

SAFE ENVIRONMENTS FOR CHILDREN AND VULNERABLE PEOPLE POLICY

1. PURPOSE

Civil Contractors Federation South Australia (CCF SA) has developed this policy to establish a safe physical and online environment that prioritises the protection and well-being of children, young individuals, and vulnerable individuals. This policy outlines the legislative requirements concerning child safety and the associated duty of care that we owe to ensure the protection, safety, and well-being of children and young people always.

This policy outlines the roles and responsibilities of everyone involved in our organisation to ensure that all CCF SA community members are aware of their obligations concerning child safety. We are committed to providing safe and nurturing environments that minimize potential harm to children and young people. Therefore, it is crucial that all individuals associated with our organization understand and uphold their responsibilities in promoting child safety and wellbeing.

2. SCOPE

This policy is applicable to all CCF SA staff and students, including volunteers, hourly paid instructors, casuals, and labour hire contractors.

Children, young individuals, and vulnerable individuals (see Definitions) are frequent and welcomed users of CCF SA spaces and resources. This policy outlines the obligations of all individuals within the scope of CCF SA to ensure that our environments and activities are operated safely and inclusively.

At Civil Train, we believe that effective communication is essential in creating and maintaining a safe and secure environment for children and young people. We are committed to promoting a culture of open and transparent communication that encourages the sharing of concerns, ideas and feedback.

3. POLICY STATEMENT

The Civil Contractors Federation South Australia (CCF SA) has established this policy to prioritize the safety and wellbeing of children, young individuals, and vulnerable individuals in our physical and online environments. Our policy outlines the legislative requirements concerning child safety and the duty of care we owe to ensure their protection, safety, and wellbeing. All members of our organization must understand and uphold their responsibilities to promote child safety and wellbeing.

This policy applies to all CCF SA staff and students, including volunteers, hourly paid instructors, casuals, and labour hire contractors. As frequent users of our spaces and resources, children, young individuals, and vulnerable individuals are integral to our organization. We are committed to ensuring our environments and activities are operated safely and inclusively, and all individuals within our scope must uphold their obligations.

At CCF SA, we value effective communication to create and maintain a secure environment for children and young people. We encourage a culture of open and transparent communication to promote the sharing of concerns, ideas, and feedback. We are dedicated to providing safe and nurturing environments that minimize potential harm to children and young people, and we prioritize the protection and well-being of vulnerable individuals.

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4. DEFINITIONS

Refer to the Universal Definitions document for common definitions, including CCF SA, Manager, Employee, Worker, and other terms used consistently throughout the CCF SA management system documents.

Child or young person means:

Under South Australian law a child means a person under 18 years of age. A cohort of this group aged 12 to 17 is referred to in the legislation as young people.

Harm means:

‘Harm’ will be taken to be a reference to physical harm or psychological harm (whether caused by an act or omission) and, without limiting the generality of this subsection, includes such harm caused by sexual, physical, mental or emotional abuse or neglect. Psychological harm does not include emotional reactions such as distress, grief, fear or anger that are a response to the ordinary vicissitudes of life.

Equal opportunity laws oblige people not to engage in certain actions that may affect another person’s position in Fair treatment in the workplace and to provide a remedy for individuals when unlawful or unfair actions are taken.

vulnerable person means:

A child under the age of 18 years or an adult who is experiencing disadvantage (e.g. physical or mental disability, the poor, cannot communicate effectively, etc). and who accesses a regulated activity or service related to the disadvantage.

Working with Children Check means:

People working or volunteering with children in South Australia must, by law, have a valid, not prohibited Working with Children Check. A Working with Children Check is an assessment of whether a person poses an unacceptable risk to children. As part of the process, the Screening Unit will look at criminal history, child protection information and other information.

5. RESPONSIBILITIES

POSITION	RESPONSIBILITY
CEO	Ensure this procedure is maintained to reflect CCF SA expectations Ensure this procedure is communicated to employees (where relevant) The CEO is the officer responsible for ensuring that the CCF SA meets all legislative obligations in respect to equal employment opportunity and affirmative action for women in the workplace.
Directors (Non-Board Members) Supervisors\Managers\ Trainer\Contract Trainers	Assist the CEO in maintaining and communicating the procedure Ensure tasks \ activities \ and operations are completed in compliance with this policy. Managers are responsible for ensuring that principles for safe environments for children and vulnerable people are adhered to in all recruitment, promotion, transfer, training and other employee activities within the day-to-day operation of their service.
Employees	Comply with the procedure and or any reasonable request by management unless it is unsafe to do so. Communicate any suggestions, errors, or omissions associated with this procedure to management*

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* Every employee has the responsibility to engage with communication and consultation processes to provide input and feedback, at any time, on this document to ensure its adequacy and effectiveness. Feedback may be provided via post to [CCF SA Group Management System Teams Channel](#)

6. PROCEDURES

6.1 Communication

We acknowledge the importance of ensuring that our child safe policies and procedures are readily available and accessible to all stakeholders, including children, young people, families, employees, and volunteers.

To ensure that our child safe policies and procedures are easily accessible to children, young people, and families, we make them available on our website and upon request. Additionally, we provide a copy of our child safe policies and procedures as part of our welcome pack or on first consultation, where appropriate.

We also ensure that all employees and volunteers receive a copy of our child safe policies and procedures as part of their induction process. We provide regular training and updates to ensure that our policies and procedures are understood and implemented effectively.

6.2 Participation of families, children and young people

At CCF SA, we recognise the importance of involving families, children, and young people in all aspects of our operations. We understand that their participation is essential to achieving our mission and goals while ensuring that our programs and services align with National Principles.

We are committed to providing a safe and supportive environment that promotes the participation and engagement of children and young people. We recognize their rights to participate and provide feedback in all matters that affect them, and we actively seek their input to improve our programs and services continually.

To ensure that we inform families, children, and young people about their rights, we use age and develop mentally appropriate language and provide education on their rights, including their right to safety and the right to be listened to. We also use a survey or questionnaire, either online or in hard copy, to obtain formal or informal feedback from children and young people on their experiences with our organisation.

We encourage children and young people to be involved and informed about their rights and to understand what child safety and wellbeing mean. We strive to listen to their voices, encourage them to speak up, and actively engage with them in decision-making processes.

6.3 Code of conduct

The Code of Conduct of CCF SA applies to all members of its community and outlines their responsibility to ensure the protection and well-being of children and young people.

The Code requires compliance with relevant laws and policies, creating a safe environment, respecting privacy and confidentiality, appropriate interactions, reporting incidents, cooperating with investigations, and participating in training.

Breaches of the Code will result in appropriate action by CCF SA, and different policies will apply to staff, students, and other members of the community. CCF SA Child Safe Code of Conduct can be found in Appendix 1.

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6.4 Recruitment

CCF SA is committed to ensuring the safety of all children and young people in our care. We use recruitment strategies that include position descriptions, face-to-face interviews, and referee checks to ensure we engage suitable individuals.

We meet the requirements of the Child Safety (Prohibited Persons) Act 2016 and verify the accuracy of Working with Children Checks. We advise the Screening Unit of any relevant information regarding any person involved with our organisation. We continuously improve our policies and procedures to provide a safe and nurturing environment for children and young people.

We further commit to verifying the accuracy of the Working with Children Check before employing anyone to work with children and young people. For existing employees, we will verify that they renew their Working with Children Check every 5 years, and the status remains as 'not prohibited.' This verification will be done online through the Organisation Portal via the DHS Screening Unit.

It is the responsibility of all staff to maintain suitable records, share information, and report any issues concerning children, youth, and individuals who are vulnerable.

6.5 Supervision, training and support for employees, volunteers

CCF SA is committed to creating and maintaining child safe environments across all our operations. We recognise that it is the responsibility of every employee, volunteer, and contractor to protect children from harm, abuse, and neglect. Our organization is committed to providing ongoing training, support, and resources to ensure that everyone involved in our operations understands their obligations and is equipped to maintain a child-safe environment.

Supervision Strategies

CCF SA has put in place the following supervision strategies to ensure employees and volunteers are well supported in maintaining a child-safe environment:

- Regular on-the-job supervision sessions that include a focus on child safety and wellbeing. Supervisors will discuss relevant policies and procedures and provide guidance on how to identify and respond to potential child safety risks.

Mandatory Notification Training

All frontline staff and volunteers who interact with children in person are mandated to complete notification training to uphold their knowledge and comprehension of the mandatory reporting obligations. This training will equip staff with the knowledge to identify child abuse and neglect and make appropriate notifications to the relevant authorities. The full name of our mandatory notification training is 'Child Protection Training: Notification'. We require all frontline staff and volunteers to complete this training every two years.

Safe Environments Training

CCF SA will provide staff with access to training and resources to foster an understanding of their obligations for child safety and protection, including in an online environment. The Safe Environments – 'Through Their Eyes' training is mandatory for all staff, including educators, and will be completed during the employee's induction. There is a requirement for refresher training every three years to ensure that all staff members remain up-to-date with the latest information and practices.

CCF SA is committed to providing ongoing support and training to all employees, volunteers, and contractors to ensure that our operations maintain a child-safe environment. Our supervision strategies, mandatory notification

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training, and Safe Environments training will equip staff with the knowledge and tools necessary to identify, prevent and respond to potential child safety risks.

6.6 Reporting and responding to harm or risk of harm

CCFSA is committed to providing a safe environment for all children and young people. We have a legal and ethical responsibility to protect children and young people from harm or risk of harm, and we take this responsibility seriously.

As a part of this commitment, CCF SA recognises that certain roles within the organisation are mandated notifiers. It is the responsibility of these mandated notifiers to report a 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 maybe, 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 Australia Police (SAPOL) on 000.

It is important to note that the individual who identifies the harm or risk of harm is the person who makes the report to CARL/SAPOL, and this is not reported internally for another staff member to determine if it is a reportable matter. We will be guided by the relevant authority (CARL/SAPOL) about whether an internal investigation is appropriate. If a mandated notifier has to make an internal report after reporting to CARL/SAPOL, they will do so through their supervisor.

All adult employees, volunteers, and contractors have a legal obligation to report child sexual abuse to the police and to protect a child from sexual abuse. Failure to meet these obligations may be considered a criminal offence under the Criminal Law Consolidation Act 1935 (s.64A & s.65).

We take the safety of children and young people seriously, and we are committed to ensuring their ongoing safety after a report has been made to CARL/SAPOL about a child or young person who has been harmed or is at risk of harm by a member of our organisation. We will take appropriate action to address any risk or harm, which may include referring the child, young person or their family to other appropriate services or continuing to provide a service to the child or young person and their family and monitoring their circumstances.

We understand that reporting harm or risk of harm to a child or young person can be a difficult and traumatic experience. We are committed to supporting children, young people and their families after a report to CARL/SAPOL has been made. We will work with them to ensure they have access to appropriate services and support, and that their needs are met in a compassionate and sensitive manner.

6.7 Reporting and responding to general complaints or feedback

CCF SA is committed to providing a safe and supportive environment for children, young people, and their families. We value their feedback and understand the importance of responding to complaints and feedback in a prompt, sensitive, and fair manner.

We inform children, young people, and their families that they can provide feedback or make a complaint in a variety of ways, including as part of a welcome pack, at their first appointment using age-appropriate language, and through ongoing communication.

To provide feedback or make a complaint, individuals can do so verbally, in writing to the attention of the Training Administration & Compliance Manager at 1 South Road, Thebarton, SA 5031, or via email to courses@ccfsa.com.au.

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CCFSA follows a procedure to manage complaints and feedback. This includes listening to the complaint or feedback and making a record of it, responding to the complainant with an outcome, clearly documenting and securely storing decisions and actions taken in response to complaints and feedback, and ensuring that procedural fairness is followed at all times.

We take all complaints and feedback seriously and are committed to continuously improving our services. We encourage open communication and will work with all parties involved to find a resolution.

6.8 Risk management

Civil Train's risk management process involves identifying potential risks that could endanger children's safety, assessing them, and taking steps to minimise them. CCF SA has taken various actions to minimise risks such as implementing a child-focused code of conduct, embedding the National Principles for Child Safe Organisations in policies and procedures, and meeting the requirements of the Children and Young People (Safety) Act 2017 and the Child Safety (Prohibited Persons) Act 2016.

To ensure that staff understand their obligations and are trained appropriately, the organisation has implemented various measures such as referee checks, interview questions, training programs, and policies that must be abided by. The organisation also has specific guidelines and measures in place for physical contact, online communications, transport of children and young people, and supervision.

Overall, Civil Train's risk management process is focused on ensuring the safety of children and young people by minimising potential risks and continuously reviewing and updating their risk assessment - See Appendix 2.

6.9 Related policies and procedures

The following policies and procedures are in place at CCF SA to ensure that all stakeholders are treated fairly and equitably:

Access, Equity & Fairness Policy: This policy ensures that CCF SA provides a safe and equitable environment, with zero tolerance for harassment, bullying, discrimination, or racial vilification. It also ensures a child-safe environment and compliance with State and Federal legislation. <https://civiltrain.com.au/policies/access-equity-and-fairness-policy/>

Learner Support and Educational Services Policy: This policy outlines the support and educational services available to learners, as well as operational guidelines for identifying and addressing learners with support needs and at risk. <https://civiltrain.com.au/policies/learner-support-educational-services-policy/>

Privacy Policy: CCF is committed to protecting the privacy of personal information provided by staff, learners, and stakeholders, in accordance with the Australian Privacy Principles, Privacy Act 1988 (Cth), Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth), and the VET Quality Framework Standards for Registered Training Organisations (RTOs) 2015. <https://civiltrain.com.au/policies/privacy-policy/>

Complaints and Appeals Policy: This policy ensures a fair and transparent process for managing complaints and appeals. It outlines how to lodge a complaint or appeal, and how they will be handled, including those involving CCF SA conduct, its trainers and assessors, third-party providers, or learners. <https://civiltrain.com.au/policies/complaints-and-appeals-policy/>

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7. POLICY REVIEW

At CCF SA, we prioritise the safety and wellbeing of all children and young people in our organization. We have established policies and procedures in line with the Children and Young People (Safety) Act 2017 and review them every five years or when new or added risks are identified, after a critical incident where a child has experienced harm, when concerns are raised, when awareness or compliance with policies and procedures is low, or when there are changes to legislative requirements.

We submit a new child safe environments compliance statement with each update to ensure compliance and use version control to make the latest version easily identifiable.

Our commitment to regularly reviewing and updating our policies and procedures aims to create a safe and inclusive environment for all children and young people involved in our organisation.

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APPENDIX 1: CCF SA CHILD SAFE CODE OF CONDUCT

CCF SA is dedicated to providing safe physical and online environments that ensure the protection and well-being of children and young people through the delivery of safe practices. This Code of Conduct applies to all members of the CCF SA Community, including staff members, including labour hire contractors, volunteers, hourly paid instructors, and casuals, students, parents, and guardians.

Caring for children and young people brings additional responsibilities for those in the CCF SA organisation. It is the responsibility of everyone in the CCF SA community to promote and protect the safety and well-being of children and young people by:

- Being aware of and complying with relevant legislation, regulations, and policies related to child safety and wellbeing.
- Creating and maintaining a safe environment for children and young people by identifying and removing potential risks and hazards.
- Respecting the privacy and confidentiality of children and young people and not disclosing any personal information without consent, except as required by law or in cases of emergency.
- Ensuring that all interactions with children and young people are appropriate and respectful, avoiding any behaviour that may be perceived as discriminatory, abusive, or exploitative.
- Reporting any suspected or actual incidents of abuse or neglect to the appropriate authorities in a timely and appropriate manner.
- Cooperating with any investigation into allegations of child abuse or neglect and maintaining confidentiality throughout the investigation process.
- Participating in training and development activities to increase knowledge and skills in child safety and wellbeing.
- Taking appropriate action to address any breaches of this Code of Conduct and supporting the organisation's reporting and response mechanisms.
- sticking to the organisation's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- treating everyone (this includes staff, volunteers, students, children, young people and parents) including those of different race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes and religious beliefs with respect and honesty and ensure equity is upheld
- being a positive role model to children and young people in all conduct with them
- setting clear boundaries about appropriate behaviour between yourself and the children and young people in our organisation – boundaries help everyone to understand their roles
- listening and responding appropriately to the views and concerns of children and young people
- being alert to bullying behaviours and responding promptly and appropriately
- ensuring another adult is always present or in sight when conducting one to one coaching, instruction or other activity
- being alert to children and young people who have been harmed, or may be at risk of harm and reporting this quickly to the Child Abuse Report Line (13 14 78)
- responding quickly, fairly and transparently to any complaints made by a child, young person or their parent/guardian
- encouraging children and young people to 'have a say' on issues that are important to them.

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Employees and volunteers must not:

- engage in rough physical games
- develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
- do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.

Where a staff member breaches this Code, CCF SA will take appropriate action in line with the CCF SA Staff Grievance Resolution Procedure.

Where a student breaches this Code, this will be managed in line with the Student Conduct and Disciplinary Policy.

Where any other member of the CCF SA community breaches this Code, CCF SA will take appropriate action. For example, the services of a volunteer may no longer be utilized by CCF SA.

A breach of the Code of Conduct can be reported by children and young people in line with CCF SA's Customer Resolution and Feedback Policy and Procedure.

I agree to abide by this code of conduct

Name:.....

Signature:..... Date:.....

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APPENDIX 2: RISK ASSESSMENT – CHILD SAFE ENVIRONMENTS

Make sure you are familiar with the potential risks in your work environment that could endanger children's safety, such as physical hazards, unsafe practices, or activities that may pose a risk of harm.

Assess the identified risks and take steps to minimise them. If you're unsure about how to evaluate or mitigate a specific risk, ask your line manager for guidance. They can provide you with the information and resources you need to address the issue effectively.

Remember to periodically review the risk assessment to ensure that your work environment stays safe for children, even after mitigating potential risks.

Identified risk	Actions to minimise risk
Culture of organisation is not child-safe focussed	<ul style="list-style-type: none"> child focused Code of Conduct is in place that sets the behavioural standards expected including what happens when a breach occurs culture of management reflects our strong commitment to the safety of children and young people the National Principles for Child Safe Organisations are embedded in policies and procedures we meet the requirements of the Children and Young People (Safety) Act 2017 (which mandates child safe environments) and the Child Safety (Prohibited Persons) Act 2016 (which mandates Working with Children Checks)
Organisational staff (including employees, volunteers, students, contractors etc) harm children/young people	<ul style="list-style-type: none"> recruitment processes including undertaking referee checks to ensure the suitability of persons before they are employed/volunteer with our organisation interview questions (no prior preparation) should gauge an applicant's understanding of child safe principles and actions that would be taken to prevent harm to children and young people all organisational staff have WWCC with 'not prohibited' result prior to working with children and young people WWCCs updated every 5 years and status remains as not prohibited children and young people and their families are given a copy of our Child Safe Environments policy and complaints and feedback process as part of a welcome/induction pack
Organisational staff (including employees, volunteers, students, contractors etc) do not understand their obligations to report harm and risk of harm to the Child Abuse Report Line (or SA Police if child/young person is at immediate risk)	<ul style="list-style-type: none"> all organisational staff trained in Safe Environments – Through their Eyes on commencement and refresher training every 3 years after all organisational staff trained in Responding to Risk of Harm and Neglect – Education and Care on commencement and refresher training every 3 years after all organisational staff must abide by the child safe environments policy and Code of Conduct (latter is signed on commencement with organisation)

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Physical contact	<ul style="list-style-type: none"> any physical contact must be appropriate to the delivery of services being provided where physical contact is required, this is undertaken in a safe way by explaining why contact is required and what will happen, and asking the child/young person for their permission (or their family if this is more appropriate) before proceeding unnecessary physical contact is not allowed
Online communications	<ul style="list-style-type: none"> cyber safety and social media guidelines are in place and provided to all organisational staff appropriate supervision is provided for all online activities organisational staff must not communicate with children or young people via social media
Transport of children and young people	<ul style="list-style-type: none"> organisational staff must not transport a child or young person unless specifically approved parents/guardians must provide consent before transporting a child or young person the organisational staff member must have a valid, unrestricted driver's licence the vehicle must be registered, insured and in roadworthy condition an organisational staff member must not be alone in a vehicle with a child or young person
Supervision	<ul style="list-style-type: none"> children and young people are to be supervised by parents/guardians at all times if child/young person not collected by parent/guardian at end of class/training, two adults are to stay with child/young person until they are collected when providing one to one consultation with a child or young person, it will be in line of sight of another adult
Taking images of children and young people	<ul style="list-style-type: none"> consent of child young person and their parent/guardian required disclosure will be made as to how the image is to be used and consent must be provided by the child, young person and parent/guardian images must be presented in a way that de-identifies the child or young person
Physical environment	<ul style="list-style-type: none"> maintain a risk register that is reviewed annually to ensure effectiveness conduct risk assessments for all activities ensure all equipment is in good working order
Privacy and confidentiality	<ul style="list-style-type: none"> all documents containing confidential information will be stored privately in a locked filing cabinet (or similar place with restricted access) digital files containing confidential information shall be protected electronically by restricting the access to only those requiring it to perform their duties organisational staff must not disclose information regarding any child or young person without written consent of the child, young person and their parent/guardian