(Safeguarding Children and Young People) Safe Environments Policy – South Australia

**National Operations**

Document Owner

**Management**

Approval Level

**3**

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# Purpose

1. This Policy aims to:
2. ensure that Housing Choices South Australia **(HSCA)** meets its responsibilities for the safety, protection, and wellbeing of all children and young people;
3. create and foster an organisational culture that places child safety at the forefront of HCSA operations;
4. ensure that all employees, directors, contractors, maintenance contractors, volunteers, and students on placement (together referred to as **Staff)** are aware of their roles and responsibilities to prevent and report harm to children and young people occurring within all HCSA Environments;
5. provide Staff with information and guidance regarding exercising the judgements involved with reporting risks of harm to children and young people and the action that should be taken where a person suspects a child or young person has been harmed within all HCSA Environments;
6. establish controls and procedures for preventing children and young people being harmed and detecting it when it occurs within all HCSA Environments;
7. provide a clear statement to Staff forbidding children and young people be directly or inadvertently harmed;
8. provide assurance that any and all suspected complaints or disclosures of harm will be reported and fully investigated;
9. place an emphasis on genuine engagement with and empowerment of children, young people, and their families; and
10. meets the legislative and regulatory requirements in South Australia including requirements under the Children and Young People (Safety) Act 2017 (SA) (**CYPS Act**).

# Scope

1. This Policy applies to all entities and subsidiaries of HCSA, and all Staff engaged by HCSA, in conjunction with the Codes of Conduct and the Child Safety Reporting Procedure – South Australia (**Reporting Procedure SA**).
2. The entities of HCSA are identified and defined in the Policy and Procedure Management Policy.
3. This Policy applies to all HCSA Environments and all interactions with children and young people including:
4. physical contact,
5. face to face contact;
6. contact by post or other written communication;
7. contact by telephone or other oral communication;
8. contact by email or other electronic communication including online seminars and social media.

# Introduction

1. HCSA is committed to promoting and protecting the health, safety, and wellbeing of all children and young people. We have zero tolerance for children and young people being harmed and the safety and protection of children and young people is always the first priority.
2. HCSA is committed to embedding the National Principles for Child Safe Organisations across the organisation.
3. If any person believes a child or young person is at immediate risk of harm, telephone 000.

# Commitment to the safety of children and young people

1. HCSA is committed to providing children and young people with a safe and nurturing environment in which they can learn and thrive.
2. HCSA supports, values, and respects all children and young people, and is committed to their safety, participation, and empowerment.
3. HCSA has zero tolerance for all forms of harm against children and young people, and all allegations will be treated seriously in accordance with our policies and procedures.
4. HCSA is committed to providing a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.
5. The safety, welfare and best interests of the child or young person are paramount.

# Definitions

This Policy includes terminology from the CYPS Act as described.

1. ‘**at risk**’ includes:
2. The child or young person has suffered harm.
3. There is a likelihood that the child or young person will suffer harm.
4. There is a likelihood that the child or young person will be removed from the State for an unlawful act or procedure to be undertaken.
5. The parents or guardian of the child or young person are unable or unwilling to care for them.
6. The child or young person is of compulsory school age but has been persistently absent from school without satisfactory explanation of the absence.
7. The child or young person is of no fixed address.

Pursuant to S18 of the CYPS Act

1. “**CARL**” the Child Abuse Report Line managed by the Department of Human Services South Australia.
2. “**Child**”, “**children**” or “**young person**” means a child or young person who is under 18 years of age pursuant to S16(1) of the CYPS Act.
3. “**Child Safety**” means matters related to HCSA’s duty of care to children and young people in its care, protecting all children and young people from harm, managing the direct or inadvertent risk of harm, taking steps to prevent the occurrence or reduce the occurrence of harm, providing support to a child or young person at risk of harm, and responding to incidents or allegations of harm.
4. “**Child Safety Officers**” or “**CSOs**” means people appointed by HCSA to listen, discuss, and clarify issues raised by Staff, children, and young people in relation to direct or inadvertent risk of harm.
5. “**employee**” is a:
6. self-employed person; or
7. carries out work under a contract for services; or
8. carries out work as a minister of religion or as part of the duties of a religious or spiritual vocation; or
9. undertakes practical training as part of an educational or vocational course; or
10. carries out work as a volunteer;

and a reference to something occurring in the course of the person's employment is to be construed accordingly pursuant to s30(4) CYPS Act 2017.

1. “**guardian**” means guardian or guardians of the child or young person pursuant to an order of the Court pursuant to s16 CYPS Act.
2. “**harm**” means physical harm or psychological harm (whether caused by an act or omission) and, without limiting the generality of the definition, includes such harm caused by sexual, physical, mental, or emotional abuse or neglect. Psychological harm does not include emotional reactions such as distress, grief, fear, or anger that are a response to the ordinary vicissitudes of life pursuant to s17 CYPS Act.
3. “**HCSA Environments**” means all physical and virtual environments and places made available or authorised by HCSA for use by a child or young person, including but not limited to:
4. the offices of HCSA;
5. online HCSA Environments (including email, portals, intranet systems, telecommunication, social media, and other online communications); and
6. other locations provided by HCSA for a child or young person's use (including, without limitation, homes, community events hosted by HCSA, competitions, and other events).
7. “**Maintenance Contractor”** means an individual, business or company who enters into a contract to provide maintenance services, projects and tasks primarily involving repairs to homes. The term “maintenance contractor” excludes individuals employed directly by HSCA.
8. “**Parent**” Includes—
9. a step-parent of the child or young person; and
10. a person who stands in loco parentis to the child or young person.

pursuant to s16 CYPS Act.

1. “**Staff**” means HCSA employees, directors, contractors, maintenance contractors, volunteers, and students on placement.
2. “**WWCC**” means a Working with Children Check issued under the *Child Safety (Prohibited Persons)* *Act 2016* (SA) (**CSPP Act**).

# Policy Principles

1. HCSA recognises and acknowledges that children and young people are valued citizens, and the future of South Australia is inextricably bound to their wellbeing.
2. HCSA is committed to providing a safe environment where children and young people are given the opportunity to thrive, are safe from harm, do well at all levels of learning and have skills for life, enjoy a healthy lifestyle and be active citizens who have a voice and influence pursuant to Section 4 of the CYPS Act.
3. The following policy principles guide Staff in their commitment to child safety and strengthen the organisation’s capacity to be child safe:
4. HCSA has zero tolerance for causing harm to a child or young person or placing a child or young person at direct or inadvertent risk of harm.
5. The best interests, safety and wellbeing of the child or young person are paramount.
6. Child safety is a shared responsibility of all staff and all adults in the community.
7. All children and young people have a right to feel and be safe and have equal rights to protection from harm.
8. HCSA will consider the opinions of children and young people when developing child safety policies and procedures to promote engagement with and the empowerment of children and young people.
9. HCSA will ensure that families participate in decisions effecting their child and will openly communicate with families and the community about its approach to child safety and ensure that information about child safety including information about making a complaint is readily available and accessible.
10. HCSA will take into account the diversity of all children and young people, including (but not limited to) the needs of Aboriginal and Torres Strait Islander children and young people, children and young people from culturally and linguistically diverse backgrounds, children and young people with disabilities, lesbian, gay, bisexual, transgender and intersex children and young people and children and young people who are vulnerable, and make reasonable efforts to accommodate them.
11. HCSA is committed to the cultural safety of Aboriginal children and young people, and those from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children and young people living with a disability and lesbian, gay, bisexual, transgender, and intersex children and young people.
12. Professionals working with children and young people have legal and ethical responsibilities to support the safety, welfare, and wellbeing of children and young people.

# Responsibilities

1. The safety of children and young people is everyone’s responsibility. The roles and responsibilities of **HCSA** and its Staff, to prevent and report direct or inadvertent risk of harm to children and young people occurring within all **HCSA** Environments, is outlined below:

**All Staff**

1. All Staff:
2. have a shared responsibility for contributing to the safety of children and young people from harm or the risk of harm;
3. are responsible for identifying harm and taking steps to prevent, reduce or eliminate harm and the risk of harm;
4. must promote child safety at all times and provide a safe environment for all children and young people; and
5. must telephone 000 if they believe a child or young person is at immediate risk of harm.
6. All Staff are required to:
7. take all reasonable steps to maintain an environment that prevents harm to children and young people;
8. respond to a child or young person disclosing an incident of harm or a risk of harm, in a child-focused manner, with sensitivity and professionalism;
9. participate in child safety induction and training as directed by HCSA and request further assistance if they feel further training is required;
10. report any concerns about actual or suspected harm or risk of harm immediately, or as soon as possible; and
11. report any breach or suspected breach of this Policy, the Codes of Conduct, and the Reporting Procedure SA as soon as possible to a CSO or supervisor.
12. All Staff (excluding Maintenance Contractors) are required to:
	1. read and comply with this Policy, the Code of Conduct, and the Child Safety Code of Conduct (**the Codes of Conduct**) and the Child Safety Reporting Procedure – South Australia (**Reporting Procedure – SA)** annexed to this Policy.
13. Maintenance Contractors are required to:
	1. read and comply with this Policy, the Maintenance Contractor Code of Conduct, and the Reporting Procedure – SA annexed to this Policy.

**HCSA**

HCSA will ensure, as far as possible, that Staff are aware of:

1. their responsibilities to create and maintain child safe environments, including a culturally safe environment for Aboriginal children and young people;
2. their obligations under this Policy;
3. the appropriate standard of conduct and behaviour that HCSA requires; and
4. HCSA’s commitment to empowering children and young people about their rights including the right to feel safe, be informed and participate in decisions affecting them.

**The Board**

1. The Board has ultimate responsibility for complying with the National Principles for Child Safe Organisations and the CYPS Act, including:
2. preventing and detecting the risk or actuality of harm;
3. ensuring appropriate and effective internal control systems, including processes to respond to complaints and concerns, and regular reviews;
4. modelling and championing a child safe culture and making a public commitment to child safety;
5. implementing appropriate policies, procedures, and codes of conduct in relation to child safety, including ensuring staff are equipped with knowledge, skills and awareness through ongoing education and training, and ensuring staff are suitable to work with children and young people; and
6. Empowering children, young people, families, and communities with information about their rights and protections.

**The Managing Director**

1. The Managing Director is responsible for:
2. managing and overseeing the response of reports of harm to children or young people;
3. seek approval from external authorities before appointing an external investigator, independent of HCSA, with appropriate skills and expertise to conduct investigation of reports of child harm;
4. preventing, identifying, and mitigating child safety risks, including the risk of harm, within all HCSA Environments;
5. ensuring Staff are aware of this Policy, the Codes of Conduct, the Reporting Procedure SA, and their overall child safety obligations, including the obligation to report suspected harm;
6. ensuring appropriate policies and procedures are in place, including effective internal control systems for the detection of harm and risks of harm to children and young people;
7. appointing CSOs;
8. providing support for Staff in undertaking their child safety obligations;
9. ensuring that this Policy, the Codes of Conduct, and the Reporting Procedure SA, is reviewed and updated every two years and after every child safety incident; and
10. monitoring compliance with this Policy, the Codes of Conduct, and the Reporting Procedure SA.

**Managers and Supervisors**

1. All managers and supervisors must:
2. promote and model child safety at all times;
3. assess the risk to child safety, including the risk of harm, within their area of control and take steps to reduce or eliminate any risk to the extent possible;
4. educate Staff about identifying and preventing harm or the risk of harm;
5. make a record of risks and specify the action(s) HCSA will take to reduce or remove the risks (i.e. risk controls) when a Staff member notifies them of an identified risk;
6. facilitate the reporting of any concerns regarding child safety including reports or disclosures of harm, as soon as possible; and
7. report any risks to child safety to the Managing Director or Board Chair as soon as possible.

**The General Manager, People and Culture**

1. The General Manager, People and Culture must:
2. ensure systems are in place to record all WWCCs and identify and monitor those that require renewal, prior to expiry;
3. not allow staff who require a WWCC to work without a valid WWCC, including when a WWCC has expired, or a negative notice is received;
4. collect, document and store information from applicants and their referees to assess their suitability for child-connected work; and
5. securely store Incident Reports.

**Child Safety Officers (CSOs)**

1. CSOs are available to listen, discuss and clarify issues confronting Staff in relation to harm of a child and risk of harm of a child.
2. HCSA CSOs are responsible for:
3. identifying potential risks to child safety and specify the action(s) HCSA will take to reduce or remove the risks (i.e. risk controls) when a Staff member notifies them of a potential identified risk;
4. supporting Staff to make mandatory reports to CARL in accordance with the Reporting Procedure SA;
5. being familiar with the types of harm that might occur and be alert to any indications of such conduct, including harm caused by other children or young people.

# Communication

1. HCSA supports Staff, children, young people, and their families to understand child safety. HCSA ensure that children and young people and their families are kept informed about all their rights, including to safety, information, and participation. HCSA does this by:
2. Providing a copy of the (Safeguarding Children and Young People) Safe Environments Policy – South Australia, Child Safety Reporting Procedure – South Australia and the Child Safety Code of Conduct to all Staff upon commencement.
3. Requiring staff to formally acknowledge that they have read and will accept and act upon the (Safeguarding Children and Young People) Safe Environments Policy – South Australia, the Reporting Procedure SA, and the Child Safety Code of Conduct.
4. Displaying posters regarding child safety in HSCA offices.
5. Publishing a copy of the (Safeguarding Children and Young People) Safe Environments Policy – South Australia on the HCA website.
6. Ensures that children, young people, and their families know their rights and how to access services, advice, and the complaints procedures;
7. HCSA listens to and acts on concerns, disclosures, feedback, and complaints regarding child safety.

# Participation of Children and Young People

1. HCSA supports children and young people to participate in decisions affecting them and communicate their views and concerns. HCSA requires all Staff to value and respect children and young people’s identity and culture and understand children and young people’s developmental needs and build on children and young people’s strengths and capacities. HCSA:
2. provides an inclusive and engaging approach in all engagements with children and young people.
3. acknowledges the benefits of involving children and young people in decision making;
4. promotes meaningful participation through programs and initiatives when offered by HCSA;
5. acknowledges and appreciates the strengths of the diversity of children and young people, including cultural diversity and the strengths of Aboriginal culture and its importance to the wellbeing and safety of Aboriginal children and young people;
6. acknowledges the rights of children and young people assists them to make meaningful contributions by balancing the need to provide guidance while respecting independence;
7. is responsive to the needs of children and young people and encourages feedback;
8. uses consultation methods suited to the client group, taking into account factors such as age, developmental level, and cultural backgrounds; and
9. invites formal or informal feedback from children and young people about their experiences with HCSA;

# Codes of Conduct

1. The Codes of Conduct includes the Code of Conduct and the Child Safety Code of Conduct.
2. The Codes of Conduct apply to all Staff excluding Maintenance Contractors.
3. Maintenance Contactors are required to comply with the Maintenance Contractor Code of Conduct.
4. HCSA requires all Staff to adhere to the highest standards of conduct and behaviour towards and in the presence of children and young people. HCSA does this by:
5. Before working with children and young people, HCSA requires all Staff to read, understand and agree to comply with the Codes of Conduct as part of the HCSA’s child safety induction and training.
6. The Child Safety Code of Conduct is publicly available on the HCA website.

# Breaches

1. Staff must report any breach or suspected breach of this Policy, the Codes of Conduct, or the Reporting Procedure SA to a CSO and/ or the Managing Director as soon as possible after becoming aware of the breach or suspected breach.
2. If HCSA becomes aware of a suspected breach of this Policy, the Codes of Conduct, or the Reporting Procedure SA, HCSA will take immediate steps to ensure the safety and wellbeing of any child or young person who may be at risk as a result of or in relation to the breach.
3. Suspected breaches of this Policy, the Codes of Conduct, or the Reporting Procedure SA, are treated seriously by HCSA and will be investigated in a manner that affords procedural fairness to the subject of the investigation. HCSA will handle the allegations in a confidential manner to the greatest extent possible.

# Recruitment

1. HCSA ensures that it engages the most suitable and appropriate people to work with children and young people through vigorous human resource selection and checking process to safeguard children and young people.
2. HCSA engages in a range of recruitment strategies to ensure that HCSA employees working with children and young people are suitable and supported to reflect child safety and wellbeing in practice, including:
3. developing clear position descriptions for jobs or categories of jobs that involve child-related work setting out:
	* 1. the job’s requirements, duties and responsibilities regarding child safety and wellbeing; and
		2. the job occupant’s essential or relevant qualifications, experience, and attributes in relation to child safety and wellbeing;
4. examining written applications and engaging in face-to-face interviews for Applicants who will or may work with children and young people (where possible);
5. engaging in a thorough examination of a person’s suitability to work with children and young people prior to inviting them to take a leadership position with children and young people;
6. screening all persons to verify that they have a valid WWCC before they commence working with children and young people at HCSA, and keeping records of all relevant information; and
7. informing all applicants for jobs at HCSA of the child safety practices (including this Policy, the Codes of Conduct, and the Reporting Procedure SA);
8. HCSA making reasonable efforts to gather, verify and record the following information about a person whom it proposes to engage:
9. WWCC status, as authorised by the DHS Screening Unit, or valid DHS or DCSI clearance obtained prior to 1 July 2019;
10. confirmation that HCSA has been registered on the person’s WWCC or valid DHS or DCSI clearance as a registered organisation;
11. proof of personal identity and any professional or other qualifications;
12. the person's history of work involving children and young people, including any history of complaints, disciplinary action or allegations of reportable conduct made against the person in the course of any employment or voluntary position held by the person; and
13. in the case of activities that involve overnight stays, reference checks will be obtained to the extent that it is reasonably practicable.
14. HCSA will not offer any applicant a position at HCSA until the applicant provides the required evidence to an appropriate People and Culture staff member.
15. HCSA requires applicants to provide a police check before they commence employment and at any time during their engagement with HCSA upon the request of HCSA.

# Supervision, training, development, and support for Staff

* 1. HCSA has strategies and safeguards in place to ensure that all Staff are adequately supervised, trained, and supported to understand their obligations and responsibilities to create a child safe environment which is appropriate to their role.
	2. Those strategies and safeguards apply to all Staff and include:
1. induction to support their understanding of their reporting obligations and refresher training where appropriate;
2. ongoing supervision by Managers and Supervisors who are trained in HCSA policies and procedures;
3. training before engaging with children and young people including the completion of *Safe Environments: Through Their Eyes training course* at the commencement of their role, followed by a refresher course every three years thereafter;
4. compliance with this Policy monitored by the Chief Operating Officer; and
5. instructing and supporting compliance with procedures for responding, suspecting, and identifying harm or risk of harm towards children and young people.

# Risk Management

1. To help maintain a safe environment for children and young people, HCSA reviews its risks in the physical and online environment regularly and implements strategies to reduce these risks.
2. HCSA understands there may be a number of risks associated with its services and programs in relation to;
3. images or videos taken of children or young people during a program or event;
4. the online environments in which children or young people engage with HCSA.
5. To mitigate or prevent those risks, HCSA requires staff associated with those programs or events to:
6. comply with the Privacy Policy and comply with responsibilities in relation to privacy and information sharing;
7. comply with this Policy, the Codes of Conduct including the Child Safety Code of Conduct and the Reporting Procedure SA which establishes expected behavioural standards and responsibilities when having contact with children and young people;
8. review risks and monitor and evaluate the effectiveness of the implementation of its risk controls (Audit, Assurance and Risk Committee);
9. make child safety a part of HCSA's overall risk management strategy approach;
10. have human resources policies to assess Staff in relation to compliance with their child safe obligations and continued suitability for employment; and
11. ensure appropriate training is conducted for all Staff.

# Reporting and responding to risk of harm to a child or young person

1. HCSA is committed to ensuring that children and young people who access HCSA’s services and programs are kept safe from harm and the risk of harm by:
2. Responding to suspicions that a child or young person has been harmed or is at risk of harm in an appropriate manner which prioritises the safety of children and young people.
3. Requiring Staff to call 000 and make a report to Police if a child or young person is at immediate risk of harm;
4. Requiring Staff to follow the Reporting Procedure SA (annexed to this Policy).
5. Training and supporting Staff to identify signs and risks of harm and what to do if a disclosure or complaint is made by requiring attendance at the *Safe Environments: Through Their Eyes training course;*
6. Requiring employees to read and understand the Mandatory Notification Information Booklet (see: [www.dhs.sa.gov.au/cse](http://www.dhs.sa.gov.au/cse));
7. Complying with all obligations under any applicable laws, and will provide information to government agencies including police, and do all things necessary to assist with enquiries.
8. Employees are mandated reporters under the CYPS Act and are required to do the following:
9. Understand their obligations to report under the CYPS Act;
10. If the mandated reporter suspects on reasonable grounds that a child is, or may be at risk and this suspicion is formed in the course of their work, then they are under a legal obligation to make a report to the Department of Child Protection Child Abuse Report Line (CARL) on 13 14 78 as soon as practicable;
11. The individual who identifies the risk must make the report and cannot refer the matter internally for another person to determine if the risk is reportable.
12. HCSA recognises that the duty of care is not exhausted by making a notification and support might be required to enhance the child or young person’s wellbeing when a notification is made and will identify appropriate services for the child, young person and/or their family.
13. Failure by mandated reporters to report a reasonable suspicion that a child has or is being harmed or is at risk of harm is in breach of this Policy and may result in disciplinary action being initiated.
14. Failure by mandated reporters to report a reasonable suspicion that a child has or is being harmed or is at risk of harm is an offence under the CYPS Act and carries a maximum penalty of $10,000.
15. Mandated reporters are provided with protection under the CYPS Act, and their identity is protected subject to express exceptions in the CYPS Act.

# Responding to Complaints and Feedback

1. HCSA is committed to continual improvement by having a Complaints and Appeals Policy which clearly outlines the roles and responsibilities of Staff, and approaches for dealing with different kinds of complaints.
2. HCSA ensures that children, young people, and their families are aware of the Complaints and Appeals Policy by:
3. Publishing a copy of the Complaints and Appeals Policy on the HCA website, and
4. Providing a copy of the Complaints and Appeals Policy to all Staff upon commencement of their employment.

# Investigations

1. The Managing Director will make every effort to keep any child safety investigation confidential; however, from time-to-time Staff may need to be consulted in conjunction with the investigation (e.g. to provide witness statements).
2. HCSA will do all things necessary to assist in external investigations conducted by police or any other investigations by a government agency.
3. Following the completion of any external authority investigations and only with their approval, any investigation conducted by HCSA will be conducted in accordance with procedural fairness to protect the integrity of the investigation and the interests of all the parties involved in the investigation.

# Record Keeping

1. All staff or workplace related reports of harm or risk of harm must be recorded in the form of a Child Safety Incident Report. A Child Safety Incident Report must record places, times, dates, names of people, observable behaviours, or evidence of harm. Reports must be securely stored by the Workplace Health and Safety Manager and recorded on the electronic incident register.
2. CSOs are responsible for ensuring adequate records are maintained.
3. The General Manager, People and Culture will ensure that the following staff or workplace related records are held and maintained indefinitely:
4. allegations, complaints, and concerns of a breach of this Policy, the Codes of Conduct, or the Reporting Procedure SA;
5. complaints, reports, and disclosures of actual or suspected harm to a child or young person;
6. reports made to external government agencies or regulators including reports to police or child protection;
7. investigation reports, evidence, and records of interviews in relation to any investigation under this Policy; and
8. all decisions and actions taken in relation to any child safety complaint, report of a breach or disclosure received.

# Privacy

1. HCSA will collect, use, disclose and hold personal information in accordance with the Privacy Act 1988 (Cth) and its Privacy Policy.

## Principles

1. There are two guiding principles in respect to a child or young person’s privacy.
2. Best interests: HCSA and all Staff will do what they believe is in the best interest of the child or young person. The paramount consideration is the safety of children and young people.
3. Respect privacy: HCSA and all Staff will respect a child or young person’s privacy, except when this conflicts with the best interest’s principle. This means acting consistently with the *Australian Privacy Principles* and the Privacy Policy.
4. As much as is reasonably possible, an individual’s privacy is to be protected. Individuals who make reports or disclosures of harm and individuals who are the subject of accusations are all entitled to privacy.

## Disclosing information and privacy

1. Staff must act consistently with the Privacy Policy, this Policy, the Codes of Conduct, the Reporting Procedure SA, and relevant statutory requirements.
2. Where a disclosure, such as reporting to government department or police, is required, or authorised by other law, the disclosure will not be a breach of privacy. The Reporting Procedure SA sets out applicable reporting requirements for South Australia.

# Monitoring and Review

1. HCSA welcomes feedback from all members of the community including families and children and young people on how it can improve its risk management approach and better protect the safety of children and young people. Please direct feedback to the Managing Director or Board Chair in writing. A review of this Policy, the Codes of Conduct and the Reporting Procedure SA shall be conducted every two years.

# Key Relevant Documents

|  |  |
| --- | --- |
| **LEGISLATION & STANDARDS** | **RELATED INTERNAL DOCUMENTS** |
| 1. *Child Safety (Prohibited Persons) Act 2016 (SA)*
2. *Children and Young People (Safety) Act 2017 (SA)*
3. *National Principles for Child Safe Organisations*
4. *Performance Outcome 5: Probity (National Regulatory System for Community Housing)*
 | 1. [Child Safety Reporting Procedure - South Australia](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/EWWRZavtbc9Jps_vL4LhbnYBmJRqpW43QrQoWk2DQC71Ag?e=Tv5tHX)
2. [Child Safety Code of Conduct](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/EelwwhRE2u5AvvXsaYNX3IIBbfW0uawH_hXgXewGlllEsQ?e=MVLeuG)
3. [Code of Conduct](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/ER2jZ8Ekc5hRjFhpZDxBVMIB8JVCwqlaAFMjEGH4wuvXAw?e=cbufj5)
4. Maintenance Contractor Code of Conduct (under review)
5. [Privacy Policy](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/EY9VvEJPZ9pQhrmuNxou05ABq8ZJ7Kh_8AqzkbdLNKIHuQ?e=7L83wf)
6. [Complaints and Appeals Policy](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/EfTN2_ITMBxUm6H7zD7IvgcBX_oJwCiWVtLy3tilFs_Z6Q?e=2QjWe4)
7. [Recruitment Policy](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/ESNSkth5Y1tVsGpeZhVHqMcBW0r_T3gG5qS05Bpa-G-Cdw?e=aprMtk)
8. [Risk Management Policy](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/Ed_QMQ2EYflejBSCm6oK020BPazAN6J3uXKmoLI3FDG3cw?e=nBiVwD)
9. [Policy and Procedure Management Policy](https://housingchoicesaustralia.sharepoint.com/sites/knowledge/KnowledgeCentre/Policy%20and%20Procedure%20Management%20Policy.docx)
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## Glossary

[add terms specific to this policy/delete section if not appropriate]

## Version Notes

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| --- | --- | --- | --- | --- |
| Version | Date | Details | Author | Approver |
| 1 | 24/09/2021 | SA specific policy, new | Tania Driver | Julie Duncan |
| 2 | 23/02/2022 | Updated status | NA | Liz Waterhouse |
| 3 | 20/04/2022 | Approved by board | Julie Duncan | Board |
| 4 | 27/04/2022 | Updated with comments by CoSec | CoSec/ Kat Close | Board |
| 5 | 7/03/2023 | Minor update. Training requirements | Kat Close |  |
| 6 | 28/04/2023 | Minor update alignment of dates | Liz Waterhouse |  |
| 7 | 25/03/2025 | Correction of metadata. Minor update correction | Megan Pichler |  |



**English:**

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

**Arabic:**

إذا كنت بحاجة إلى مترجم، يرجى الاتصال ﺒ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال ﺒ
**Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا
**9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

**Farsi (alt Persian):**

اگر به مترجم نیاز دارید، لطفا با شماره تلفن تیس نشنال131 450 تماس بگیرید و از آنها بخواهید با
**Housing Choices Australia** به شماره **1300 312 447** تماس بگیرند. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به www.tisnational.gov.au

**Vietnamese:**

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**.

Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

**Somali:**

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

**Simplified Chinese:**

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码： **1300 312 447**。我们的营业 时间是 **9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址： www.tisnational.gov.au

**Traditional Chinese:**

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

**Spanish:**

Si necesita un intérprete, por favor llame a TIS National en el 131 450ypida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

**Italian:**

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d’ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

**For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.**