



Safeguarding Operational Handbook

Framework, Policies and Procedures
for Keeping Children and Young People Safe

Version 1 Updated

May 2024

Acknowledgement of Country and First Nations Peoples

In the spirit of reconciliation, PCYC acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples.

Western Australian Police and Community Youth Centres

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About Safeguarding

Our Purpose

PCYC has a rich history in WA, impacting the lives of some of the most vulnerable children and young people in our society for over 80 years. PCYC exists so that disadvantaged children and young people at-risk across Western Australia have a safe place to go – somewhere they can feel at home, make friends and do the things children should do. To achieve this, we must always prioritise the safety and wellbeing of children and young people.

Our Vision

Western Australia's leading youth organisation working with the Western Australia Police Force and the community to empower children and young people to reach their potential.

Safeguarding

The Safeguarding Office has been created to promote and oversee a state-wide consistent, comprehensive and sustainable framework for the protection of children and young people within our organisation across Western Australia. The Safeguarding Office works from a zero tolerance of abuse as it works to ensure safe environments for children and young people.

The findings of the Royal Commission into Institutional Responses to Child Sexual Abuse place responsibility on all organisations to demonstrate greater respect, care and protection when working with children and young people.

Safeguarding - What We Do

We provide all PCYC staff with integrated safeguarding services that are informed by best practice and legislative compliance.

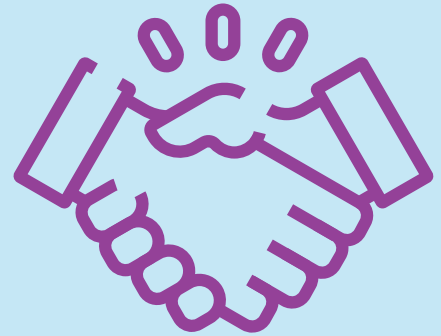
Our Safeguarding services include:

- » Providing advice to paid and unpaid staff regarding their safeguarding responsibilities
- » Providing tailored education and professional development programs
- » Producing training and support materials for Safeguarding Officers
- » Undertaking research and analysis of professional standards and safeguarding efforts
- » Monitoring the implementation of the National Principles for Creating a Child Safe Organisation and the WA Office for Children and Young People
- » Continuous improvement across all safeguarding mechanisms
- » Overseeing the management of complaints
- » Overseeing the management and creation of annual safeguarding audits.

PCYC Commitment Statement

PCYC Believes that all children and young people have the right to always feel physically and emotionally safe. PCYC is committed to the safety and wellbeing of children and young people engaged in our programs and activities as our highest priority.

We understand that keeping children and young people safe is a dynamic process that involves a shared responsibility across the organisation. It is a collective responsibility that everyone must play a part in.



We are committed to:

- Zero tolerance of abuse of children and young people.
- Fostering a culture of safety across all PCYC venues, programs and activities.
- Implementing and modeling the National Child Safety Principles as they apply to PCYC.
- Upholding the dignity of all people to establish safe and supportive relationships.
- Maintaining and managing policies and procedures that build a strong culture of safeguarding.
- Supporting anyone who brings forward a suspicion, concern, knowledge, or allegation of current or past abuse.
- Responding appropriately to any matters related to abuse and harm.
- Following all safeguarding policies and procedures and contribute to the culture of care and protection within all programs and activities of PCYC.
- Ensuring our board, staff and contractors hold current Working with Children Checks as required by law.
- Responding sensitively, respectfully, and in a timely way to anyone who brings forward a complaint against a PCYC staff member, contractor or another person.
- Listening to the voices of children and young people.
- Remaining vigilant to emerging risks and opportunities for us to continuously improve our practice of safeguarding children and young people.

PCYC Safeguarding Framework

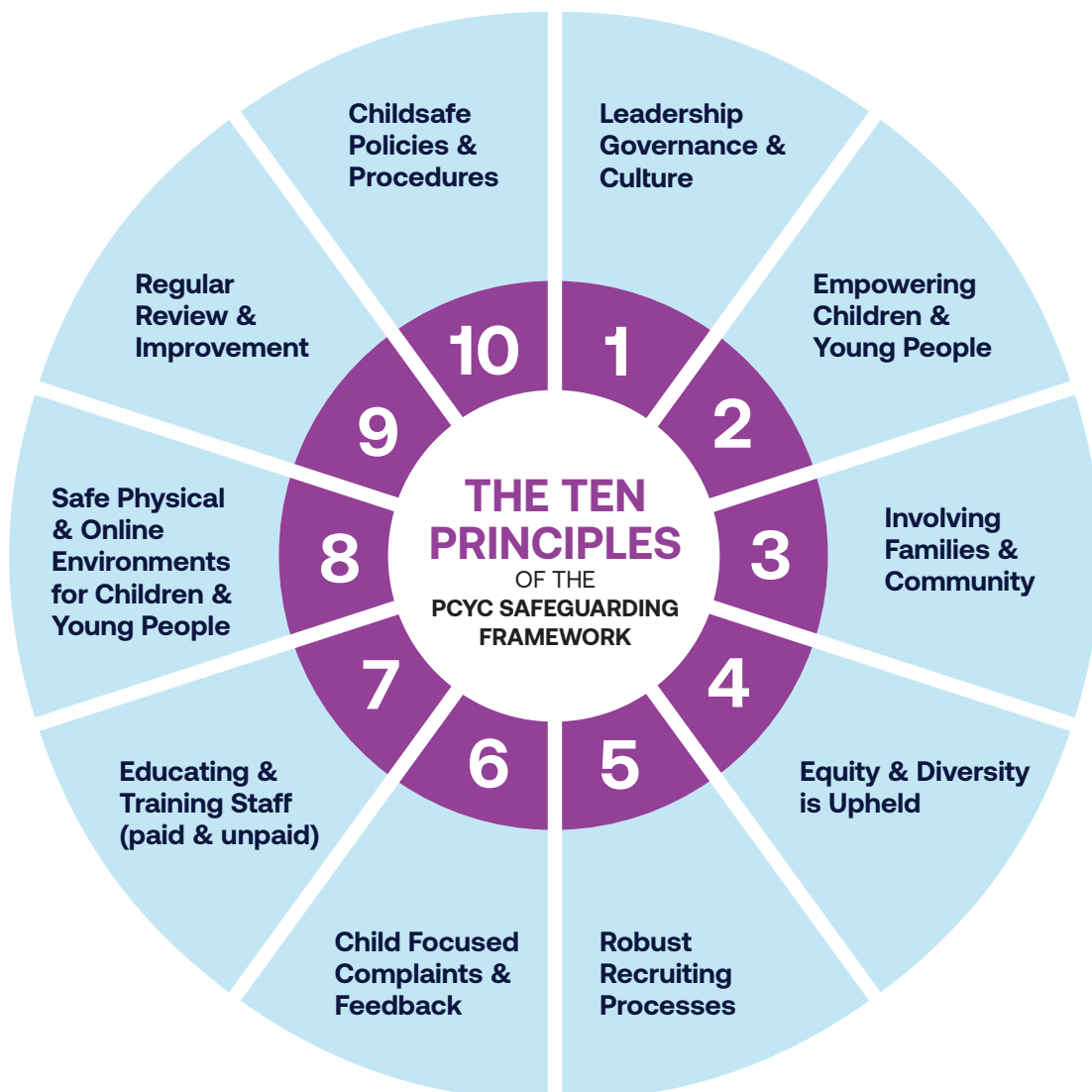
The PCYC Safeguarding Framework adheres to the National Principles For Creating A Child Safe Organisation (National Principles). These ten principles need to be widely known and understood by all staff, appropriately integrated, and consistently applied across all areas of PCYC Centres and Activities.

Each of the child safe principles are intended to be of equal importance and are interrelated. They are framed in an outcome focused manner and allow PCYC flexibility in their application.

The principles aim to provide a nationally consistent approach to creating organisational cultures that foster child safety and wellbeing.

The National Principles reflect ten child safe standards recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse and are the vehicle for giving effect to recommendations relating to the standards. The National Principles have a broader scope that goes beyond child sexual abuse to cover other forms of potential harm to children and young people.

The ten principles below are intended to be dynamic and responsive, rather than static and definitive. Adherence by the board, management and staff to these ten principles is fundamental to the creation of a child safe PCYC.



The PCYC Safeguarding Framework consists of 10 Principles:

Child safety and wellbeing is embedded in organisational leadership, governance and culture.

1. Leadership Governance & Culture

Child safety and wellbeing is embedded in organisational leadership, governance and culture.

2. Empowering Children & Young People

Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.

3. Involving Families & Community

Families and communities are informed and involved in promoting child safety and wellbeing.

4. Equity & Diversity is Upheld

Equity is upheld and diverse needs respected in policy and practice.

5. Robust Recruiting Process

People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.

6. Child Focused Complaints & Feedback

Processes to respond to complaints and concerns are child focused.

7. Educating & Training Staff (paid & unpaid)

Staff are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.

8. Safe Physical & Online Environments for Children & Young People

Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

9. Regular Review & Improvement

Implementation of the national child safe principles is regularly reviewed and improved.

10. Childsafe Policies & Procedures

Policies and procedures document how the organisation is safe for children and young people.

The Ten Principles are underpinned by a child rights, strengths-based approach.

Designed to allow for flexibility in implementation across all PCYC programs engaging with children and young people. Aligned with existing child safe approaches at the state and national level.

Section 1: Safeguarding Code of Behaviour

All staff must receive a copy of the Code of Behaviour. PCYC staff and contractors are expected to create an environment where children are valued, encouraged and affirmed, have their rights respected and are treated as individuals, eliminating any threatening, violent or degrading behaviour.

All children and young people have the right to feel and be safe at all times.

Elements

This code of behaviour is underpinned by three elements that include;

1. Personal Integrity
2. Relationships with others; and
3. Accountability.

The Code of Behaviour (Section 1) is not a statutory code, nor is it an exhaustive list of proscribed behaviours or activities. Staff and contractors must exercise their own judgement and common sense in applying the material contained in the Code to the situations they may find themselves in. Staff and contractors must always act professionally in their relationships with children and young people.

The staff-child relationship is not equal. Staff and contractors are in a unique position of trust, care, authority and influence with children and young people, which means there is always an inherent power imbalance between staff, contractors and children and young people.

Our Responsibilities

Our first responsibility is to children and young people and their parents/carers.

In meeting their needs, everything we do must be of the highest standard and quality. Our Code of Behaviour reinforces the principles and values found in our safeguarding framework and the high standard of professionalism to which we strive. It is the responsibility of all staff and contractors to think and act fairly in the pursuit of self-fulfilment and high standards.

Recommended Adult to Child Ratios

There is no specific guidelines on adult to child ratios for organisations that are not in the education or early years sectors. We recommend the following adult to child ratios as the minimum numbers to help keep children and young people safe.

0 – 2 years: 1 adult to 3 children

2 – 3 years: 1 adult to 4 children

4 – 8 years: 1 adult to 6 children

9 – 12 years: 1 adult to 8 children

13 – 18 years: 1 adult to 10 children

These ratios are recommendations. They are not statutory requirements.

When working with children and young people staff, and contractors

WILL:

1. Behave respectfully, courteously, and ethically towards children and young people and towards other staff.
2. Listen and respond to the views and concerns of children and young people, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
3. Treat everyone with respect regardless of their gender identity, culture, race, religion, or disability.
4. Create an environment that promotes and enables children and young people's participation, that is welcoming, culturally safe, and inclusive for all including their families.
5. Involve children and young people in age-appropriate decision making in relation to activities, policies and procedures that concern them wherever possible.
6. Use our very best endeavours to ensure all communication (written/email/phone or via social media) goes through a parent, carer or responsible adult, not directly to the child or young person.
7. Design programs, activities, and training that are age and developmentally appropriate but not overwhelming and ensure any risks have been assessed mitigated as needed.
8. Respect the privacy and confidentiality of children except where required by law to provide information to the Safeguarding Office and statutory authorities.
9. Provide an adequate and appropriate number of workers to supervise activities, depending on the ages and activities involved. For more information see page 8.
10. Follow PCYC's emergency response guidelines in an emergency and should I need to transport a child or young person in an emergency I will contact the parent or carer for consent. If it is urgent and an emergency contact cannot be reached, I will follow the advice and direction of emergency services. Other than in an emergency staff and contractors will not undertake any journey alone with a child.
11. Adhere to all statutory requirements and best practice when transporting children and young people in vehicles.
12. Using my discretion make every attempt to reach a parent(s), carer or emergency contact if there are safety concerns for a child or young person that are not subject to statutory requirements.
13. Use PCYC computers, mobile phones, video cameras, cameras and social media appropriately and not as a means to exploit, harass or place children or young people at risk.
14. Not treat any child or young person less favourably than another on any grounds, and act fairly and impartially in all dealings. I will treat all children and young people with equal respect. I understand that favouritism is not acceptable, and boundaries must be protected.
15. Ensure file labels, meta data or text descriptions do not reveal identifying information about children and young people and adults when sending and/or forwarding images electronically or publishing images in any form.
16. Work together with other PCYC staff and contractors and where appropriate the PCYC Board.
17. Always be accountable and responsible for my own actions and behaviour at all times.
18. Treat co-workers in a fair and equitable manner while leading by example and helping others achieve their potential.
19. Not misuse my position of power when engaging with children and young people.

20. Will reject any personal gifts given to me by children and young people and/or their families, and not give personal gifts to children and young people or their families unless authorised to do so.
21. Ensure photographs of children and young people are not taken/published without parental permission. If parent permission is obtained, images and videos I understand that they must only be used for official PCYC purposes. An explanation of how the photograph, film or recording will be used must be understood by all parties involved.
22. Ensure children and young people are not left unattended while on site. This includes coaches who may themselves be a child or a young person.
23. Refrain from dangerous behaviours and not engage in horseplay with children and young people or other staff.
24. Ensure that facilities and activities are suitable, safe and secure.
25. Ensure appropriate records of attendance are kept and parental consent forms are completed and kept in a safe and confidential manner.
26. Conduct any meetings with children and young people in a place that allows for transparency and accountability (designated office or room with clear glass window); visits to private homes in the absence of parents are not acceptable or permissible.
27. Complete a Safeguarding Incident Report Form (insert here) in the event of an accident or incident taking place that involves a child or young person.
28. Report suspected unethical behaviour or wrongdoing towards a child or young person to a Safeguarding Officer, Centre Manager or in the event that neither are available then the Senior Staff member available must be informed.
29. Manage inappropriate behaviour by children and young people by using the traffic light

warning system adopted by PCYC. For more information visit wapcyc.com.au/safeguarding

WILL NOT:

1. Engage in any unlawful activity with or in relation to a child.
2. Engage in any activity that is likely to physically, sexually or emotionally harm a child.
3. Unlawfully discriminate against any child or their family members.
4. Be alone with a child unnecessarily.
5. Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to PCYC activities.
6. Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by Section 4: Reporting Child Abuse and Neglect.
7. Use inappropriate language in the presence of children or show or provide children with access to inappropriate images or material.
8. Ignore or disregard any suspected or disclosed child harm or abuse.
9. Use inappropriate channels of communication when required to contact children and young people and their family. This includes not using any of my personal devices when contacting children and young people or when creating any form of media or promotional materials.
10. Engage in social interaction with children and young people through social networking sites.
11. Use alcohol or drugs while on duty, or off duty and on site.
12. Provide children or young people with drugs, alcohol or tobacco.

If I think this Code of Behaviour has been breached by another person, I will:

- 1.** Act to prioritise the best interests of children and young people.
- 2.** Take actions promptly to ensure that children and young people are safe.
- 3.** Promptly report any concerns to my manager, a safeguarding officer or the Safeguarding Manager.
- 4.** Comply with legislative requirements on reporting as set out in Section 3: Reporting Child Abuse & Neglect.

Section 2: Responding to Child Abuse and Neglect

2.1 Child Abuse and Neglect

Child abuse is a serious issue. It refers to any kind of action or failure to act that results in harm or possible harm to a child or young person. A child or young person who is being abused or neglected may feel fear, shame or confusion. The child may be afraid to tell anyone of the abuse, particularly if the person harming them is known to them and their family.

The key priority in managing disclosures, reports and complaints is to make sure the child or young person experiencing vulnerability is and feels safe. They must be informed of their rights, treated with respect, taken seriously, and provided with support and appropriate comfort. We want to ensure the child or young person understands that PCYC takes their concerns very seriously and that we will do what we can to support them.

Child abuse is not isolated to specific cultural or socio-economic groups. It can involve a person within the family (for example a parent or relative) or outside the immediate family or an unknown person.

The 5 categories of Child Abuse and Neglect Include;

Physical abuse

Physical abuse occurs when a child is severely and/or persistently hurt or injured by an adult or a child's caregiver. It may also be the result of putting a child at risk of being injured.

Sexual abuse

Sexual abuse occurs when a child is exposed to, or involved in, sexual activity that is inappropriate to the child's age and developmental level.

Emotional abuse

Emotional abuse occurs when an adult harms a child's development by repeatedly treating and speaking to a child in ways that damage the child's ability to feel and express their feelings.

Neglect

Neglect is when children do not receive adequate food or shelter, medical treatment, supervision, care or nurturance to such an extent that their development is damaged, or they are injured.

Exposure to Family and Domestic Violence

Family and domestic violence is an intentional pattern of behavior intended to coerce, control and create fear within a current or former intimate partner or family relationship. It includes, but is not limited to, emotional and/or psychological abuse, physical violence, sexual violence, financial abuse, technology-facilitated abuse and religious/spiritual violence.

For more detailed information on Recognising Child Abuse and Neglect see Appendix 5 or go to [wa.gov.au/system/files/2021-11/Recognise-child-abuse_0.pdf](https://www.wa.gov.au/system/files/2021-11/Recognise-child-abuse_0.pdf)

2.2 Responding to a Suspicion or Disclosure

PCYC staff and contractors will follow this workflow for all safeguarding incidents and will follow a trauma informed and survivor-centric approach, as laid out in the safeguarding policy, in all cases. At any time during this process, if there is suspicion of imminent harm to a person, contact the WA Police on 000.

The Safeguarding Manager or CEO may refer the incident to the police or relevant criminal judicial authority at any point as necessary.

Forming a suspicion

The safeguarding policy defines 'reasonable grounds to suspect' an incident and creates a requirement for managers, staff and contractors to report that suspicion.

Failure to report instances, suspicions, observations, allegations, disclosures or concerns about the safety and wellbeing of

a child or young person will be viewed as a serious matter that may, depending on the circumstances, result in disciplinary action or dismissal.

Reporting a suspicion

The safeguarding policy requires staff to report a suspicion directly to the Safeguarding Manager direct. If the suspicion is in relation to the Safeguarding Manager the report should be made directly to the CEO. The person receiving any report of a suspicion must notify the Safeguarding Manager as soon as is practicable, who will be responsible for managing the incident and reporting to the statutory authorities if this has not already been done by the staff member or contractor.

All staff and contractors must be aware of the immediate needs of children and young people making disclosures and respond accordingly. The safety of the child or young person must always be the priority. You have no authority to hold a child in your care however WA Police and Department of Communities have authority to do so under the Children's and Community Services Act (2004).

If it is a life threatening situation call WA Police on Triple Zero (000).

When responding to a disclosure, staff and contractors are advised to:

- » Reassure the child or young person that telling was the right thing to do.
- » Allow the child or young person to tell their story in their own words.
- » Use protective interrupting if their disclosure is in an inappropriate situation.
- » Find a quiet place to talk.
- » Let the child or young person know what will happen next and if you don't know be honest.
- » Be mindful of the limitations in keeping the child's or young person's confidence.
- » Assess the child's or young person's immediate safety, and

- » Complete a safeguarding incident report form and if relevant complete a mandatory report as soon as possible.

When responding to a disclosure staff and contractors are advised not to:

- » Dismiss, minimise or ignore the disclosure.
- » Put words in the child or young person's mouth, ask leading questions, push for details or conduct an investigation. This could jeopardise the interviewing process by civil authorities that may follow.
- » Make the child or young person repeat the disclosure to a third party unless it is a statutory agency
- » Allow the child or young person to continue talking once there are reasonable grounds for forming a belief that abuse occurred.
- » Promise not to tell when there are clear limits on confidentiality.
- » Confront the person believed to be the abuser or person of interest, or engage in general staffroom discussion about the disclosure.

Note: The Duty Officer at the Child Protection District Office can also be used initially in a consultative role if the Safeguarding Manager is unavailable, or the person reporting is unsure of what action to take.

2.3 Keeping the Child or Young Person's Confidence

While staff and contractors should be conscious of the requirements for confidentiality, they should not provide undertakings which are inconsistent with their duty of care and reporting obligations under the PCYC Safeguarding Policy. More information can be found in Section 7: Confidentiality and Information Sharing.

To the extent possible, children and young people should be informed of the obligations of reporting in this policy. Whenever possible, the most likely responses to these actions should also be described. If you are not sure on the

possible outcomes, then you should advise the child or young person that you are unsure and that you will find out more about this for them.

Protective interrupting is a strategy to prevent a child or young person from disclosing in front of other children or young people, and providing them with the opportunity to disclose in a safe and confidential manner using the following steps:

- » Acknowledge that the child or young person has been heard and stop further disclosure
- » Be supportive and gently indicate that they can talk in a more private situation
- » Quietly arrange to see them as soon as possible, and
- » Listen attentively in an alternative location.

Staff should be aware that listening to a disclosure can arouse personal feelings of shock, anger and helplessness. It is important to conceal these feelings whilst responding to the disclosure; they can be worked through after the disclosure. Staff and contractors must be aware that they have no investigatory role when children or young people disclose or when another adult discloses on behalf of a child.

2.4 Managing the Response to a Suspicion or Disclosure

Upon being notified of the incident, the Safeguarding Manager will:

- » Ensure that all people, especially any survivors, or affected persons are safe;
- » Seek further information to help make decisions if needed;
- » Initiate a rule that states the information will only be made available to people who need to know.

If there is suspicion of imminent physical harm, including sexual abuse, The Safeguarding Manager will notify the WA Police immediately on 000 or 131 444.

If necessary the Safeguarding Manager will convene the Safeguarding Incident Committee to work with them to resolve the incident. The members of this committee will be determined by the incident setting and details.

The purpose of the Safeguarding Incident Committee is to provide accountability and guidance to the Safeguarding Manager, as well as knowledge and experience across different areas of the PCYC to help successfully manage an incident or risk to safety and wellbeing.

If a matter has not been referred to the WA Police or The Department of Communities then, depending on the nature of the matter, the Safeguarding Incident Committee will be guided by the principles of independence and competence:

- » What is the best way to carry out an internal investigation independently and objectively?
- » What resources are available, internally or externally, to carry out an investigation to the correct level of competence and fairness?

During the course of this investigation, victims if needed can receive support from PCYC. This support must make the child or young person feel safe and feel that their safety and needs are being prioritised.

Similarly, any person under suspicion must be treated lawfully and with due regard for their own safety, security and needs.

In both cases this includes providing the person with updates, keeping in mind the need for confidentiality.

2.5 Taking Action Following a Suspicion or Disclosure

The Safeguarding Incident Committee will consider the outcomes following an investigation.

Possible outcomes may include:

- » No further action
- » Disciplinary action including referral to HR Team



- » Seeking criminal prosecution, civil action or referral to WA Police or Department of Communities, Child Protection Office.

Following every incident, PCYC will document the lessons learned with the aim of improving the way it manages incidents. This will take a holistic approach, framed by the following questions:

- » How will PCYC better deter persons from behaving in this way again?
- » How could PCYC better prevent or detect an incident like this again?
- » How could PCYC better manage an incident like this again?

The Safeguarding Manager will be responsible for meeting any obligations to report to an external body considering Mandatory Reporting Obligations of individuals attached to PCYC under the Children's and Community Services Act (2004).

2.6 Concluding the Response to a Suspicion or Disclosure

To close an incident, the Safeguarding Manager should be satisfied that there are records of the incident that show:

- » How the incident arose and how it was handled
- » The details of the original concern and other relevant information;
- » The details of the decisions that were made
- » The evidence collected
- » The details of the actions taken
- » External reporting of the incident (if required).
- » Lessons have been documented and used to improve the way PCYC manages incidents in the future.
- » The child or young person's ongoing safety.

To help you when responding to a child or young person who is disclosing abuse and/

or neglect, staff should remember their four requirements, which are:

- Respond:** listen to what the child or young person is saying.
- Record:** what the child or young person has said.
- Report:** the concerns or belief.
- Refer:** if necessary.

2.7 Documentation Detail

Staff and contractors are required to:

- » Document all incidents of physical or behavioural indicators and concerns of child abuse.
- » Provide copies to the Safeguarding Manager.
- » Keep a record of the receipt number of the mandatory report or concern report as evidence that the report was made to the Mandatory Reporting System or Child Concern Portal, operated by the Department of Communities.

When documenting child protection concerns staff and contractors should be aware that records can be subpoenaed by a court as evidence.

When recording information, the staff member or contractor should document observations and information about what they have been told, seen or heard, such as:

- » Relevant dates and times.
- » The identity of the source of information.
- » Information from a third party that is clearly identified as third-party information.
- » Noting of the exact words the child or young person used to describe what happened, even if it's not standard Australian English, or anything else related to the disclosure or concern.
- » Statements or descriptions made by the child, young person or parent / guardian or third party, written verbatim and in quotations.

- » Professional judgments within training and experience.
- » Any other grounds for concern.
- » Your response to the child.
- » The current situation i.e. Where is the child or young person? Who is the child or young person with?

Do not record information such as:

- » Your opinions, for example, “the parent / guardian used excessive discipline”.
- » Your personal conclusions about the type of abuse suspected.
- » Your interpretation of what the child, young person or others said.

Do use simple language:

- » Include clear, explicit, unambiguous, objective language.
- » Use the first person singular, for example, “I saw...”.
- » Use the names of people involved rather than she, he, etc;
- » If the child uses any language other than English to describe an incident, document those words.
- » Avoid jargon used within the PCYC that may not be understood by others who read the report.

If the centre manager is provided with a/the report, it is their subsequent responsibility to ensure the staff member or contractor forwards the report directly to the Safeguarding Manager as soon as is practicable.

All completed Safeguarding Incident Report Forms are to be stored securely in the Safeguarding Project Office.

More detailed information on reporting can be found in Section 3.

2.8 Statutory Investigations of Child Protection Concerns

It is not the PCYC’S role to investigate child protection concerns, including concerns of sexual abuse. That responsibility lies with the Department of Communities (Child Protection) and the WA Police Force. All child abuse concerns should be reported to The Department of Communities in accordance with the Child Protection Policy. Communities Child Protection Agency will then decide on how to proceed.

Where child abuse has occurred within a family and there is the possibility of criminal charges being laid, the Police and Department of Communities may undertake a joint investigation to reduce the trauma of the interviewing process to the child or young person.

Under section 129 of the Children and Community Services Act 2004, people who give information, in good faith, to CPFS are protected from incurring any civil or criminal liability, from having breached any confidentiality imposed by law, or from having breached any professional ethics or standards.

Feedback

The Department of Communities are required to provide feedback to people making reports on child abuse and neglect. The CEO or their delegate should seek undertakings from The Department of Communities that they will be kept informed within the bounds of confidentiality. The CEO’s or their delegate’s initial contact with The Department of Communities will be through the Duty Officer at the Child Protection District Office closest to where the child lives or if it is out of hours Crisis Care.

More information on the Australian Government’s Responding to children and young people’s disclosures of abuse publication can be found at: [wa.gov.au/organisation/department-of-communities/concerns-the-safety-or-wellbeing-of-child-or-young-person](https://www.wa.gov.au/organisation/department-of-communities/concerns-the-safety-or-wellbeing-of-child-or-young-person)

2.9 Department of Communities' Child Protection Staff on PCYC Grounds as Part of a Formal Statutory Review

Child Protection staff attending for the purpose of formally interviewing a child or young person to notify the CEO of the intention to access a child or young person and the reasons for it before access is given.

When The Department of Communities staff are on PCYC grounds to interview a child or young person, the staff member must confirm authorised access with the CEO or the Delegate and sight their authorised officer identity card to interview the child or young person before access to the child or young person is given.

In some cases The Department of Communities staff may determine if a staff member or responsible adult needs to be present during the interview to support the child.

The powers of Child Protection Staff under the Children and Community Services Act 2004 include:

- » Apprehension of Children in Need of Care and Protection Without Warrant
- » Interviewing the child
- » Removal of children from PCYC Centre, Program or Activity
- » Medical examination

As soon as practicable after accessing the child, Department of Communities Child Protection staff are required to inform at least one of the parents that the child has been seen and the reasons for it unless:

- » They believe that the parent may be charged.
- » The investigation may be compromised.
- » The child's safety may be put at risk.
- » The child has requested that the parents are not informed and the Child Protection staff believes on reasonable grounds that this is in the best interests of the child.

2.10 The Role of the WA Police Service

The WA Police intervenes in instances where it is believed that a criminal offence has occurred which may lead to criminal charges being laid. In the case of a report of child sexual abuse, The Department of Communities (Child Protection Team) will forward all reports to the Police.

When the Police request permission to interview a child or young person on PCYC grounds the staff member must:

- » **Sight** the police officer's identification.
- » **Establish** the purpose of the interview.

The Police can remove a child or young person who has offended without parental permission. If the child or young person is the victim police may remove the child with a warrant. Police can also remove a child or young person without a warrant if they deem the child or young person to be in need of care and protection - under the Children and Community Services Act (2004).

To avoid interfering with any investigative process initiated by The Department of Communities or the WA Police, the Centre Manager or Safeguarding Manager must seek advice from Communities or the Police prior to informing parents / guardians of a concern of child abuse.

2.11 Communication with Parents/Guardians

No member of staff apart from the CEO or their Delegate is permitted to inform parents / guardians of statutory child abuse reports.

A parent / guardian may be the perpetrator of abuse. To inform the parent / guardian of a concern of possible child abuse may alert them and pose a further risk to the child. The CEO or Delegate should use their professional judgement when deciding to discuss observations with parents / guardians. They may seek clarification from parents / guardians to determine if a safeguarding child protection report is required. Questions and responses

should be documented verbatim, as this information may be used by The Department of Communities and the WA Police in their investigations.

2.12 Supporting Children and Young People Affected by Abuse

The PCYC supports children and young people affected by abuse, including (in some cases) the child or young person who are alleged to have committed the abuse.

In cases where both child or young person making the complaint and the alleged abuser(s) attend the same Centre, Program and or Activity, where practicable, the PCYC will have strategies in place to avoid contact between the individuals.

The Safeguarding Manager will:

- » Support the CEO in their response to the needs of the child or young person affected by abuse.
- » Determine what actions, adjustments and supports are in the best interest of the child or young person.
- » Develop a support plan with the child or young person.
- » Consider the referral to a psychological counselling service if required.
- » Where a Police investigation into child abuse is occurring, consult with the Police about the provision of counselling by the PCYC. Counselling may impact on the reliability of the child or young person's disclosure and / or compromise evidence.

Staff should document and inform the Safeguarding Manager of any further information or observations. The impact of the abuse on the child or young person's behaviour should also be considered.

Staff involved in a supportive role should consider factors such as culture, religion, age, sexuality, disability and level of maturity of the child or young person.

Where appropriate, the child or young person should be informed about who will be involved in supporting them, be involved in decisions that directly affect them and be provided with relevant information.

Section 3: Reporting Child Sexual Abuse

If you believe a child or young person is in immediate danger or in a life-threatening situation telephone the WA Police Force on 000.

If staff or contractors are concerned about a child's safety or wellbeing or have formed a belief that a child is being harmed or exploited or is at risk of being harmed or exploited, then a Safeguarding Incident Report Form must be completed and forwarded to the Safeguarding Manager as soon as is practicable.

In accordance with legislation and PCYC policy, all allegations, concerns or suspicions of abuse or inappropriate behaviour towards children or young people in relation to PCYC staff, regardless of whether the allegations, suspicions or concerns relate to a person's behaviour at work or off duty in another setting must be reported.

This reporting process must be applied in all situations where it is alleged that a member of staff, a contractor, a parent or guardian or another child or young person:

- » has behaved in a way that has harmed or may have harmed a child or young person.
- » has possibly committed a criminal offence against or related to a child or young person.
- » has behaved towards a child(ren) or young person(s) in a way that indicates they may pose a risk of harm to children or adults.
- » has behaved or may have behaved in a way that indicates they may not be suitable to work with children or young people.
- » has behaved in such a way that, by actions or omissions, their conduct has been intended to interfere with or avoid criminal investigations.

3.1 What is Mandatory Reporting of Child sexual abuse

In Western Australia, mandatory reporting only relates to the sexual abuse of children.

Mandatory Reporting is the legal requirement for certain people, those who are most likely to come into contact with children, to report known or suspected child SEXUAL abuse.

These persons, known as "mandatory reporters", are required to report their beliefs or suspicions to the Department of Communities Child Protection and Family Support Unit, before notifying the Safeguarding Program Manager.

3.2 Mandatory Reporters of Child Sexual Abuse

In Western Australia, most PCYC staff and contractors will not be deemed a mandatory reporter under the Children and Community Services Act (2004).

Mandatory Reporters in WA currently include;

- » Doctors
- » Nurses
- » Midwives
- » Police officers
- » School boarding supervisors
- » Teachers
- » Ministers of religion
- » Assessors
- » Departmental officers
- » Out-Of-Home care workers
- » School counsellors

3.3 Requirements of Mandatory Reporters of Child Sexual Abuse

In Western Australia, mandatory reporters are required to make a report to The Department of Communities if, during the course of their work,

they form a belief on reasonable grounds that a child aged under 18:

1. Has been the subject of bribery, coercion, a threat, exploitation or violence to engage in sexual activity; or
2. The child has less power than another person involved in the sexual behaviour; or
3. There is a significant disparity in the developmental function or maturity of the child and another person involved in the sexual behaviour.

For mandatory reporters it is important that if you have formed a belief that a child or young person has been harmed or exploited or is at risk of being harmed or exploited sexually, that you do not discuss your concerns with any other staff or line managers prior to making the mandatory report.

3.4 How to Make a Mandatory Report of Child Sexual Abuse

PCYC staff (listed above in 3.2) who fall under the mandatory reporting legislation must report sexual abuse once a belief is formed that a child or young person is at risk of sexual abuse or has been subjected to sexual abuse, through the Department of Communities Mandatory Reporting Portal.

A link to the portal can be found here: mandatoryreportingweb.communities.wa.gov.au/ Alternatively you can call the Mandatory Reporting Service on 1800 708 704 to make a verbal report.

This report must be made as soon as practicable after you form a belief regarding the sexual abuse of a child.

A failure to report child sexual abuse could result in criminal charges and penalties of up to \$6,000 unless you have a valid defence, for example, if you can prove that you honestly and reasonably believed that CPFS had investigated or was already investigating the child's wellbeing.

After making the mandatory report a Safeguarding Incident Report Form is to be completed that includes the mandatory report reference number and provided to the Safeguarding Manager as soon as is practicable.

If a mandatory reporter has not formed a belief but has concerns about a child or young person then a Child Protection Concern Report can be completed online. After lodging a child concern report staff must complete a Safeguarding Incident Report Form that includes the reference number provided from the online report and forward to the Safeguarding Manager as soon as is practicable.

Remember: Whenever there are concerns that a child is in immediate danger the Police should be called on 000.

Reporting to Police, however, does not fulfil mandatory reporting requirements and a mandatory report to CPFS must still be made.

For further information or assistance with making a report, contact the Mandatory Report Service on 1800 708 704.

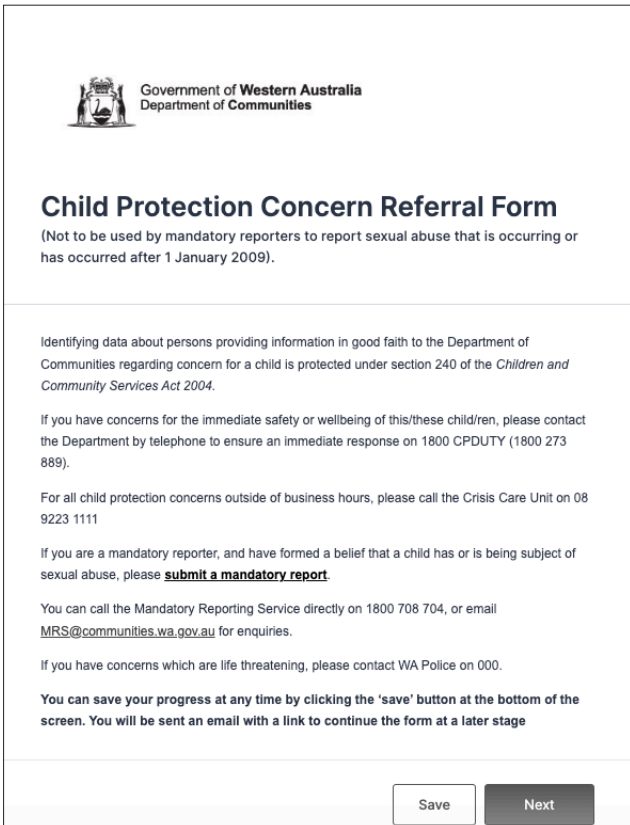
If you wish to learn more about Mandatory Reporting in Western Australia, you can complete the online Mandatory Reporting Training here: moodle.communities.wa.gov.au/file.php/1/PublicCourses/Mandatory_Reporter_Training/story.html

3.5 Non-Mandatory Reporters: Reporting Abuse

1. If you are **concerned** about a child or young person but have not yet formed a belief and wish to discuss your observations or what you have been told you can do so with the Safeguarding Manager by phoning 0448 771068 or The Department of Communities Central Intake Team by phoning 1800 273 889.

If it is out of hours, or you are unable to contact the Department of Communities then contact Crisis Care on (08) 9223 1111 or country free call 1800 199 008.

2. If you have **formed a belief** that a child has been harmed or exploited or is at risk of being harmed or exploited sexually, that you complete a Safeguarding Incident Report form and lodge an online report to the Department of Communities Child Protection and Family Support Team via the online Child Concerns reporting portal.



The screenshot shows the 'Child Protection Concern Referral Form' interface. At the top left is the Government of Western Australia Department of Communities logo. The title is 'Child Protection Concern Referral Form' with a note: '(Not to be used by mandatory reporters to report sexual abuse that is occurring or has occurred after 1 January 2009)'. The main content area contains several paragraphs of text providing instructions on how to report concerns, including contact numbers for CPDUTY (1800 273 889), Crisis Care Unit (08 9223 1111), and WA Police (000). It also mentions the Mandatory Reporting Service (1800 708 704) and the email MRS@communities.wa.gov.au. At the bottom right, there are two buttons: 'Save' and 'Next'.

forms.digital.wa.gov.au/223101831590850

After you have completed the online child protection concern report, you must inform the Safeguarding Manager as soon as is practicable that a report has been made. A completed Safeguarding Incident Report must then be provided to the Safeguarding Manager and must include the Child Concern Report receipt number you were provided. You must not discuss your concerns with any other staff or line manager unless advised to do so by the Safeguarding Manager.

Section 4: Reporting Non-Sexual Forms of Child Abuse and Neglect

Refer to Appendix for more detailed information on the categories of abuse.

If staff or contractors have concerns or have formed a belief in relation to the safety or wellbeing of a child or young person that relates to exposure of family violence, physical or emotional abuse and or neglect a Safeguarding Incident Report Form should be completed and an online report should be made to the Department of Communities, Child Protection and Family Support Team via the online Child Protection Concern Referral Form that can be found at forms.digital.wa.gov.au/223101831590850

Government of Western Australia
Department of Communities

Child Protection Concern Referral Form

(Not to be used by mandatory reporters to report sexual abuse that is occurring or has occurred after 1 January 2009).

Identifying data about persons providing information in good faith to the Department of Communities regarding concern for a child is protected under section 240 of the *Children and Community Services Act 2004*.

If you have concerns for the immediate safety or wellbeing of this/these child/ren, please contact the Department by telephone to ensure an immediate response on 1800 CPDUTY (1800 273 889).

For all child protection concerns outside of business hours, please call the Crisis Care Unit on 08 9223 1111

If you are a mandatory reporter, and have formed a belief that a child has or is being subject of sexual abuse, please **submit a mandatory report**.

You can call the Mandatory Reporting Service directly on 1800 708 704, or email MRS@communities.wa.gov.au for enquiries.

If you have concerns which are life threatening, please contact WA Police on 000.

You can save your progress at any time by clicking the 'save' button at the bottom of the screen. You will be sent an email with a link to continue the form at a later stage

Save Next

After lodging this online report attach or include the report reference number generated by the system in the Safeguarding Incident Report Form and forward to the Safeguarding Project Manager as soon as is practicable via email at; safeguarding@wapcyc.com.au or notify by phone by calling 0448 771 068.

Reporting Summary

All staff and contractors must complete a Safeguarding Incident Report Form report all forms of child abuse and neglect and any concerns for the safety and wellbeing of a child or young person.

If the incident relates to a belief in relation to any form of child abuse and or neglect a formal report must be made to The Department of Communities by phone or online via the Department of Communities Child Protection Portals.

If you have not formed a belief that a child is at risk and your not sure about your concerns you can discuss them with the PCYC Safeguarding Manager or The Department of Communities Central Intake Team.

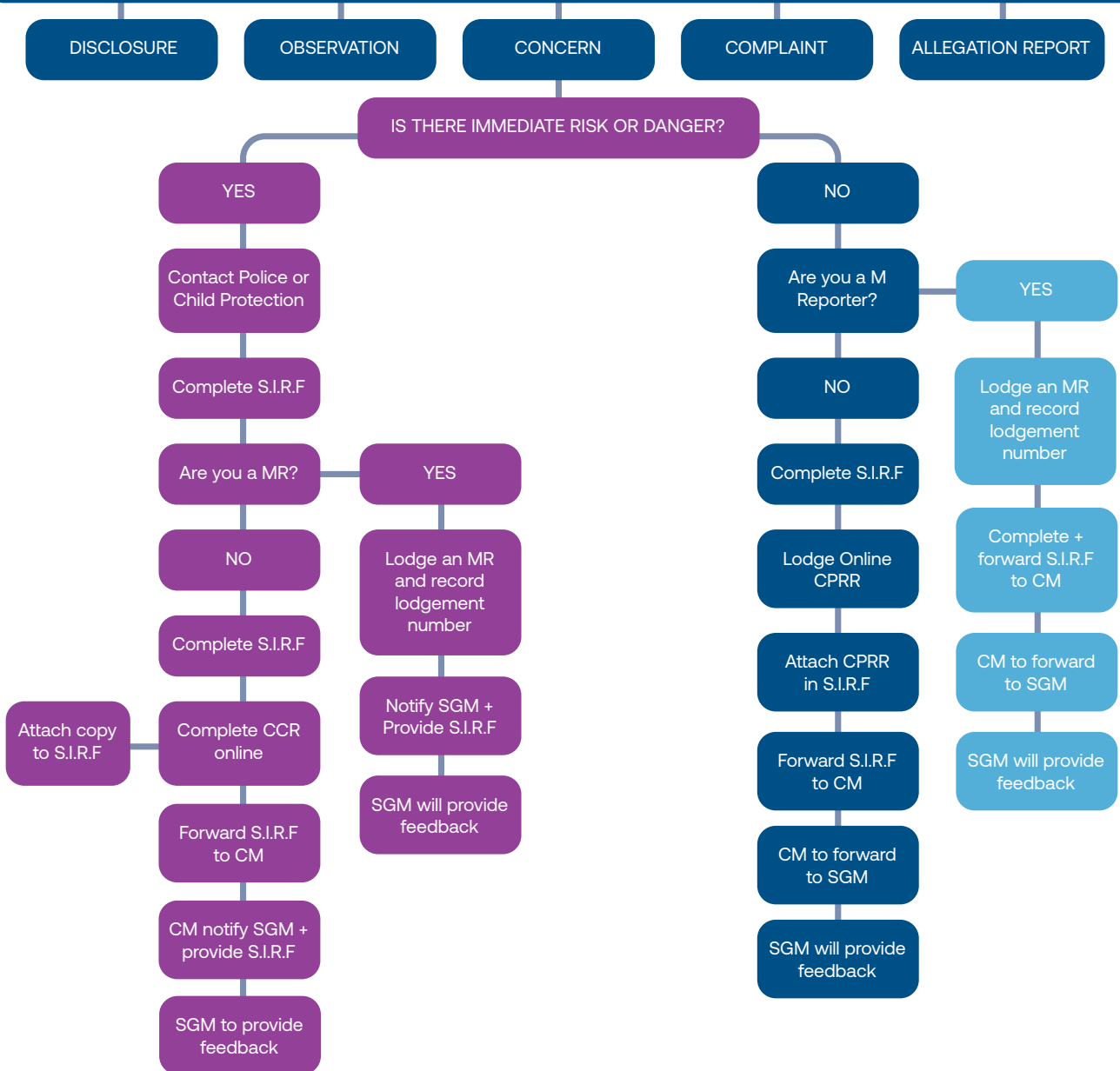
PCYC Responding and Reporting Flowchart

All concerns that are not subject to a mandatory report must be brought to the attention of the Safeguarding Project Officer as soon as is practicable.

Reporting Child sexual Abuse

Allegations, suspicions, complaints, observations or reports of harm to a child or young person comes to light including:

- Inappropriate behaviour
- Possible harm caused to a child or young person
- Possible sexual crime committed against a child or young person

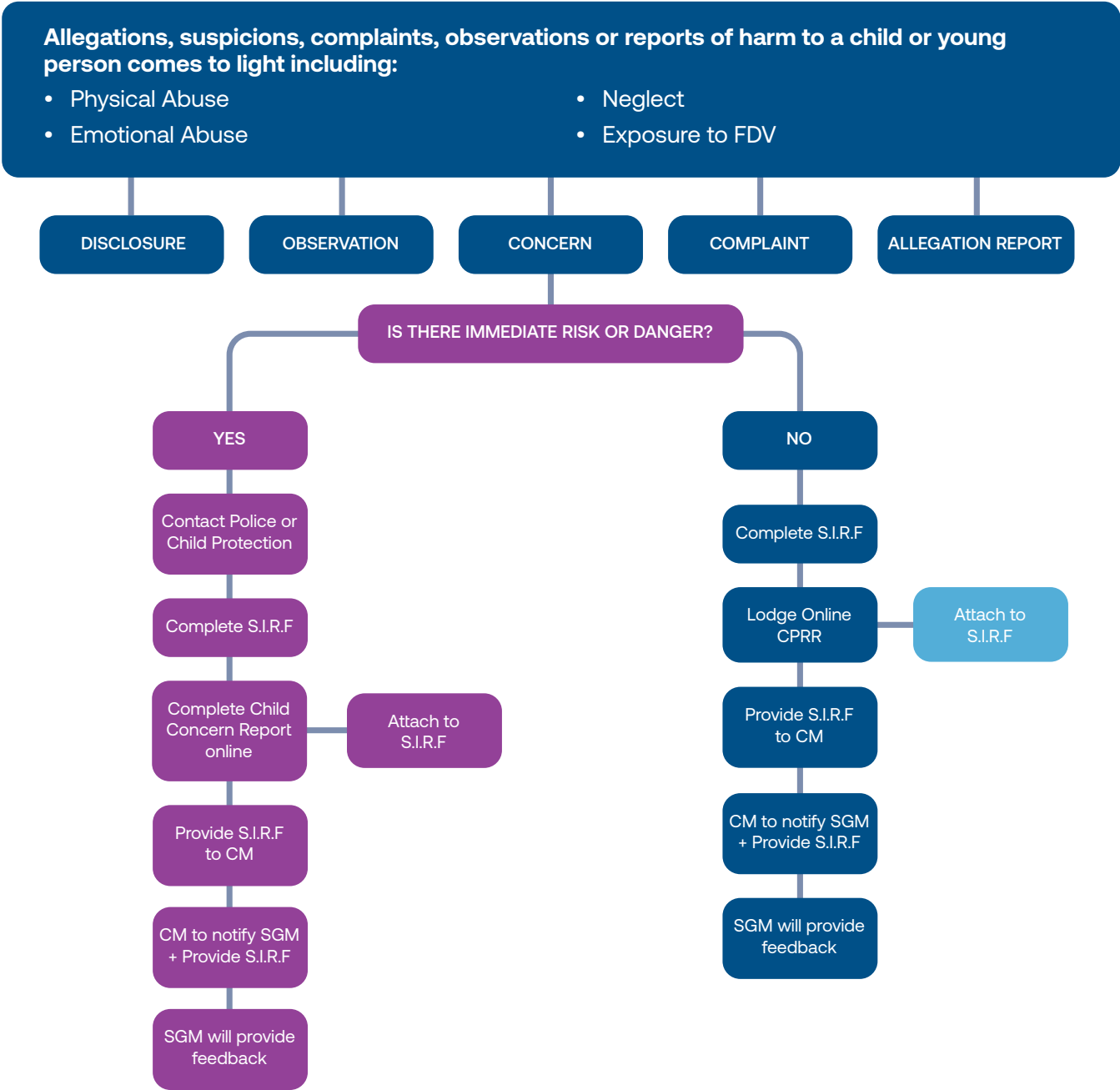


Safeguarding Project Manager
 Andrea Musulin
 Ph. 0448 771 068
safeguarding@wapcyc.com.au

Department of Communities
 1800 273 889 or
 (08) 9223 1111

WA Police
 Life threatening call 000
 Local Police call 131 444

Reporting Non-sexual Abuse



Safeguarding Project Manager
 Andrea Musulin
 Ph. 0448 771 068
 safeguarding@wapcyc.com.au

Department of Communities
 1800 273 889 or
 (08) 9223 1111

WA Police
 Life threatening call 000
 Local Police call 131 444

Section 5: Reporting Sexual Harassment

Sexual harassment is any unwelcome sexual advance, an unwelcome request for sexual favours, or other unwelcome conduct of a sexual nature.

It includes:

- » Spoken or written harassment, for example, sexualised jokes or obscene remarks
- » Non-verbal harassment (for example, glaring/staring/gesturing in a sexual way), presence of suggestive or sexual magazines/pictures/posters/etc. on display or contained in a person's belongings.
- » Electronic harassment, for example, sending sexually suggestive comments, obscene messages or jokes.

5.1 Sexual Harassment by a Child or Young Person

Sexual harassment of a child or young person by another child or young person or by a staff member or a contractor must be recorded on a Safeguarding Incident Report Form and forwarded as soon as is practicable to Safeguarding Manager.

If unsure Centre Manager or Program Manager should consult with the Safeguarding Project Officer before deciding whether the incident/behaviour would be more properly dealt with under PCYC's behaviour management processes.

NOTE; Under the Commonwealth Sex Discrimination Act 1984, a child or young person can lodge a complaint of sexual harassment against another child or young person if they are both aged 16 years or over.

5.2 Sexual Harassment by staff or Contractors

Should the sexual harassment of a child or young person by a staff member or contractor occur a Safeguarding Incident Report Form is to be completed and provided to the Safeguarding Manager as soon as is practicable to safeguarding@wapcyc.com.au

Any sexual harassment behaviour by staff or contractors is serious misconduct and may also constitute sexual abuse under criminal law. Where the allegation leads to the belief that child abuse has occurred, this is to be reported in accordance with Section 3: Reporting of Child Abuse and/or Neglect in this handbook.

In addition to these processes, children and young people or their parent/carer can also lodge an external complaint with the WA Police Service.

All allegations of sexual harassment must be reported to the Safeguarding Manager as soon as is practicable by phone 0448 771 068 or by forwarding the Safeguarding Incident Report Form to safeguarding@wapcyc.com.au

Section 6: Staff Reportable Conduct Scheme

The Reportable Conduct Scheme (the Scheme) makes Western Australian children safer. The Scheme compels heads of organisations that exercise care, supervision or authority over children to notify allegations of, or convictions for, child abuse by their employees to the Ombudsman and then investigate these allegations.

The Ombudsman will monitor and oversee the Scheme including reviewing these investigations. The Ombudsman is responsible for administering the Scheme and their role includes:

- » Supporting and guiding the PCYC to promote fair, effective, timely and appropriate responses; and
- » Independently overseeing, monitoring and, where appropriate, making recommendations to improve the responses of PCYC.

The Scheme has been designed to ensure that the Ombudsman will be aware of allegations of, and convictions for, child abuse involving employees in relevant organisations that exercise care, supervision and authority over children.

The Ombudsman will also be able to share information where appropriate to better prevent and protect children from abuse, this includes with the Working with Children Screening Unit of the Department of Communities, relevant regulators and the WA Police Force.

6.1 Requirements of the CEO

The Scheme imposes new obligations on the CEO and his delegated person that are within the Scheme. This includes requirements to:

- » Notify the Ombudsman of reportable allegations and reportable convictions by their STAFF;
- » Investigate the allegation; and provide a report to the Ombudsman on the outcome of the investigation.

6.2 Employees (staff paid and unpaid)

Who is considered an 'employee' under the Scheme?

The head of an organisation is required to notify the Ombudsman of reportable allegations and convictions reported about their employees within seven (7) working days of becoming aware of the allegation or conviction. Under the Scheme, an 'employee' is broadly defined to include the following persons over 18 years of age:

- » An officer or employee of the organisation, whether or not the individual's work is in connection with any work or activities of the organisation that relate to children and young people;
- » A person engaged by the organisation (or by another person or body on the organisation's behalf) to provide services to children and young people, including as a volunteer or contractor;
- » A person engaged by the organisation as a carer of a child under a placement arrangement under the Children and Community Services Act 2004;
- » A police officer or constable; or conviction made against one of their current employees regardless of whether:
- » The alleged conduct occurred before or during the person's employment with, or engagement by, the organisation; or
- » The alleged conduct occurred outside of the person's role with the organisation; or
- » The alleged conduct occurred prior to the commencement of the Scheme.

Accordingly, historical conduct of an employee is covered by the Scheme. The Scheme does not cover historical conduct of former employees or historical conduct of current employees that was already known to the head of the organisation prior to the commencement of the Scheme. This is because the Reportable Conduct Scheme is designed to address any current risks a person may pose to children in organisations covered by the Scheme. If you are unclear whether an allegation or conviction should be reported contact the Safeguarding Manager or the Ombudsman's Office.

6.3 Obligations Under the Scheme

Allegations of, and convictions for, child abuse involving an employee of an organisation covered by the Scheme are to be reported to the head of the organisation. If the matter involves the head of the organisation, it is to be reported directly to the Ombudsman.

PCYC staff and contractors have an obligation to report. Staff and contractors must, as soon as practicable, report a reportable allegation or reportable conviction, of which they become aware, include:

- » A staff member and contractors of the organisation;
- » A police officer.

These employees are those that through induction, ongoing training and established reporting systems provided by PCYC, can be expected to be aware of their obligations to report. Obligatory reporting for these employees increases protection for children and young people by increasing the likelihood that reports will be made.

6.4 What does the Ombudsman do with the Notification it Receives?

The Ombudsman will carefully consider each notification that it receives under the Scheme.

Based on the information available, the Ombudsman may decide to:

- » Give support and guidance to the PCYC in responding to the allegation;
- » Check that the PCYC is handling the allegation in an appropriate and timely manner; and/or
- » Carry out their own investigation and make recommendations to PCYC.

6.5 Where to Get Further Help

The Ombudsman is focused on providing information, guidance and support to organisations to help them meet their obligations under the Scheme.

For clarification and guidance, and to talk through any issues of concern;

- » Telephone: (08) 9220 7471
- » Email: reportableconduct@ombudsman.wa.gov.au
- » Website at ombudsman.wa.gov.au

The Scheme does not replace the need to report allegations of child abuse, including criminal conduct to the WA Police Force, the Department of Communities or other applicable regulatory bodies.

For more detailed information refer to PCYC Reportable Conduct Guidelines and put the link to the document on the website.



Section 7: Safeguarding Confidentiality and Information Sharing

7.1 Confidentiality

The effective protection of a child or young person often depends on the willingness of PCYC staff and contractors to share and exchange relevant information. It is, therefore, critical that there is a clear understanding of professional and legal responsibilities with regard to confidentiality and the exchange of information.

Should a staff member or contractor receive an allegation, observe possible indicators of abuse and/ or neglect or have a suspicion or concern regarding abuse and/or neglect, they must communicate these concerns to the Safeguarding Manager verbally and by completing a Safeguarding Incident Report Form.

If the suspicion or indicators relate to sexual abuse of a child or young person and the staff member or contractor is a mandatory reporter under the Children and Community Services Act (2004) then processes under Section 4; Reporting Child Abuse and Neglect should be followed.

If the suspicion or indicators relate to sexual abuse of a child or young person and the staff member or contractor is not a mandatory reporter under the Children and Community Services Act (2004) then processes under Section 4; Reporting Child Abuse and Neglect should also be followed.

All information regarding an allegation, disclosure, observation, suspicion or concern about child abuse or neglect will be shared with the relevant statutory authorities as legislation requires and in the best interests of the child or young person.

No undertakings regarding secrecy can be given. Those working with a child or young person or their family should make this clear to all parties involved, although they can be

assured that all information will be handled sensitively.

The provision of information to the statutory agencies for the protection of a child or young person is not a breach of confidentiality or data protection.

It must be clearly understood that information gathered for one purpose must not be used for another without consulting the person who provided that information.

7.2 Documentation and Record-Keeping

All records of child abuse and child protection concerns, complaints, allegations, and findings related to child abuse and grooming, whether involving former or current staff or members must:

- » Contain as much detail as possible.
- » Be stored securely.
- » Not be destroyed without the approval of the CEO who will give cause to the retention of same in accordance with the State Records Act 2000.

Records required as part of an investigation, inquiry or legal process cannot be destroyed or disposed of for a period of 48 years.

The Safeguarding Manager will store all confidential child protection information securely and separately from the Centre, Program or Activity.

Confidential information includes:

1. Child protection referrals to Communities or Police.
2. Written and electronic records of all communication with Communities, the Police, or other authorities and subsequent actions.

3. Mandatory Report receipt numbers.
4. Child Protection Concern Reports or Reference numbers
5. Critical Incident Reports, that involve the safety and wellbeing of children and young people.
6. Safeguarding Incident Case Files.

Written records of all allegations, disclosure, observation, suspicions and concerns of abuse and/or neglect and disclosures that form the basis of a report must be kept up to date and securely stored by the Safeguarding Manager.

7.3 Protection and Support for Staff who Report Child Abuse and/or Neglect

All staff and contractors are protected from civil, criminal and disciplinary liability by providing information to the department responsible for child protection and/or police for the purpose of investigating child abuse and/or neglect.

If acting in good faith, staff and contractors are deemed not to have breached a duty of confidentiality, professional ethics or standards, or to have engaged in unprofessional conduct by providing information under the Children and Community Service Act (2004).

This protection applies to individuals, as well as to the whole PCYC organisation. This means that, even if a communicated suspicion of child abuse proves unfounded, a person who makes a report in good faith and in the child's or young person's best interests may also be protected under common law.

Staff and contractors may be anxious when reporting allegations of misconduct or child abuse and/or neglect, because of the impact this may have on relationships with colleagues, the family or the child or young person. This anxiety may be discussed confidentially with the Safeguarding Manager, or The Department of Communities Central Intake Team.

Staff or contractors who report child abuse are entitled to counselling through the PCYC

Employee Assistance Service. PCYC offers professional employee support services to our staff and immediate family members, who may be facing personal difficulties. This includes personal and work-related aspects causing an individual concern. This service offers short-term assistance to all staff offering strictly confidential counselling by qualified professionals.

Staff are entitled to free counselling services which can be arranged through the PCYC HR Department.

7.4 Freedom of Information

Even though there is a requirement for all professionals involved in child protection and welfare cases to share relevant information, records are nevertheless confidential. They do not belong to individual staff members or contractors. They are, and remain, the property of PCYC.

An employee who attempts to threaten, intimidate, coerce or take reprisal against another staff member or contractor who has disclosed, or intends to disclose, unethical or unlawful behaviour may face disciplinary action including dismissal. Should such actions be criminal in nature the WA Police will also be notified.

Section 8: Safeguarding Children and Young People's Participation Feedback

Valuing children and young people and listening to their opinions and feedback is important to PCYC, as it allows opportunity for continual improvement to safety, security and service delivery, it also ensures staff are able to hear and respond to the concerns of children and young people.

As a result, PCYC, can provide improved mechanisms for keeping children and young people in their care safe. Children and Young People can raise a comment, complaint, concern or provide general feedback by contacting PCYC's confidential child and young person's feedback service at safeguardingfeedback@wapcyc.com.au. Alternatively children and young people can speak with the Safeguarding Officer at the Centre of any member of staff.

Feedback obtained from children and young people should be acknowledged within 48 hours. Should the issue or concern raised not fall under the requirement of section 4 : Reporting Child Abuse and Neglect, the issue(s) are to be raised and discussed with the Safeguarding Project Officer and a course of action decided on. The child or young person providing feedback should then be provided an outcome of such a meeting within 14 days.

Where appropriate, children and young people are encouraged to participate in any meetings to ensure their concerns or suggestions can be fully explored and have an opportunity to be heard and provide input into the discussion.

All concerns and complaints made by children and young people should be taken seriously and should not be minimised. Feedback identified as a complaint against a staff member or contractor must be provided to the Safeguarding Manager. Any complaints that involve the Safeguarding Manager should be provided to the PCYC CEO.

The child or young person making a complaint may be contacted for more information in relation to the complaint and is to be advised of the outcome within 14 days.

Staff and contractors (where appropriate) can act as the child or young person's advocate with other agencies as needed.

If a child or young person makes a complaint or raises a concern in relation to child abuse or neglect, then the procedures contained in Section 4: Reporting Child Abuse and Neglect should be followed without delay.

Promotional material directing children and young people to this service is to be displayed in all common areas within the centres and head office. All contact through this service is confidential unless it is not able to remain so under legislation.

PCYC

Police & Community
Youth Centres



Section 9: Staff Safeguarding Feedback

Staff and contractors attached to or associated with any of the centres, programs or activities run by PCYC are encouraged to provide feedback in the form of a comment, concern or suspicion, should they be concerned with any aspects of the services provided to children and young people, their parents and outside agencies.

Such feedback is important and provides an opportunity for continual improvement of the services PCYC provides and ensures staff and contractors are listened to and valued.

Any comments, concerns or complaints should be forwarded either verbally or in writing to the centre/activity manager or (in the case where the complaint or concern relates to the centre or activity manager) the Safeguarding Project Officer via email at safeguardingfeedback@wapcyc.com.au as soon as is practicable and within 24 hours.

Should the complaint or concern raised by staff, or a contractor relate to a child abuse concern, allegation or suspicion, the policy and processes contained in Section 3: Reporting Child Abuse and Neglect must be followed immediately.

The staff member or contractor who lodged the complaint or concern can be contacted for more information in relation to the complaint or concern, and a response is to be provided to them in a timely manner (within 28 days). They should be advised of any subsequent outcomes within 28 days. Complaints, concerns or grievances by staff or contractors that do not relate to a child abuse concern should be managed through the PCYC complaints handling process.

Both parties involved in the complaint process are to be treated with equal courtesy and respect. They are to be kept informed of the progress and responded to in a timely manner (within 28 days).

The rights and responsibilities of parties involved in the feedback process are outlined below:

- » Confidentiality, when the matter does not pertain to their safety and wellbeing, whether immediate, past or present.
- » To be treated with courtesy and respect.
- » To be given a clear explanation of the process.
- » To be informed of the progress of their feedback.
- » To be given the opportunity to seek external advice if the outcome is not to their satisfaction and be provided with information about external agencies to support their claim.

Section 10: Safeguarding Recruitment

PCYC will take all necessary steps to ensure the organisation employs the most suitable people to work with children and young people in our care, through the use of appropriate recruitment screening processes for staff and contractors.

Reasonable steps should be taken to ensure that all employees, to the best of our ability, are assessed as 'safe'. This includes the following:

- » Vetting of paid and unpaid staff and contractors through the WA Working With Children Screening Unit.
- » In cases where an exemption applies, vetting through the National Police Clearance Processes.
- » All staff and contractors are required to adhere to all PCYC policies, procedures and guidelines contained in the PCYC Safeguarding Handbook, and are required to sign the Handbook Declaration (Appendix 3) and Personal Declaration (Appendix 2) forms, stating that there is no reason why they would be considered unsuitable to work with children.

PCYC's Recruitment Policy outlines the full range of pre-employment screening checks which apply to all prospective PCYC employees - including criminal history checks, medical assessments, security clearances and Working with Children Checks (where applicable). PCYC's HR Team will advise on applicable screening processes as part of an offer of employment being made.

All recruitment screening will be kept on a staff members personnel file, The HR Team will maintain a register of all registrations and renewal requirements in line with the requirement of the Western Australian Working With Children Screening Unit.

10.1 Working with Children Card/ Checks

This section refers to all PCYC staff and contractors who are in child related work under the *Working With Children (Screening) Act 2004*.

Only staff engaging in child-related work, with no exemption, can apply for a WWC Check in WA.

PCYC cannot initiate the WWCC process on your behalf. Individuals are required to apply or renew a WWCC and will not be able to commence (or continue) employment until a current Working With Children Check (reference number or receipt) is obtained.

A Working With Children Card is valid for three years and can be renewed 3 months ahead of expiry date.

If you are not sure if you are entitled to apply for a card, contact the Safeguarding Manager on 0448 771 068 or via email at safeguarding@wapcyc.com.au

For more information on obtaining a WWCC please go to workingwithchildren.wa.gov.au.

10.2 Failure to Maintain a Working with Children Card

In the event that a staff member or a contractor is issued with a negative notice or interim negative notice, they will not be able to work in a paid or unpaid capacity with children or young people.

Should they already be employed or be acting in an unpaid role, they are to be stood down immediately until such time as a valid Working With Children Card has been issued or as determined by the PCYC HR Team and the Safeguarding Manager.

In this instance:

1. a Cessation of Child-Related Work form (Appendix 4) should be completed immediately by the safeguarding officer, centre or program manager, and a copy of the form provided to the staff member . It must be explained that they cannot return to work until such time as they have a valid WWCC or a receipt for a WWCC.
2. A copy of the Cessation Form should then be forwarded to the Safeguarding Manager via the safeguarding@wapcyc.com.au.
3. A copy of the form should also be kept on the staff member's personal file.

10.3 Parent Declaration Forms

A Parent or unpaid staff member who has a child in the PCYC activity that they oversee, have a leadership role in, is coaching or mentoring are exempt and do not need a WWCC unless the activity involves and overnight stay.

Whilst a WWCC is not required PCYC Safeguarding Policy requires them to complete a Safeguarding Working With Children Card Declaration for parents and helpers Form – Appendix 9.

Section 11: Safeguarding Training

11.1 Training

In accordance with the PCYC Safeguarding Framework and the National Principles For Creating A Child Safe Organisation, all board members, staff and contractors, must participate in learning opportunities every two years as a minimum.

Mandatory Reporters under the Children and Community Services Act (2004) Mandatory Reporting of Child Sexual Abuse training should also be completed annually.

All Safeguarding Training must be Trauma Informed and should be;

- » Developed by experts in child abuse prevention.
- » Age and developmental-stage appropriate.
- » Culturally appropriate.
- » Include e-safety education.
- » Build practical skills and strategies.

11.2 Induction (1hr)

In accordance with PCYC Safeguarding Framework and Recruiting Policy, all new staff must participate in Safeguarding induction training, which includes, among other topics:

- » The Code of Behaviour, including staff reporting obligations and acceptable and unacceptable behaviours towards children and young people.
- » Training in child protection policies and procedures.
- » Mandatory reporting of child sexual abuse (for mandatory reporters).
- » Identifying and Responding to Child Abuse and Neglect.
- » The PCYC's policies, procedures and practices that aim to ensure the child or young persons safety and wellbeing.

- » Protective Behaviours Education

11.3 Safeguarding Level 1 (3hrs)

This training is for PCYC staff (paid and unpaid) who do not have regular contact with children and young people but who do have contact with children and young people.

11.4 Safeguarding Level 2 (2 days)

This training is for paid staff who have regular contact with children and young people.

11.5 Safeguarding Refresher

This is for all staff to be completed every two years after initial required Safeguarding Training is completed (1hr).

11.4 Training Attendance and Records

Records are kept of training and induction provided by the PCYC showing dates, content that was delivered and an attendance register duly signed. Where staff and contractors are absent or unable to attend for approved reasons, the training material is provided for self-paced learning. They are required to provide confirmation that they have read and understood materials provided and invited to ask questions with the Safeguarding Manager regarding any of the content.

Appendices

Appendix 1: Safeguarding Incident Report Form

All incidents relating to child protection issues to be recorded using this form. Once completed this form is to be sent to the Safeguarding Manager at safeguarding@wapcyc.com.au.

Safeguarding Office Contact: (08) 9277 4388

Safeguarding Incident Report Form



If you require assistance completing this form, contact the Safeguarding Manager on 0448 771 068.

If you have immediate concerns for the safety and/or wellbeing of the child or young person contact the Safeguarding Manager on 0448 771 068, your Local Child Protection Office or Crisis Care Unit on 089 223 1111/Freecall 1800 199 008 to discuss your concerns.

If it is a life-threatening situation, please call WA Police on Triple Zero (000).

» If the incident is relating to Work, Health and Safety, please complete an [Incident Report form](#)

1. Details of person reporting the incidence (for persons not directly involved)

Person making report			
Centre			
Role and relationship to young person			
Are you a mandatory reporter? (e.g., registered teacher who is working as a teacher)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If yes, has a MR been made?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	MR reference number

2. Type of Incident

- Suspicion, allegation, observation or disclosure of abuse or neglect
- Severe challenging behaviour e.g. violence, destroying equipment/ building, sexualised behaviour
- Suspicion or disclosure of potential harm (including non-suicidal self-injury or suicidal ideation)
- Breach of duty of care (e.g. supervision incident, missing child/young person, child/young person left on a bus, child/young person locked in or out of a Centre). For a missing child, contact the Safeguarding Manager
- An allegation or disclosure of abuse or criminal matters involving a staff member, volunteer, or contractor
- Breach of confidentiality that may put a child/young person at risk
- Child or young person unlawfully taken (contact Police immediately)
- Breach of Code of Behaviour
- Home address not safe for child, no other safe location determined
- Home address not safe for child, alternative location determined (include address in Section 8 and complete Section 9)

Safeguarding Incident Report Form



3. Details of child/young person impacted by incident			
Surname		Given Name	
DOB or Age		Gender	Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/>
4. Details of parent/guardian (if known)			
Surname		Given Name	
Telephone		Email	
Address			
Is there another child or young person affected by this incident? (please create a separate incident report for each affected child/young person)			Yes <input type="checkbox"/> No <input type="checkbox"/>
5. Details of person/s allegations have been made against			
Name (if known)			
Connection to child/young person (if known)			
Any other relevant information			
Is there another person/s that allegations have been made against?			Yes <input type="checkbox"/> No <input type="checkbox"/>
Name (if known)			
Connection to child/young person (if known)			
Any other relevant information			
Were there any witnesses to the incident?			Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Details of witnesses			
Name (if known)			
Connection to child/young person (if known)			
Contact phone number			
Any other relevant information			
7. Details of incident			
Describe the incident including behaviour, any sighted injury or other indicators of abuse, information provided by the child/young person			
Incident date and time			
Where the incident occurred			

Safeguarding Incident Report Form



Description of the incident e.g. what happened

Safeguarding Incident Report Form



8. Details of action taken (if any)

Details of action taken to ensure the safety of child/young person (include alternative address taken to, if applicable)

Details of action taken to support needs of the person's or family

Details of action taken to support the person allegations are against

Details of action taken to support needs of anyone else involved

Safeguarding Incident Report Form



9. External notifications

Parent/Guardian notified Yes No

If yes

Name

Date and time informed

Text Verbal Phone Email Note left

Externally

Police (000) Ambulance

Fire Doctor

YPO/Community Liaison Other - please state

CPFS Not required

Name and position

Date and time informed

Advice provided

Reference Number (if given)

Safeguarding Incident Report Form



10. Internal notifications

The Safeguarding Manager must be notified of this incident. Any incidents which require notifications to **Emergency Services/Medical services** must be reported to the Safeguarding Manager within 24 hours.

Name		Date and time informed	
------	--	------------------------	--

Position	
----------	--

Name		Date and time informed	
------	--	------------------------	--

Position	
----------	--

This form should be emailed to the Safeguarding Manager at safeguarding@wapcyc.com.au Sent Not sent

11. Continuous improvement

What PCYC policies, procedures, documents assisted you to manage this incident?

What additional policies, procedures, tools, training or support would have been helpful to manage this incident?

Person making report

Surname		Given Name	
---------	--	------------	--

Signature		Date	
-----------	--	------	--

It is the responsibility of the person making the report to ensure it is submitted direct to the PCYC Safeguarding Manager at safeguarding@wapcyc.com.au



Appendix 2: Safeguarding: Staff Personal Declaration

Safeguarding Staff Personal Declaration



CONFIDENTIAL

Declaration form for all PCYC staff and contractors.

Legislation has at its core the principle that the welfare of children and young people must be of paramount consideration. PCYC therefore asks that everyone working in a paid or unpaid capacity or contracting services to PCYC abides by good practice by completing and signing this declaration:

Do you have any prosecutions pending or have you ever been convicted of a criminal offence?

Yes No

If yes, please state below the nature and year(s) of the offence(s)

Nature of offence _____ Year _____

Is there any reason that would preclude you from working with children and/or have you ever been the subject of disciplinary procedures, or been asked to leave employment or voluntary activity due to inappropriate behaviour towards a child or young person?

Yes No

If yes, please give details, including;

Full name: _____

Any previous surname known by: _____

Address: _____

Date of birth: _____

Place of birth: _____

Declaration

I understand that, if it is found that I have withheld information, or included any false or misleading information above, I may be removed from my position, whether paid or unpaid, without notice. I understand that the information will be kept securely.

I hereby declare the information I have provided is accurate.

Signed: _____ Date: _____

Note: Where a conviction or prosecution is indicated on the Declaration Form, that information will be brought to the attention of the PCYC CEO. A copy of this form is to be returned to PCYC HR Manager, where it will be kept on staff personal files, together with Working With Children documents and other recruitment and screening documents which may be applicable.

Appendix 3: Safeguarding: Staff Operational Handbook Declaration

Staff Operational Handbook Declaration



Declaration

As an employee (paid, unpaid or contractor),

I declare that I am or will be involved in work that relates to children and young people and I confirm that I:

- » Have been provided with a copy of the PCYC Safeguarding Framework and Operational Handbook, which contains all policies, procedures and guidelines that relate to the safeguarding of children and young people involved in any PCYC program or activity.
- » Have been given an opportunity to have any questions addressed by the PCYC Safeguarding Manager or Training Consultant.
- » Have read, or have had read to me, and understand the policies, procedures and guidelines within the PCYC Safeguarding Framework and Operational Handbook which includes the Code of Behaviour.
- » Will abide by the requirements of the PCYC Safeguarding Framework and Operational Handbook.
- » Will attend the required Safeguarding Training.
- » Am aware of the information sessions available to me that relate to safeguarding children and young people, the details of which can be found on the PCYC/Safeguarding Website/ Intranet.

Name: _____

Signed: _____ Date: _____

Note: Where a conviction or prosecution is indicated on the Declaration Form, that information will be brought to the attention of the PCYC CEO. A copy of this form is to be returned to PCYC HR Manager, where it will be kept on staff personal files, together with Working With Children documents and other recruitment and screening documents which may be applicable.

Appendix 4: Safeguarding: Cessation of Child-Related Work Form

Cessation of Child-Related Work form



Centre name:

Activity/Program name:

This form is to be completed by the Centre Manager or Safeguarding Officer and a copy sent to the Safeguarding Manager at safeguarding@wapcyc.com.au who will also provide a copy to the Manager for People and Culture.

First name: _____ Surname: _____

Address: _____

WWCC Number _____ PCYC Role _____

Our records indicate that your Working with Children's Card expired on _____. Effective immediately, you can no longer continue in child-related work at the PCYC until notification of your new application, by production of a receipt, is forwarded to the HR Manager and Safeguarding Manager.

- A Safeguarding Incident Report Form has been received with direct implications to you. Effective immediately, and until this matter has been assessed and finalised by the Safeguarding and People and Culture team, you can no longer continue in child-related work at the PCYC.
- Notification of an interim negative notice/negative notice (please circle) from the Working with Children Screening Unit has been received. Effective immediately you can no longer continue in child-related work at the PCYC. Upon receipt of the assessment notice from the screening unit, you will receive written notification from the HR Manager as to your status to re-engage in child-related work.

This notification prevents you from making further contact with children.

Centre /Program Manager _____ Date _____

Safeguarding Manager _____ Date _____

HR Manager _____ Date _____



Appendix 5: Recognising Child abuse and Neglect

Child abuse is a serious issue. It refers to any kind of action or failure to act that results in harm or possible harm to a child or young person. A child or young person who is being abused or neglected may feel fear, shame or confusion. They may be afraid to tell anyone of the abuse, particularly if the person harming them is known to them and their family.

Child abuse is not isolated to specific cultural or socio-economic groups. It can happen through a person within the family (for example a parent or relative) or outside the immediate family (perhaps a teacher or sports coach), or an unknown person.

The following information about recognising signs of abuse may be helpful if you are concerned that a child or young person has been harmed or is at risk of being harmed. Children and young people who are experiencing, or are at risk of, child abuse and neglect may show indicators of harm in a PCYC setting. There are generally considered to be five types of child abuse and neglect which can exist independently, but commonly occur in combination with others. They include:

1. Sexual
2. Physical
3. Emotional
4. Neglect
5. Exposure to Family and Domestic Violence

A child or young person can suffer one or more of these. Abuse and neglect can happen within a family or through a person outside the immediate family. Each kind of abuse has a range of signs, though just one sign on its own may not suggest abuse.

The information below about signs of abuse may be helpful if you are concerned that a child or young person has been harmed or is at risk of being harmed.

The following descriptions may assist staff and contractors who are concerned about a child:

Sexual abuse

Child sexual abuse is when a child is forced or persuaded to take part in sexual activities. This may involve physical contact or non-contact activities and can happen online or offline. A child may not always understand that they are being sexually abused.

Sexual abuse includes:

- » Sexual touching of any part of the body, whether the child is wearing clothes or not. This includes, kissing, holding or touching the child in a sexual way.
- » Forcing or encouraging the child to take part in sexual activity.
- » Making a child take off their clothes or touch someone else's genitals
- » Rape or penetration by putting an object or body part in a child's mouth, vagina or anus.
- » Exposing genitals to a child.
- » Encouraging or forcing a child to watch or hear sexual acts.
- » Not taking proper measures to prevent a child being exposed to sexual activities by others.
- » Encouraging or making a child masturbate while others watch.
- » Persuading a child to make, view or distribute child abuse images (such as
- » Performing sexual acts over the internet, sexting or showing pornography to a child).
- » Making, viewing or distributing child abuse images.
- » Allowing someone else to make, view or distribute child abuse images.
- » Sexual exploitation – occurs when an individual or group takes advantage of an

imbalance of power to coerce, manipulate or deceive a child into sexual activity in return for gifts, money or reasons.

Grooming

Children who are sexually abused have often been groomed into trusting their abuser and many do not understand they are being abused. Grooming is a process a person uses to prepare a child, significant adults and the environment around the child for the abuse. Grooming can happen anywhere including online, in organisations and in public spaces.

Children may not realise or say that they have been sexually abused.

Signs of sexual abuse include changes in the child's behaviour, emotional state and physical signs.

These include:

- » Knowing more about sexual activities than other children their age
- » Masturbating more or in way that is unusual for their age and stage of development
- » Involving other children in concerning sexual behaviours
- » Refusing to undress for activities or often wearing layers of clothing
- » Bruising, bleeding, swelling, tears or cuts on their genitals or anus
- » Difficulty walking or sitting
- » Unusual vaginal odour or discharge
- » Itching or pain in the genital area and/or difficulty going to the toilet
- » Having a sexually transmitted disease
- » Torn, stained or bloody clothing, especially underwear
- » Being afraid of being alone with a particular person

- » Being frequently depressed, feeling suicidal or attempted suicide

- » Frequent head aches and stomach pains

Physical Abuse

Physical abuse is when a child is deliberately hurt or is at serious risk of being hurt by someone they know such as a family member, relative, carer, another adult or child. The signs of physical abuse may be subtle and may be easier to spot if the child has no way of concealing the injury.

Examples of physical child abuse may include beating, strangling, biting, shaking, throwing, scalding, burning and/or suffocating the child; poisoning, being given or forced to ingest alcohol or drugs; assault using implements; and female genital cutting.

Possible Indicators

Indicators or signs of physical abuse include (but are not limited to):

- » Broken bones, unexplained bruising and/or burns in different stages of healing.
- » Being unable to explain an injury or giving inconsistent, vague or unlikely explanations for an injury.
- » Unusual or unexplained internal injuries.
- » A history of family violence.
- » A delay between the injury and seeking medical assistance.
- » Repeated visits to the doctor with injuries, poisoning or minor complaints.
- » Habitual absences from school and other usual activities.
- » Being unusually frightened of a parent or carer.
- » Wearing inappropriate clothing in warm weather (to hide bruises, cuts or marks).
- » Avoiding physical contact.

- » Becoming scared when other children cry or shout.
- » Being excessively friendly to strangers.
- » Self-stimulatory behaviours such as rocking or head banging.
- » Starting fires or being fascinated with fire.
- » Destroying property.
- » Hurting animals

Emotional Abuse

Emotional abuse occurs when a child is repeatedly rejected, isolated, threatened or humiliated. Emotional abuse also includes exposure to family and domestic violence which causes serious emotional, physical and psychological harm to children, as well as placing them at increased likelihood of other kinds of abuse and neglect.

The term emotional abuse also includes psychological abuse which involves behaviours such as isolating, discrediting, and disregarding. A child can be emotionally abused when they experience hostility, derogatory namecalling and put-downs, repeated physical or social isolation, and persistent rejection or coldness from a person (such as a parent, sibling, carer or teacher) over an extended period.

Possible Indicators

Possible signs of emotional abuse include (but are not limited to):

- » Unexplained mood swings between aggressive and passive behaviour
- » Significant delays in emotional, mental and physical development including gross and fine motor skills.
- » Language delay or stuttering
- » Poor self-image and low self-esteem (feelings of worthlessness)
- » Compulsively lying or stealing
- » High levels of anxiety or distress

- » Lack of trust in others
- » Heightened desire for attention or affection from known and unknown adults
- » Reluctance to go home.
- » Regressive behaviours such as rocking, sucking their thumb and bedwetting.
- » Fear of someone they know.
- » Self-harming, overeating or starving themselves, and
- » Creating violent drawings or writing.

Neglect

Neglect is when a child does not receive adequate food or shelter, medical treatment, supervision, care or nurturance to the extent that their development is harmed, or they are injured.

Some examples are:

- » Leaving a child alone without appropriate supervision.
- » Not ensuring the child attends school or enrolling them in school.
- » The child having an infection because of poor hygiene or lack of prescribed medication.
- » Not giving a child appropriate attention and emotional support.
- » Not seeking medical help for the child when required.

Possible Indicators

Possible signs of neglect include (but are not limited to):

- » Showing signs of malnutrition and hunger
- » Begging, stealing or hoarding food
- » Persistent uncleanliness and poor personal hygiene such as matted hair, dirty skin, sores and/or body odour
- » Frequently ill, untreated medical problems or lack of routine medical care

- » Often being tired, late for school or non-attendance
- » Being left without appropriate supervision for their age, development and/or for the environmental circumstances
- » left at school for long periods after the end of the school day
- » lack of weather appropriate clothing
- » inadequate shelter or unsafe conditions
- » when a baby or preschool aged child does not meet physical and developmental milestones and there are no underlying medical reasons for this.

to family and domestic violence are similar to those of emotional abuse, physical abuse and neglect, as listed above.

Family and Domestic Violence

Family and domestic violence is an intentional pattern of behavior intended to coerce, control and create fear within a current or former intimate partner or family relationship. It includes, but is not limited to, emotional and/or psychological abuse, physical violence, sexual violence, financial abuse, technology-facilitated abuse and religious/spiritual violence.

The perpetrator of the violence is the person responsible for the abuse. Exposing a child to family and domestic violence by being present and seeing or hearing the violence, or witnessing physical injuries resulting from the violence, is a form of emotional abuse. In addition to the harm caused by the emotional abuse, exposing a child to family and domestic violence can cause physical harm if they are hurt when a perpetrator assaults the adult survivor: and neglect where the violence contributes to a child's basic needs not being met.

Being exposed to family and domestic violence, particularly when it involves parents and/or caregivers, can seriously affect a child's emotional wellbeing and development. A child is likely to experience profound emotional, social and behavioural difficulties and may suffer from post-traumatic stress due to memories of the abuse. Signs of a child having been exposed

Appendix 6: Maintaining Professional Boundaries with Children and Young People

PCYC staff and contractors who work directly with children and young people have an influential relationship with them. You have the ability to significantly impact children's and young people's lives in important and long lasting ways.

The relationships between staff and children and young people are characterised by differing roles and an imbalance of power based on factors such as age, authority and gender.

As an employee with PCYC, you are responsible for maintaining a professional role with the children and young people you come in contact with. This means establishing clear professional boundaries with them that help to protect everyone from misunderstandings or a violation of the professional relationship.

The following examples of inappropriate behaviour are provided to help you to establish and maintain appropriate boundaries:

Physical Contact and Interaction

- » Unwarranted, unwanted and/or inappropriate touching of a child or young person, personally, or with an object such as a pencil or ruler.
- » Starting or allowing inappropriate physical contact by or on a child or young person, e.g., massage or tickling games.
- » Inviting, allowing, or encouraging children and young people to visit your home.
- » Attending children or young people's homes or social gatherings for purposes unrelated to your employment/role.
- » Being alone with a child or young person for purposes or reasons that do not fall within your role or responsibility.
- » Being present when children and young people dress or undress.

Communication

- » Inappropriate comments about a child or young person's appearance including excessive flattery.
- » Inappropriate conversation or enquiries of a sexual nature (e.g., questions about a child or young person's sexuality).
- » Use of inappropriate pet names.
- » Vilification or humiliation.
- » Jokes or innuendoes of a sexual nature.
- » Obscene gestures or language.
- » Facilitating access to pornographic or overtly sexual material.
- » Failing to appropriately respond to sexual harassment between students.
- » Correspondence of a personal nature including letters, email, phone, SMS text, and on social networking sites i.e., Facebook, Twitter, Instagram etc.
- » Contact with a child or young person via personal phones or other devices (contact should always be made via the use of an official PCYC device).

Targeting Individual Children and Young People

- » Offering personal gifts or special favours or favoring a child or young person.
- » Adopting a welfare role that is the responsibility of another person or doing so without the knowledge of key staff members and/or authority to do so.

Personal Disclosure

- » Discussing the personal details of your lifestyle or the lifestyle of others.
- » However, it may be appropriate and necessary at times to draw on relevant personal life experiences when working with



children and young people, depending on the context.

- » Sharing personal information about other staff, contractors or other children and young people.

Violations

Professional boundary violations represent a breach of trust. When you violate boundaries you risk:

- » Harmful consequences for the child or young person
- » Seriously undermining the learning process
- » Seriously undermining your professional reputation
- » Disciplinary action against you.

You are not to, under any circumstances, engage in an intimate, overly familiar or sexual relationship with a child or young person.

Improper conduct of a sexual nature by a staff or contractors with a child or young person encompasses all forms of sexual activity including, but not limited to, the following:

- » Kissing and/or caressing
- » Obscene language or gestures of a sexual nature
- » Suggestive remarks or actions
- » Jokes or humour of a sexual nature
- » Unwarranted and inappropriate touching
- » Undressing in front of children and young people• communicating or corresponding with students about sexual or personal feelings for the student.

Appendix 7: Safeguarding Screening Matrix

Safeguarding Screening Matrix



The following matrix sets out the key roles within the PCYC and the screening requirements for each. It is not an exhaustive list and should only be used as a guide. If unsure of screening requirements, please direct all queries to the Safeguarding Project Office.

PCYC Staff & Contractors	WWCC	NPC VNPC	Safeguarding Personal Declaration	Fire Warden Training **recommended renewal	First Aid Training
Frequency - Repeat Years	3	3	Once	2	3
Chief Executive Officer	X	X	X	X	X
Chief Financial Officer		X	X		
Centre Operations Manager		X	X		
Youth Services Manager	X	X	X		
Human Resources Manager		X	X		
Grants Manager		X	X		
Finance Manager		X	X		
Facilities and Assets Manager		X	X	X	X
Institute of Training Manager		X	X		
Business Services Coordinator		X	X		
Senior Accountant		X	X		
Accountant		X	X		
Assistant Accountant		X	X		
Finance Officer		X	X		
Grants Officer		X	X		
Youth Services Practice Lead	X	X	X		
Operations Officer		X	X		
Administration Officer		X	X		
Marketing Co-ordinator		X	X		
Senior Graphics Designer		X	X		
Marketing Officer		X	X		
Human Resources Administrator		X	X		
HR		X	X		
Student Support Coordinator	X	X	X		
Centre Manager	X	X	X	X	X
Centre Coordinator	X	X	X	X	X
Activities Coordinator	X	X	X	X	X
Cleaner	X	X	X		
Youth Program Coordinator	X	X	X		X
Youth Services Coordinator	X	X	X		

Safeguarding Screening Matrix



PCYC Staff & Contractors	WWCC	NPC VNPC	Safeguarding Personal Declaration	Fire Warden Training **recommended renewal	First Aid Training
Frequency - Repeat Years	3	3	Once	2	3
Senior Youth Worker	X	X	X	X	
Youth Engagement Officer	X	X	X	X	
Youth Support Officer	X	X	X	X	
Program Facilitator	X	X	X		
Trainer	X	X	X	X	X
Senior Youth Worker, IOT	X	X	X		
OHSC Coordinator	X	X	X	X	X
OHSC Assistant Coordinator	X	X	X		
OHSC Educator	X	X	X		
OHSC Assistant Educator	X	X	X		
Advanced Gymnastics Coach	X	X	X		X
Intermediate Gymnastics Coach	X	X	X		
Beginner Gymnastics Coach	X	X	X		
Kindergym Coach	X	X	X		
Safeguarding Manager	X	X	X		
Safeguarding Officers	X	X	X		
Unpaid staff	X	X	X		

Appendix 8: Safeguarding Training Matrix

Safeguarding Training Matrix



The following matrix sets out the key roles within the PCYC and the screening requirements for each. It is not an exhaustive list and should only be used as a guide. If unsure of screening requirements, please direct all queries to the Safeguarding Project Office.

PCYC STAFF (PAID & UNPAID) & CONTRACTORS	Induction	Level 1 (3hrs)	Level 2 (2 Days)	Refresher (3hrs)
Frequency - Repeat Years		2	2	2
Chief Executive Officer			X	
Chief Financial Officer		X		
Centre Operations Manager			X	
Youth Services Manager			X	
Human Resources Manager			X	
Business Development Coord		X		
IT Manager		X		
Facilities Officer		X		
Grants Manager		X		
Finance Manager		X		
Facilities and Assets Manager		X		
Institute of Training Manager			X	
Business Services Coordinator		X		
Senior Accountant		X		
Accountant		X		
Assistant Accountant		X		
Finance Officer		X		
Grants Officer		X		
Youth Services Practice Lead			X	
Operations Officer		X		
Administration Officer		X		
Marketing Coordinator		X		
Senior Graphics Designer		X		
Marketing Officer		X		
Human Resources Administrator		X		
Human Resources Information System Officer		X		
Student Support Coordinator			X	
Centre Manager			X	
Centre Coordinator			X	
Activities Coordinator			X	

Safeguarding Training Matrix



PCYC STAFF (PAID & UNPAID) & CONTRACTORS	Induction	Level 1 (3hrs)	Level 2 (2 Days)	Refresher (3hrs)
Frequency - Repeat Years		2	2	2
Cleaner				
Youth Program Coordinator			X	
Youth Services Coordinator			X	
Senior Youth Worker			X	
Youth Engagement Officer		X	X	
Youth Support Officer		X	X	
Trainer			X	
Senior Youth Worker, IOT			X	
Out of School Care Coordinator			X	
Out of School Care Assistant Coordinator			X	
Out of School Care Educator			X	
Out of School Care Assistant Educator			X	
Advanced Gymnastics Coach			X	
Intermediate Gymnastics Coach			X	
Beginner Gymnastics Coach			X	
Kindergym Coach			X	
Safeguarding Manager			X	
Cleaner (on staff)		X		
Unpaid Staff	X			



Appendix 9: Safeguarding Risk Assessment Activity Checklist

Risk Assessment Activity Checklist



PCYC Safeguarding Risk Assessment Checklist			
Entity	<input type="checkbox"/> Centre <input type="checkbox"/> Head Office <input type="checkbox"/> Activity <input type="checkbox"/> Program <input type="checkbox"/> Other		
Scope	Use this checklist prior to running an activity		
Activity Name		Date	
Location			
Person/s Completing the Checklist			
SURNAME	FIRST NAME	SIGN	ROLE
Instructions			
1	Identify the risks: Who is involved? Where is the activity being held? What could happen? How could it happen? Is it likely, possible or unlikely to happen? Are the consequences minor, moderate or major? This will give you a risk rating.		
2	Consequences: List what could happen as a result of the risk.		
3	Mitigation: Consider what strategies are needed to mitigate the safeguarding risk.		
4	Risk Rating: If high: Initiate a Risk Assessment in consultation with your insurance company and/or the Archdiocesan Risk Manager and implement a Risk Management Plan.		
5	Evaluate: Did the risk mitigation work? Did risks arise? What may need to be improved for next time?		
Risk Rating			
Consequences			
Likelihood	Minor (Tolerate and Observe)	Moderate (Monitor and Review)	Major (Priority Treatment)
Likely	Medium	High	High
Possible	Low	Medium	High
Unlikely	Low	Low	Medium

Risk Assessment Activity Checklist



Identify the Risk	Risk Rating <div style="display: flex; justify-content: space-around; width: 100px; height: 60px;"> <div style="width: 20px; height: 20px; background-color: red;"></div> <div style="width: 20px; height: 20px; background-color: orange;"></div> <div style="width: 20px; height: 20px; background-color: green;"></div> </div>	Consequences	Mitigation	Is a Risk Assessment Required?
Personnel involved				

Risk Assessment Activity Checklist



Identify the Risk	Risk Rating <div style="display: flex; justify-content: space-around; width: 100%;"> <div style="width: 30px; height: 15px; background-color: red;"></div> <div style="width: 30px; height: 15px; background-color: orange;"></div> <div style="width: 30px; height: 15px; background-color: green;"></div> </div>	Consequences	Mitigation	Is a Risk Assessment Required?
Online Environment Communication for the Activity				
Evaluate after the Activity/Program				
Return the completed form to the Activity Leader and Centre Manager				

Appendix 10: Safeguarding Working with Children Card Declaration for Parents/Helpers

Working with Children Declaration for Parents/Helpers



Centre, Program or Activity name		
Role		
Category of child-related work		
Unpaid Staff \ name		
Date		
1. Do you already hold a Working with Children (WWC) Check?		
<input type="checkbox"/> Yes, detail below <input type="checkbox"/> No, move to question 2		
Card number		
Expiry date		
Copy of card provided		
Organisation use only:		
Date card validated		
Date card holder registration completed		
2. Do you qualify for an exemption?		
<input type="checkbox"/> Yes, the child volunteer exemptions or the parent volunteer exemption, move to question 3 <input type="checkbox"/> Yes – other exemption, please detail below: <input type="checkbox"/> do not qualify for an exemption, WWC application receipt number recorded below:		
WWC application number		
Organisation use only:		
Date application status validated		

Working with Children Declaration for Parents/Helpers



3. Are you entitled to the child volunteer exemptions or parent volunteer exemption?

Please note:

- » access to the parent volunteer exemption varies for each category of child-related work
- » the parent volunteer exemption is not available in all circumstances, including for an overnight camp, category 15
- » individuals issued with a Negative Notice or Interim Negative Notice under the Working with Children (Screening) Act 2004 are not entitled to access the parent or child volunteer exemptions.

- Yes, parent volunteer exemption. Please complete the declaration below
- Yes, child volunteer exemptions. Please complete the declaration below
- I declare that I am eligible to access the child volunteer exemptions or parent volunteer exemption.

Signed		Date	
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Definitions of bold terms can be found in the Working with Children Check glossary at workingwithchildren.wa.gov.au.

Appendix 11: Safeguarding Third Party Users Form

Safeguarding Third Party Users Form



Third Party Users Form – Services working directly with children and young people Child Safety Clause

This form must be completed by individuals or businesses entering into a venue hire contract with PCYC where services are provided directly to children or young people.

It should also be used when the services involve regular, non-incident contact with children.

Safeguarding Third Party Users Form			
Supplier name			
Contact person			
Address			
Phone		Email	
Venue to be hired			
Dates & time of venue hire			

Safeguarding Third Party Users Form



I _____

Of, _____

Hereby understand and will comply with the following requirements of PCYC hall or venue hire;

I will

- Comply with relevant legislation relating to working or volunteering with children when performing the Services;
- Ensure Working with Children Checks are obtained where required and remain current for the duration of the Activity;
- Implement the National Principles for Child Safe Organisations;
- Identify and manage the risk of harm or abuse to children engaged in the Services;
- Provide training and implement a compliance regime for persons undertaking child-related work;
- Provide an annual statement of compliance with the Child Safety Clause;
- Notify the PCYC Centre Manager of any failure to comply with the Child Safety Clause; and
- Impose the same child safety obligations on subcontractors.

OR

I have

Been provided a copy of the PCYC Safeguarding Operational Handbook that I have read and understand. I will comply with all requirements set out in the Handbook and should any concerns for the safety and wellbeing of a child or young person come to my/our attention, we will notify the Centre Manager or Activity Manager immediately.

Signature: _____ Date: _____

For more information on the PCYC Safeguarding Program, visit the link
<https://wapcyc.com.au/safeguarding>

or contact the Safeguarding Manager

Andrea Musulin
Ph: 0448 771 068
E: safeguarding@wapcyc.com.au

Appendix 12: Definitions

Safeguarding

The process of protecting children and young people from abuse, neglect, and exploitation, ensuring their health, development, and well-being are promoted.

Children

Children 0 – 17 years of age. Once a child turns 18 years of age they are no longer a child.

Young People

Individuals who are in the transitional phase from childhood to adulthood, generally considered to be between the ages of 12 and 18.

Parents/Carer

The legal guardians or primary caregivers responsible for the care and well-being of a child or young person.

Staff

Individuals employed by PCYC, including full-time, part-time, and casual employees, who are involved in the delivery of services or programs.

Contractors

Individuals or organisations engaged by PCYC to perform specific tasks or services, but who are not direct employees.

Child Abuse

Any action by another person – adult or child – that causes significant harm to a child. It can be physical, emotional, or sexual, and can also involve neglect or exploitation.

Child Sexual Abuse

Sexual abuse occurs when a child is exposed to, or involved in, sexual activity that is inappropriate to the child's age and developmental level.

Neglect

Neglect is when children do not receive adequate food or shelter, medical treatment, supervision, care or nurturance to such an extent that their development is damaged, or they are injured.

Physical Child Abuse

Physical abuse occurs when a child is severely and/or persistently hurt or injured by an adult or a child's caregiver. It may also be the result of putting a child at risk of being injured.

Emotional Abuse

Emotional abuse occurs when an adult harms a child's development by repeatedly treating and speaking to a child in ways that damage the child's ability to feel and express their feelings.

Exposure to Family and Domestic Violence

Family and domestic violence is an intentional pattern of behavior intended to coerce,

control and create fear within a current or former intimate partner or family relationship. It includes, but is not limited to, emotional and/or psychological abuse, physical violence, sexual violence, financial abuse, technology-facilitated abuse and religious/spiritual violence.

Harm

Any detrimental effect of a significant nature on a child's physical, psychological, or emotional well-being.

Possible Harm

Situations where there is a potential risk of harm to a child or young person, even if harm has not yet occurred.

Family and Domestic Violence

Violent, threatening, or other abusive behaviour by a person that coerces or controls a family member or causes them to be fearful.

Safeguarding Manager

The individual (staff or contracted) responsible for overseeing and ensuring the implementation of The National Child Safe Principles including all policies and procedures to protect children and young people within PCYC.

CEO

Chief Executive Officer; the highest-ranking executive in the PCYC, responsible for overall management and decision-making.

Reasonable Grounds to Suspect

A belief based on objective evidence or a combination of observations, information, and circumstances that would lead a reasonable person to conclude that abuse or harm is occurring or has occurred.

Suspicion

A feeling or belief that someone may be harming a child or young person or engaging in an act of wrongdoing without certain proof.

Observation

The act of noticing or perceiving that someone may be harming a child or young person or engaging in an act of wrongdoing and making a record of it

Allegation

A claim or assertion that someone has harmed a child or young person, done something illegal or has breached the PCYC Code of Behaviour, typically made without proof at the time of the assertion.

Disclosure

When a child or young person tells someone that they have been or are being abused or harmed.

HR Team

Human Resources Team; the group within the PCYC responsible for managing employee relations, recruitment, training, and compliance with labour laws.

Common Law

Law derived from judicial decisions and established by precedent, rather than statutes.

Promotional Material

Any materials used to advertise or promote the PCYC's Safeguarding Program or events, including brochures, flyers, social media posts, and website content.

Appendix 13: Where to Get Further Help

WA Police

For non life threatening emergencies
131 444

WA Department of Communities – Child protection

This is the WA child protection service:
Phone 1800 273 889 during business hours.
Call the Crisis Care Unit on 1800 199 008 after hours and on weekends.

Department of Communities Child Protection and Family Support

Perth Office, 190 Stirling Street, Perth WA 6000
(08) 6277 5222

For Other Offices go to : [wa.gov.au/organisation/departments-of-communities/child-protection-office-locations](https://www.wa.gov.au/organisation/departments-of-communities/child-protection-office-locations)

WA Sexual Assault Resource Centre

This is a service for anyone who has experienced sexual assault or sexual abuse.
Phone (08) 6458 1828 or 1800 199 888, 24 hours, 7 days a week

Beyond Blue

Beyond Blue has an online youth mental health service. It has online chat, forums and phone counselling.
Phone 1300 224 636, 24 hours, 7 days a week.

Blue Knot

This is a support service for adult survivors of childhood trauma and abuse, parents, partners, family and friends.
Phone 1300 657 380, 9 am–5 pm, 7 days a week.

Kids Helpline

Kids Helpline is a free, confidential phone counselling service for young people aged 5–25 years. It also offers webchat and email counselling.
Phone 1800 551 800, 24 hours, 7 days a week.

Lifeline

Lifeline is a crisis support and suicide prevention service for people experiencing emotional distress. It offers counselling by phone, online chat and text message.
Phone 131 114, 24 hours, 7 days a week.

National Domestic Family and Sexual Violence Counselling Service

1800RESPECT is a counselling, information and referral service for anyone who has been affected by sexual assault, domestic or family violence and abuse.
Phone 1800RESPECT or 1800 737 732, 24 hours, 7 days a week

Ngala Parenting Line

Phone: (08) 6279 1200 / 1800 654 432
(24-hour support and advice for parents)

HealthDirect Australia

Phone: 1800 022 222
(24-hour general health information and advice)

Kids Helpline

Phone: 1800 551 800
(5–25 years old)

Youth Beyond Blue

Phone: 1300 224 636
(12–25 years old)

QLife (LGBTI+)

Phone: 1800 184 527
(3pm to midnight – note: time may change)

Men's Domestic Violence Helpline

Phone: (08) 9223 1199 / 1800 000 599

Women's Domestic Violence Helpline

(08) 9223 1188 / 1800 007 339

Contact Information

PCYC Head Office

Level 1, Home Base Business Centre,
55 Salvado Road, Subiaco WA 6913
2-6 Shea Street
Web: wapcyc.com.au
Phone: 08 9277 4388
Email: safeguarding@wapcyc.com.au

PCYC Safeguarding Manager

Phone: 0448 771 068
Email: safeguarding@wapcyc.com.au

PCYC Staff Support & Staff Employee Assistance Program

Phone: 08 9277 4388
Email: hr@wapcyc.com.au