment. I will:

- Participate in regular supervision sessions with a qualified supervisors that includes a focus on child safety and wellbeing as well as performance appraisals.
- Engage in child safety training 'Safe Environments: Through Their Eyes' training course or 'Responding to Risk of Harm, Abuse, and Neglect – Education and Care' training course and updating every 3 years
- Read and understand the Mandatory Notification Information Booklet (https://dhs.sa.gov.au/data/assets/pdf_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF)
- Viewing the resources Keeping our kids safe developed by SNAICC at <https://www.snaicc.org.au/policy-and-research/child-safety-and-wellbeing/keeping-our-kids-safe/>
- Professional development opportunities to build knowledge and skills regarding the wellbeing and development of children and young people

Identifying and Responding to Risk

At You IncludEd, a mandated notifier is anyone that provides a service directly to children and young people.

- All mandated notifiers have a legal obligation to report reasonable belief that a child or young person has been harmed or is at risk of harm. Non-mandated notifiers are encouraged to make voluntary reports about harm or risk of harm to a child or young person.
- Reports regarding the reasonable belief that a child or young person is, or may be, at risk of harm are to be made to the Child Abuse Report Line (CARL) on 13 14 78 or if at immediate risk, report to South Australian Police (SAPOL) on 000. In cases



involving Aboriginal children and young people, support is provided by Yaitya Tiramangkotti – an Aboriginal team, via the CARL number.

- If there is reasonable belief of harm or risk of harm to a child or young person and it is not reported, it is determined to be a reportable matter.
- You IncludEd will be guided by the relevant authority (CARL/SAPOL) about whether an internal investigation is appropriate.
- If You IncludEd is reported for causing harm to a child or young person, the business will cease to operate until authorities have concluded their investigation.
- Following a report, families and young people are continued to be supported by You IncludEd and the circumstances will be monitored, and where suitable, will be referred to other appropriate services.

Feedback, complaints & disputes

Details about how children, young people, and their families are informed of their rights to make complaints or provide feedback, and the steps involved in doing so, are outlined in the service agreement provided at the commencement of support. All feedback is welcome and assists me with providing a high-quality service.

If you would like to provide feedback or raise a complaint, please contact Kaitlyn Baker on 0424 265 119 or email kaitlyn@youinclud.org.

A complaint can also be received through The National Disability Insurance Agency (NDIA) by phone on 1800 800 110 or email feedback@ndis.gov.au.

Risk Management

You IncludEd conducts risk assessments and implements risk management strategies to identify and minimise potential risks to children, including physical, emotional, and psychological risks. We also ensure that all facilities, equipment, and activities are safe and appropriate for children.

Identified risks that are relevant to You IncludEd, specific to children and young people, as well as what we do to prevent and/or lessen these risks are provided in the Risk Management Policy upon request and on the You IncludEd website.

Related policies and procedures

You IncludEd has a number of policies and procedures that relate to child safe environments. The following policies and procedures are all available upon request, or available to access on the You IncludEd website:

- Child Safe Environments Policy (this document)
- Child Safe Code of Conduct
- Complaints and Feedback Policy



- Privacy Policy
- Risk Management Policy

Policy Review

This policy will be reviewed, at a minimum, every 5 years as required by the Children and Young People (Safety) Act 2017. You IncludEd will lodge a new child safe environments compliance statement with Department of Human Services each time this policy is reviewed and updated.

You IncludEd will also review this policy when:

- New or added risks are identified for children or young people, which may require a change in the policy or procedures
- A critical incident where a child or young person has experienced harm through involvement with You IncludEd
- Concerns are raised by anyone about child safety or welfare when participating in You IncludEd services
- Awareness or compliance to the child safe policy and/or procedures is low
- Legislative changes/requirements

Next review date: 6th May 2031