



Child Safety Policy

August 2023

Purpose

The Department of Infrastructure, Transport, Regional Development, Communication and the Arts (the department) is committed to promoting and maintaining a culture that does not permit or tolerate harm to children, while actively safeguarding the physical, emotional and psychological wellbeing of children and young people. This policy establishes the department's expectations of all staff to provide a safe environment for children and manage those risks which arise through the day-to-day work of the department.

The policy meets requirements set for the department by the [Commonwealth Child Safe Framework 2nd edition](#) (CCSF) and will be reviewed every two years as well as after the introduction of new Commonwealth requirements.

The Child Safety Policy supports, but does not replace, individual responsibility under state and territory legislation. Relevant legislation is outlined at [Appendix A](#).

This policy is guided by the following principles – to:

- recognise children's rights and interests;
- build and maintain a child safe culture and environment;
- ensure all staff are aware of and comply with relevant requirements;
- provide support and protection to staff who report incidents under this policy.

If you are unsure about your obligations under this policy, please speak to your manager or email ChildSafety@infrastructure.gov.au.

Scope

1. This policy applies to the following persons:

- persons who are APS employees in the department;
- persons employed in the **Indian Ocean Territories Administration** (IOTA), including under the Indian Ocean Territories (IOT) (Registered Nurses) Enterprise Agreement 2021 and the IOT (Administration) Enterprise Agreement 2018;
- persons who are employees or officials of other Commonwealth entities whose services are made available to the department; and
- any person undertaking volunteer or unpaid work on behalf of the department (referenced as **'staff'** throughout this policy).

2. The scope of this policy also applies to all **third parties** in a position paid by the department to deliver services, including contractors, grant recipients, consultants, or advisors.
3. Under this policy, a **child** is any person under the age of 18 years, or reasonably likely to be under 18 where their age cannot be confirmed.
4. While this policy applies to **all staff**, some requirements apply only to persons engaged in **child-related work** or **having access to child-related data**, or overseeing third party agreements that involve **child-related work**. These limited requirements are identified as such throughout the policy.

Definitions

5. For the purposes of this policy, the following definitions are used:

Child	Any person under the age of 18 years, or who is reasonably likely to be under 18 if their age cannot be determined.
Child-related work	<p>Work activities which:</p> <ul style="list-style-type: none"> • provide access to child-related data; • may be reasonably expected to affect a child/ren, such as services delivered to families or children, policy and programs designed for families or children, or materials and publications intended for children; or • where known or likely contact between a staff member and a child would reasonably be expected as a normal part of the work, and such contact is not occasional or incidental, including: <ul style="list-style-type: none"> ○ direct physical contact; ○ face-to-face contact; ○ verbal communications; ○ written communication; ○ electronic and online communication; or <p>any other contact defined by relevant state or territory Working with Children Checks or Working with Vulnerable People Checks legislation.</p>
Occasional or incidental contact with children	<p>Infrequent contact with children that occurs in the course of employment, but is not part of that staff member's regular duties. Examples include:</p> <ul style="list-style-type: none"> • crossing paths with children in a public space without engaging them; • interacting with children on a singular and brief occasion, whilst in the company of others;

	<ul style="list-style-type: none"> interacting with children escorted by their guardian as a visitor to the workplace.
Staff	All persons covered by the scope of this policy, including volunteers and unpaid workers
Third party agreement	A written agreement with an external third-party receiving Commonwealth funding to provide services to the department, or deliver programs on behalf of the department. This includes procurement and grant agreements.
Third party contract officer	The staff member responsible for overseeing a third-party agreement. This may include program, grant and contract managers.
Third party provider	An external person or company who provides a service, technology or program to the department, such as part of a contract or grant agreement.
WWCC	Any Working with Children Checks or Working with Vulnerable People Checks across Australian jurisdictions, regardless of legislated name, are referred to throughout this policy as WWCC

Responsibilities

6. Ensuring the safety, welfare and wellbeing of children is the responsibility of all staff. Key responsibilities are outlined in the table below.

Who	Responsibilities
Secretary	<ul style="list-style-type: none"> Accountable Authority under the CCSF. Leads a child safe culture.
Chief Operating Officer	<ul style="list-style-type: none"> Policy owner and ensures compliance with the CCSF. Participates in COO Committee considerations for implementing the CCSF.
All Senior Executives	<ul style="list-style-type: none"> Provide leadership in promoting a child safe culture. Demonstrate understanding of and commitment to this policy. Ensure child safety is considered when developing risk management plans for any business functions that are associated with children. Ensure child safety is considered in the design of program and policy that impacts upon children. Ensure the appropriate child safety measures are used when approving contracts or grants. Ensure child safety training is completed by staff.

Who	Responsibilities
Supervisors	<ul style="list-style-type: none"> • Take immediate action when staff may not be meeting their obligations under this policy, including provision of feedback to staff and reporting child-safety concerns. • Ensure staff are aware of, and assist them to meet, their obligations under this policy. • Identify child-related work and recruitment requirements for new roles. • Ensure direct reports complete child safety training relevant to their role. • Ensure child safety, wellbeing and cultural safety considerations are included in Thrive/performance management discussions and goal setting for all staff in child-related positions. • Take immediate action when an employee may not be meeting their obligations under this policy, including the provision of feedback to staff, escalation of issues and reporting child-safety concerns. • When recruiting, provide WWCC information to preferred candidates if their role requires a WWCC, and verify their WWCC by checking the WWCC number with the relevant state WWCC authority. • Email ChildSafety@infrastructure.gov.au with the names of all new starters that have been required to undergo a WWCC. • Ensure both the relevant state or territory government department responsible for administering WWCC, and ChildSafety@infrastructure.gov.au are advised of staff departures from roles that involve WWCC. Further information on Screening Agencies is at Appendix C.
Assurance, Integrity, Risk and Governance (AIRG) Branch	<ul style="list-style-type: none"> • Assistant Secretary to maintain oversight of Child Safety complaints within the organisation as the Child Safety Officer. • Review the department's Child Safety Policy every two years and after the introduction of new Commonwealth requirements. • Complete annual assessments of the department's child-related roles, child safety risks and mitigation strategies. • Source and maintain child safe training for all staff employed by the department and monitor compliance. • Monitor department employees' WWCC via a central register of departmental staff requiring a WWCC, and annual assessment of child-related roles. Follow up anomalies or upcoming expiries with responsible supervisors. • Maintain a child safe incident reporting database.

Who	Responsibilities
Indian Ocean Territories Human Resources (IOT HR)	<ul style="list-style-type: none"> Assist business areas to identify child-related positions within the department. Assist business areas to have child safe recruitment practices. Receive, coordinate and escalate reports of suspected serious harm or risk of harm to children from departmental activities (excluding IOT activities). Assist Indian Ocean Territories Human Resources with reports of suspected serious harm or risk of harm to children from IOT activities.
Staff involved in contract and grant design or management	<ul style="list-style-type: none"> Provide WWCC information to preferred recruitment candidates (if applicable). Verify an IOTA employee's WWCC on commencement of employment. Contact ChildSafety@infrastructure.gov.au with the name of new starters requiring a WWCC, and the authorised employer representative listed on the new staff members' Western Australia WWCC application. Ensure both the relevant state or territory government department responsible for administering WWCC, and ChildSafety@infrastructure.gov.au, are advised of staff departures from roles that have involve WWCC. Further information on Screening Agencies is at Appendix C. Receive, coordinate and escalate reports of suspected serious harm or risk of harm to children from IOTA related activities, immediately notifying the Assistant Secretary of the AIRG branch at ChildSafety@infrastructure.gov.au. Ensure, where applicable, the appropriate Department of Finance ClauseBank child safety clause is included in Grant Agreement templates and procurement documents. Monitor and ensure third party providers comply with their child safe obligations - separate guidance is available in the application of child safe measures in grants and procurement management. Grant, Procurement and Contract Managers must consider any assurance required from the grant and contract recipient, in relation to child safe obligations, in the information supplied by them in the annual statement of compliance.
All Staff	<ul style="list-style-type: none"> Adhere to the child safe behaviours set out in Appendix B. Complete mandatory child safety training as required. Comply with relevant conduct and behaviour expectations, such as the APS Code of Conduct for APS

Who	Responsibilities
	<p>employees or IOTA Values and Code of Conduct for IOT employees.</p> <ul style="list-style-type: none"> • Comply with all relevant requirements of this policy in the course of their work and any work-related functions (e.g. work events where children may be present). • Comply with all requirements or directions given to them by their manager for the implementation of risk controls. • Comply with applicable state, territory and Commonwealth legislation (see Appendix A). • Report potential risk to childsafety@infrastructure.gov.au, including any breaches of this policy. • Treat any dealings with children, or concerns regarding children with the utmost confidentiality, and in accordance with the Australian Privacy Principles (APPs). • Staff who require a WWCC must comply with the legislative requirements of the relevant jurisdiction, including reporting a change in circumstances, mandatory reporting requirements and exit of WWCC position. Staff are responsible for obtaining and maintaining their own WWCC qualifications and must advise their supervisor and ChildSafety@infrastructure.gov.au of any relevant change in circumstance.

Cultural safety within our organisation

7. The department supports collaborative work to promote culturally competent and high-quality practice in the implementation of child safe standards.
8. Child safety extends beyond the physical environment and includes the safeguarding of every child's right to their own beliefs, culture, customs, and self-expression. Children interacting with the department should not experience any assault, challenge or denial of their personal identity and experience.
9. **Child-related** programs, services and policies must adopt language that is inclusive, respectful and free from assumption or judgement. Staff engaging with children should be sensitive to how their interactions may affect children with different lived experiences.
10. The National Office for Child Safety guidance resource [Keeping Our Kids Safe: Cultural Safety and the National Principles for Child Safe Organisations](#) provides practical advice for all staff interacting with First Nations children. All staff are encouraged to engage in other awareness and inclusion learning where available, such as the SES Inclusion Program series available in the LearnHub Induction package.

Departmental risk assessment and management

11. The department will undertake an annual risk assessment in relation to **child-related** activities to:

- identify the level of responsibility for, and contact with, children;
- evaluate the risk of harm; and
- put in place appropriate strategies to manage identified risks.

12. The annual risk assessment will be completed in time to publish an Annual Child Safety Statement by the date required under the CCSF.

13. The department will identify child protection obligations of third party funded partners in grant and procurement contract and agreement templates. Refer to [grants](#) and [procurement](#) guidance for more information.

Individual child safety risk assessment and mitigation

14. Child safety risks also require appropriate consideration and management prior to commencing any **child-related** activities. WWCC are just one possible strategy that may be applied in ensuring the protection of children.

15. Staff responsible for:

- **child-related** work;
- recruitment of staff who will have contact with children;
- recruitment of staff under the age of 18;
- planning events or programs that will bring staff in contact with children, including **occasional** contact; and
- managing third party contracts that involve children;

must assess the risks to child safety on a case by case basis in line with the department's Risk Management arrangements. The level of detail for child-safety risk assessments will be commensurate with the level of risk associated with the activity.

16. The National Office for Child Safety has published [Child Safety Risk Management Resources](#) to assist staff with child safety risk assessment.

Recruitment and performance

17. When recruiting new staff, recruiting managers are responsible for ensuring candidates are appropriately vetted. For positions involving contact with children, this should include the use of targeted selection criteria, mandatory qualifications (if applicable) or specific **child-related** questions posed to referees.

18. In most cases, additional child-safety vetting is at the discretion of the recruiting manager. Such vetting should be considered in consultation with the Recruitment team and ChildSafety@infrastructure.gov.au. Keeping child safety front of mind for relevant recruitment supports due diligence for decision makers and may be applied to employment decisions for any position that is likely to have contact with children. This includes when transferring existing staff to **child-related** roles or engaging contractors.

19. Staff with **child-related** duties should include child safety, wellbeing and cultural safety considerations in Thrive/performance management discussions and goal setting.
20. Positions involving frequent or close contact with children may be subject to specific WWCC screening requirements outlined in legislation. These requirements may differ in each jurisdiction. Further details are covered in the next section.

Working with Children Checks

Legislative requirements

21. Police checks are part of the usual screening process for new staff. However, these checks are not considered to be a sufficient security measure for some types of work that involve frequent or close contact with children. Supervisors of positions with frequent or close contact with children must review the legislative requirements for the jurisdiction in which the relevant duties are undertaken. They must determine whether the position meets the criteria for a WWCC. Legislative criteria for each state can be found in [Appendix C](#).
22. Any position meeting the legislative criteria must be identified by supervisors as a WWCC position. When identified, supervisors must send details of the position, the incumbent staff member and evidence of a WWCC to ChildSafety@infrastructure.gov.au.

Applications and staff responsibilities

23. Staff employed in an identified position will be required to attain a WWCC for each applicable jurisdiction and maintain this qualification throughout their employment in that role. Staff will not be permitted to commence or continue in any role that has direct contact with children if they do not hold a valid WWCC. See [Appendix C](#) for WWCC Application websites.
24. If a WWCC is a mandatory qualification for a position, applicants will be issued with written advice by the recruiting manager, including information about mandatory qualifications, prior to commencement.
25. Staff are responsible for ensuring that their personal, contact and position information, held by the relevant state or territory government body responsible for administering their WWCC, is correct.
26. Supervisors should ensure that the relevant government body has been advised whenever staff leave a WWCC position. This ensures that the relevant WWCC government body is aware that the department no longer has obligations under the WWCC legislation for that person.
27. Staff with WWCC requirements are responsible for ensuring they are familiar with the legislation of the jurisdiction/s in which they will be undertaking **child-related** work ([see Appendix A for WWCC legislation](#)).
28. WWCCs will be monitored on an annual basis by the AIRG Branch, with reminders sent to relevant staff to renew their qualifications. Staff are responsible for ensuring they maintain a current WWCC (linked to the department) and to apply for renewal prior to the nominated expiry date.
29. Where a staff member's employment contract, or position description, has the WWCC listed as an employment condition and they have not maintained their WWCC, the employee may be seen to have breached their employment contract and subsequently have their employment with the department subject to review.

30. If this employment condition has not been expressly stated in writing to the staff member, they may need to work in an alternate role until this essential condition is met.
31. Where a WWCC is cancelled or suspended, an affected staff member must:
- notify their supervisor;
 - notify ChildSafety@Infrastructure.gov.au;
 - notify the Australian Government Security Vetting Agency (AGSVA) [by reporting a change in personal circumstance](#); and
 - remove themselves from any work involving children until further notice.
32. Where a third party WWCC is cancelled, the department's relevant third-party contract officer must:
- notify ChildSafety@Infrastructure.gov.au;
 - ensure the third-party individual notifies AGSVA [by reporting a change in personal circumstance](#); and
 - ensure the third-party individual is removed from any work involving children until further notice.
33. Where an existing departmental role does not meet the WWCC eligibility criteria in the state where the role is located, but **occasional and/or incidental** contact with children occurs, the position owner is not required to obtain or renew WWCC registration. However, a risk assessment should be conducted for instances of contact with children, and mitigation strategies applied.
34. Supervisors of staff under 18 years of age must check the [legislation](#) for the relevant state or territory where work will be undertaken to confirm whether a WWCC is required.
35. Where a staff member's contact with children permanently changes from frequent or close contact with children, to **incidental** contact only, this person would not be required to renew their WWCC qualifications unless they resume a role that meets the WWCC requirements within the state or territory in which they work. Supervisors must notify ChildSafety@infrastructure.gov.au where a WWCC is no longer required.
36. Staff may seek reimbursement from the department (or the relevant service stream for IOTA staff) for any expenses incurred as a direct result of applying for a WWCC.

Third party arrangements

37. Written agreements with third parties receiving Commonwealth funding for activities that involve children, including grants and procurements, must include child safety considerations. The degree of detail for these measures will depend on the nature of the funded activity. The [National Office for Child Safety provides guidance](#) to Commonwealth Agencies to promote the protection of children in services and activities they fund.
38. If an approval for a commitment of relevant money is required, including a grant or procurement, staff must consider child safety issues in the approval process. The [Commonwealth Child Safe Framework Procurement Quick Reference Guide](#) (QRG) for procurement, and [Grants – Commonwealth Child Safe Framework Requirements](#) for grants, can be found on CONNECT.
39. Annual reporting of compliance with child safe requirements, including WWCC or staff training where appropriate, will be required for any third party, their employees and/or sub-contractors, engaging in:
- Services provided directly to children (e.g. education, counselling or health services for children); or
 - Activities that involve contact with children that is a usual part of, and more than incidental to, the funded activity (e.g. family or community services where children are likely to be present).

40. If a funded third party has a required WWCC cancelled or suspended, the relevant contract officer in the department must be advised immediately and action taken to remove the relevant person/s from contact with children. The contract officer must also notify the Assistant Secretary of the AIRG branch and ASVGA as per paragraph 32 above.
41. Staff must comply with all requirements set out in separate guidance for [grant](#) and [procurement](#) arrangements that include services directly to children and/or activities involving contact with children. This guidance includes child safety clause templates that can be incorporated into new third-party agreements.

Reporting and complaints handling

Responsibility to report possible child harm or risk of harm

42. On 20 March 2020, Commonwealth, state and territory governments introduced child sexual abuse-related failure to protect and failure to report offences. These requirements are in addition to existing state and territory mandates for certain professionals to report child sexual abuse (i.e. people employed in schools, hospitals and medical/health care with professional registration requirements). Within this department, reports can be made by email to the Assistant Secretary, AIRG branch at ChildSafety@Infrastructure.gov.au, or alternatively the child safety complaints web form, which allows anonymity if preferred. Further information about the new requirements is set out below:
- Section 273B of the [Combating Child Sexual Exploitation Legislation Amendment Act 2019](#), states that the failure of a Commonwealth officer to protect a child at risk of sexual abuse offences and/or failure to report child sexual abuse is an offence.
 - The term 'Commonwealth Officer' is defined broadly in the legislation to include employees, contractors, subcontractors, and persons hired under a labour hire agreement, who work for or on behalf of the Commonwealth.
 - The criminal offences apply to Commonwealth officers who exercise care, supervision or authority over children and who fail to protect children from, or fail to report, child sexual abuse.
43. All staff that undertake **child-related** work and their supervisors have a responsibility to familiarise themselves with the mandatory reporting requirements in the jurisdictions in which they undertake their work and comply with these legislative requirements.
44. Mandatory reporting legislation generally contains lists of particular occupations that are mandated to report cases of suspected child harm or risk of harm. Within this department, positions that will be subject to mandatory reporting may include education sector employees of all types, cultural and recreation sector employees and those who work in connection with a ward of a hospital or health clinic in which children are ordinarily patients. Each state and territory has their own child abuse and neglect reporting schemes, and mandatory reporting legislation (see [Appendix D](#)).
45. The duty to report applies to suspicions that significant harm or risk of harm is likely to occur in the future, not just suspected cases of significant harm or risk of harm that have already happened.
46. Any person is lawfully entitled to make a report if they are concerned for a child's welfare, even if they are not required to do so as a professionally registered mandatory reporter. In addition to the reporting schemes at [Appendix D](#), staff are expected to uphold the APS Code of Conduct and IOTA Values and Code

of Conduct by reporting suspected harm to children, in connection with this department, to ChildSafety@Infrastructure.gov.au, or alternatively the child safety complaints web form.

47.If reporting suspected harm to children from a third-party, the relevant contract officer is to be notified and must advise ChildSafety@infrastructure.gov.au. The Assistant Secretary, AIRG branch will consult with the Business Services branch for procurement related incidents, or the Enterprise Grants Management Office (EGMO) for grants related incidents, and other parties as required.

48.Support available:

- Further information on reporting child harm or risk of harm can be found online: <https://aifs.gov.au/cfca/publications/cfca-resource-sheet/reporting-child-abuse-and-neglect>
- Dealing with matters of child safety can be very difficult and bring up strong feelings. Staff are encouraged to contact the [Employee Assistance Program \(EAP\)](#).

Complaints handling

49.The Assistant Secretary AIRG branch must be notified of any complaints which include the department's interactions with children, or relate to the application of the Commonwealth Child Safe Framework, this Policy, or child safety legislation within the department.

50.An overview of the complaints handling process is provided at [Appendix E](#).

51.Child-friendly information about how to make a complaint, children's rights and responsibilities, and what to expect as part of the department's handling of a complaint, is available on the department's website.

52.Child safety complaints will be recognised, acknowledged and responded to in line with the department's [Client Service Charter](#).

53.Any concerns regarding children must be treated with the utmost confidentiality, and Australian Privacy Principles (APPs) must be followed.

Training and non-compliance

Training

54.In recognition of the importance of keeping the safety and wellbeing of children at the forefront of the work we do in the department, all staff must undertake child safety awareness training on induction. The training will be reviewed regularly to ensure relevance.

55.All staff are also encouraged to complete available cultural awareness and inclusion training as part of their induction and continuous learning. The SBS Inclusion Program available on LearnHub introduces a variety of cultural and diversity considerations.

56.Staff employed in roles identified as having regular contact with children, are required to complete additional child-safe training on an annual basis for the duration of their employment in that role. Staff will be advised of this training and may also be required to complete other training as directed by their supervisor. Child safety should be an ongoing component of workplace learning for staff in these roles.

57.Staff employed within IOTA must also comply with any training directions given by the relevant state or territory government for their jurisdiction, as required.

Non-compliance

58. All staff are required to adhere to their responsibilities in regard to the application of this policy. Failure to adhere to any aspect of this policy may constitute a breach of the APS Code of Conduct or the IOTA Values and Code of Conduct and may result in disciplinary action.
59. Failure to adhere to relevant WWCC and mandatory reporting legislation requirements under relevant state, territory and Commonwealth legislation may result in penalties to the department and the employee (see [Appendix A](#) for legislation and standards).
60. Any incidences of non-compliance should be referred to ChildSafety@Infrastructure.gov.au.

Records and recordkeeping

61. All staff engaging in **child-related** work are required to keep full and accurate records relevant to child safety and wellbeing, including child sexual abuse.
62. Records should be created about all incidents, responses and decisions affecting child safety and wellbeing, and the records should be maintained appropriately. Access to sensitive records must be strictly limited to protect privacy and integrity of process. Contact your division or branch executive assistant for assistance in creating a restricted library for sensitive records.
63. Staff should consult with ChildSafety@infrastructure.gov.au prior to sharing any Commonwealth records containing information about child safety and wellbeing matters or sharing children's personal information to a third party.

Questions and further information

64. Please contact ChildSafety@infrastructure.gov.au for any queries in relation to the department's child safety arrangements.

Appendix A – Relevant legislation and standards

Currently, all states and territories within Australia have their own legislation in place, governing working with children checks, and registration and reporting of child sexual abuse offenders. Details of which are as follows:

State or territory	Legislation	Source
Australian Capital Territory	<ul style="list-style-type: none"> • <i>Working with Vulnerable People (Background Checking) Act 2011</i>; • <i>Working with Vulnerable People (Background Checking) Regulation 2012</i>; • <i>Working with Vulnerable People (Background Checking) Risk Assessment Guidelines 2018</i>; • <i>Crimes (Child Sex Offenders) Act 2005 (ACT)</i>; • <i>Crimes (Child Sex Offenders) Regulation 2005</i> 	https://www.legislation.act.gov.au/
New South Wales	<ul style="list-style-type: none"> • <i>Child Protection (Working with Children) Act 2012 (NSW)</i>; • <i>Child Protection (Working with Children) Regulation 2013</i>; • <i>Child Protection (Working with Children) Amendment (Statutory Review) Act 2018</i>; • <i>Child Protection (Offenders Registration) Act 2000 (NSW)</i>; • <i>Child Protection (Offenders Registration) Regulation 2015</i>; • <i>Child Protection (Offenders Prohibition Orders) Act 2004 (NSW)</i>; • <i>Child Protection (Offenders Prohibition Orders) Regulation 2018</i> 	https://legislation.nsw.gov.au/
Victoria	<ul style="list-style-type: none"> • <i>Worker Screening Act 2020 (Vic.)</i>; • <i>Worker Screening Regulations 2021</i>; • <i>Sex Offenders Registration Act 2004 (Vic.)</i>; • <i>Sex Offenders Registration Regulations 2014</i> 	www.legislation.vic.gov.au
Queensland	<ul style="list-style-type: none"> • <i>Working with Children (Risk Management and Screening) Act 2000 (Qld)</i>; • <i>Working with Children (Risk Management and Screening) Regulation 2020</i>; • <i>Child Protection (Offender Reporting and Offender Prohibition Order) Act 2004 (Qld)</i>; • <i>Child Protection (Offender Reporting and Offender Prohibition Order) Regulation 2015</i> 	https://www.legislation.qld.gov.au/
Western Australia	<ul style="list-style-type: none"> • <i>Working with Children (Criminal Record Checking) Act 2004 (WA)</i>; • <i>Working with Children (Criminal Record Checking) Regulations 2005</i>; • <i>Community Protection (Offender Reporting) Act 2004 (WA)</i>; • <i>Community Protection (Offender Reporting) Regulations 2004</i>; • <i>Working with Children (Criminal Record Checking) Amendment Act 2022'. Commencing operation on 1 July 2023</i> 	https://www.legislation.wa.gov.au/

South Australia	<ul style="list-style-type: none"> • <i>Child Safety (Prohibited Persons) Act 2016 (SA);</i> • <i>Child Safety (Prohibited Persons) Regulations 2019;</i> • <i>Children and Young People (Safety) Act 2017 (SA);</i> • <i>Children and Young People (Safety) Regulations 2017;</i> • <i>Child Sex Offenders Registration Act 2006 (SA)</i> 	www.legislation.sa.gov.au
Tasmania	<ul style="list-style-type: none"> • <i>Registration to Work with Vulnerable People Act 2013 (Tas.);</i> • <i>Registration to Work with Vulnerable People Regulations 2014;</i> • <i>Community Protection (Offender Reporting) Act 2005 (Tas.);</i> • <i>Community Protection (Offender Reporting) Regulations 2016</i> 	https://www.legislation.tas.gov.au/
Northern Territory	<ul style="list-style-type: none"> • <i>Provisions under the Care and Protection of Children Act 2007 (NT) Part 3.1: screening for child-related employment;</i> • <i>Care and Protection of Children (Screening) Regulations 2010;</i> • <i>Child Protection (Offender Reporting and Registration) Act 2004 (NT);</i> • <i>Child Protection (Offender Reporting and Registration) Regulations 2005</i> 	https://legislation.nt.gov.au/

Note: for a full list of Commonwealth, State and Territory Child protection legislation, outside the scope of this policy, see [Australian child protection legislation | Australian Institute of Family Studies \(aifs.gov.au\)](http://www.aifs.gov.au/australian-child-protection-legislation)

Appendix B – Child safe behaviours

People working with children in the department will ensure they adhere to the following behaviours when performing their duties:

- Treat all children with respect.
- Professionally introduce yourself and show your ID to children and their parent/guardian.
- Wherever possible, ensure that another adult is present when working with or near children.
- Do not use language or behaviour towards children that is inappropriate, assumptive, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- Do not use physical or emotional punishment on children.
- Comply with all relevant Australian legislation, including Working with Children Checks and mandatory reporting requirements.
- Never access or use child-related data maintained by the Commonwealth to exploit or harass children.
- Never use any computers, mobile phones, video cameras, cameras or social media to exploit or harass children, or access child exploitation material through any medium.
- Immediately disclose to the department all charges, convictions and other outcomes of an offence that relates to child exploitation and abuse, including those that occurred before or during association with the department.
- Immediately report to your manager concerns or allegations of child exploitation and abuse and failure to comply with this policy in accordance with appropriate procedures.
- Be aware of your behaviour, and avoid actions or behaviours that could be perceived by others as child exploitation or child abuse.

Appendix C – WWCC application websites

State or territory	Website
Australian Capital Territory	Access Canberra Working with vulnerable people (WWVP) registration (act.gov.au)
New South Wales	NSW Office of the Children’s Guardian Working with Children Check Office of the Children's Guardian (nsw.gov.au)
Victoria	Working with Children Check Victoria Home Working with Children
Queensland	Blue Card Services – Queensland Government Blue Card Services Your rights, crime and the law Queensland Government (www.qld.gov.au)
Western Australia	Working with Children Check – Government of Western Australia Working with Children Check - Western Australia
South Australia	Screening Unit – Government of South Australia, Department of Human Services Screening Unit - Working with Children Checks
Tasmania	Registration to work with vulnerable people, Tasmanian Government Registration to work with vulnerable people (cbos.tas.gov.au)
Northern Territory	Working with Children Clearance, NT.gov.au Working with children clearance: before you apply NT.GOV.AU

Note: the majority of these sites also provide fact sheets and training resources

Appendix D – Child Abuse and Neglect reporting schemes

If you believe a child is in immediate danger or there is another **emergency please phone 000**.

Any concerns regarding children must be treated with the utmost confidentiality, and Australian Privacy Principles (APPs) must be followed.

State or territory	Website						
Australian Capital Territory	<p>Website: Report Child Abuse and Neglect - Community Services (act.gov.au)</p> <p>Email: childprotection@act.gov.au</p> <p>Phone: 1300 556 728</p> <p>Concerns may be related to physical abuse; emotional abuse (incl. exposure to family violence); sexual abuse; neglect.</p>						
New South Wales	<p>Information: Responding to and Reporting Risk of Abuse and Neglect</p> <p>Website: Online NSW Mandatory Reporter Guide (MRG)</p> <p>What is Mandatory Reporting? (nsw.gov.au)</p> <p>Mandatory reporting is the legislative requirement for selected classes of people to report suspected child abuse and neglect to government authorities.</p>						
Victoria	<p>Website: Mandatory reporting - DFFH Service Providers</p> <p>Mandatory reporting refers to the legal requirement of certain groups of people to report a reasonable belief of child physical or sexual abuse to child protection authorities.</p> <p><i>To make a report, contact the child protection intake service covering the local government area where the child normally resides. Telephone during business hours Monday to Friday.</i></p> <table border="0"> <tr> <td>North Division intake: 1300 664 977</td> <td>West Division intake – metropolitan: 1300 664 977</td> </tr> <tr> <td>South Division intake: 1300 655 795</td> <td>West Division intake – rural & regional: 1800 075 599</td> </tr> <tr> <td colspan="2">East Division intake: 1300 360 391</td> </tr> </table>	North Division intake: 1300 664 977	West Division intake – metropolitan: 1300 664 977	South Division intake: 1300 655 795	West Division intake – rural & regional: 1800 075 599	East Division intake: 1300 360 391	
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South Division intake: 1300 655 795	West Division intake – rural & regional: 1800 075 599						
East Division intake: 1300 360 391							
Queensland	<p>Website: Reporting child abuse</p> <p>Information: Protecting children - Department of Child Safety, Seniors and Disability Services</p> <p>If you have a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm or being neglected, contact Child Safety Services and talk to someone about your concerns:</p>						

	<p>During normal business hours – contact the Regional Intake Service.</p> <p>After hours and on weekends – contact the Child Safety After Hours Service Centre on 1800 177 135. The service operates 24 hours a day, 7 days a week.</p>
Western Australia	<p>Website: Child Protection - make the call</p> <p>If you are a doctor, nurse, midwife, teacher, police officer, boarding supervisor or minister of religion, you can lodge a verbal mandatory report by calling the Department of Communities - Child Protection and Family Support's Mandatory Reporting Service on free call 1800 708 704.</p> <p>By law, you must also lodge a written report. Provide as much information as possible, as this will assist with the assessment of the child's safety</p>
South Australia	<p>Website: Report child abuse or neglect Department for Child Protection</p> <p><i>To report/notify suspicion that a child or young person is, or may be, at risk of harm, call the child abuse report line (CARL): 13 14 78</i></p> <p><i>All serious concerns must be reported/notified via the CARL telephone report line and not via the e-CARL online reporting system.</i></p> <p>Serious concerns include when you suspect a child or infant is in imminent or immediate danger of: serious harm; serious injury; chronic neglect; when the concerns are for an infant under 12 months old; or when the concerns are for a child or young person who is in the care of the department.</p>
Tasmania	<p>Website: Children, Youth and Families - The Department for Education, Children and Young People Tasmania (decyp.tas.gov.au)</p> <p>To have a conversation about your concerns for the safety or wellbeing of a child, contact the Advice and Referral Line on 1800 000 123.</p>
Northern Territory	<p>Website: Report child abuse NT.GOV.AU</p> <p>Website: Protect your child from sexual abuse – mandatory reporting</p> <p>In the Northern Territory (NT), you must report your concerns if you believe a child is being, or has been, harmed or abused.</p> <p>In an emergency, call 000 and ask for police. If not an emergency, call Police 131 444</p> <p>The child protection reporting line: 1800 700 250 (24 hours a day, 7 days pw)</p> <p>Crime Stoppers on 1800 333 000</p>

Appendix E – Child safety complaints process

**** Please ensure all necessary steps have been taken to ensure the child’s safety ****

1. The department has a robust complaint handling process in place to receive, record, manage, resolve and report on complaints. This appendix extends on the complaints process for child-safety related complaints only.
2. Any concerns regarding children must be treated with the utmost confidentiality, and Australian Privacy Principles (APPs) must be followed.
3. A child-safety related complaint may be any concern raised which relates to:
 - actual or perceived mistreatment of a child or children by a person associated with the delivery of department services, including from another child
 - inappropriate conduct by a person associated with the delivery of department services that may pose a risk to children, including lack or loss of a required working with children check
 - a physical, environmental or online risk to the safety, health or well-being of children, within the remit of the department
 - an issue with child-safety materials published by this department, including the Child Safety Policy and webpage
 - any matter covered by the Child Safety Policy

Receiving the complaint

4. Complaints will be received by the ChildSafety@Infrastructure.gov.au inbox. Complainants are given two options for submitting complaints or concerns. Concerned individuals can:
 - send an email directly to ChildSafety@Infrastructure.gov.au; or
 - access the child safety complaints web form, available publicly on the department’s website. This method allows anonymity for reporters who do not wish to be identified.
 - any person submitting a child safety complaint using the web form will see an acknowledgement page directly after submission. The page will give the complainant a reference number for the complaint. This number can be used by the complainant in the event they choose to remain anonymous.
 - An automatic email will also be sent to the nominated email address. The email gives an overview of the information provided, and provides the reference number of the complaint.
5. The department's 'Contact Us' page includes a commitment to child safety and wellbeing, directing users to the appropriate page for child-friendly information on submitting a complaint and the web form.

Recording the complaint and relevant information

6. Details of complaints will only be accessed by a small number of staff, who will treat all information received with the utmost confidentiality. Details will be recorded to enable effective record-keeping, analysis and investigation of each complaint. For example:
 - name and contact details (if provided)
 - email address
 - the type of complaint or concern
 - details about the subject of the complaint or concern

- any additional communications, advice received or support provided during the investigation process
 - how the complaint was resolved or investigated (once this is progressed)
 - details of any risks managed, and how they were managed
 - the complaint outcome
7. Aggregate and de-identified data may be shared for reporting purposes.

Acknowledging complaints

8. Complaints submitted using the Child Safety Complaints web form will receive an automatic email to the address supplied on the web form.
9. Complaints submitted via the ChildSafety@Infrastructure.gov.au email address will be acknowledged on receipt with a response provided using the preferred communication method nominated by the complainant. This will include:
- contact details for the complainant to use for further communication;
 - any questions necessary to provide clarity and progress the complaint further if desired;
 - confirmation of any reasonable adjustments required; and
 - information about the complaint-handling process, the likely next steps, and the expected timeframe.

Assessment of the complaint

10. An initial assessment of a complaint will determine next steps required for progression and identify immediate risks.
11. If the complaint or concern is not about anything that this department can respond to, the complainant will be informed, and (if possible) referred to a person or organisation that can help as quickly as possible.

Planning the involvement of a child or young person

12. Involvement of any affected child or young person and their parent or carer at key stages of the complaint process will be carefully planned, including when and how information will be communicated to them throughout the process, and how they will be supported.
13. A rationale for all decisions made in relation to direct involvement of a child or young person will be recorded, with communication established with the child or young person and the contact person as early as practicable.

Resolving complaints

14. The Assistant Secretary AIRG Branch will consult as soon as possible with relevant areas of the department, and seek legal or external advice where required to effectively resolve complaints.
15. Serious concerns will be reported to relevant authorities where required under legislation. The complainant will be advised prior to this action and offered support.
16. Complainants will receive ongoing contact from the department throughout the handling of their complaint.
17. All complaints handled will receive notice of resolution, which will include avenues available for further assistance should the complainant be unsatisfied with the outcome.

Feedback and review of this process

18. Feedback received on the complaints process is welcomed and will be considered as received, with this process reviewed formally on an annual basis.

Version No.	Date	Author	Document Changes
0.1	02/05/2023	Jennifer Lambert Esther Corlett	Initial Draft
0.2		Esther Corlett	Amended draft
0.3		Esther Corlett	Amended draft – incorporating feedback
0.4	18/07/2023	Jennifer Lambert	Final draft – all feedback addressed
0.5	09/08/2023	Esther Corlett	Amended final draft – NOCS risk resources added

Document Owner

Name	Title / Business Area
	Integrity Projects Team

Document Approval

Name	Title / Business Area