

Children and Young People's Safety and Wellbeing Policy



Policy Reference Number	ECM 6843680
Responsible Department	Executive Services
Related Policies	Access and Inclusion, Administrative Policy for Elected Members, Behavioural Management, Library Service, Physical Activity and Sports, Risk Management, Staff Conduct, Social Media, The ARC Campbelltown, Volunteers, Youth, ICT Information Security (Internal Policy)
Related Procedures	Grievance and Complaint Resolution Procedures, Screening Check Procedures
Date of Initial Adoption	16 August 2024
Last Reviewed	23 June 2026

1. Commitment to the Safety of Children and Young People

Council is committed to providing a safe environment to all children and young people who live, work, visit or play in its area and access its services and programs. This policy complies with the Children and Young People (Safety) Act 2017 (the 'Safety Act'), the Child Safety (Prohibited Persons) Act 2016 and aligns with the National Principles for Child Safe Organisations.

Council supports the rights of children and young people and will act without hesitation to ensure a safe environment is maintained at all times. Children and young people are to be valued and respected, and equity upheld; all children and young people are embraced regardless of their abilities, sex, gender, or social economic or cultural background.

Council also supports the rights and wellbeing of its Staff Members and encourages their active participation in building and maintaining a safe environment for all. A child safe culture will be championed and modelled at all levels of the organisation; all relevant Council People Leaders, Staff, volunteers, contractors and consultants must be aware of their duty of care responsibilities for the protection, safety and wellbeing of Children and Young People at all times.

2. Power to Make the Policy (Scope)

This policy complies with legislation requirements and applies to Staff, volunteers, work placement students, contractors and consultants (collectively referred to in this policy as Staff Members) and Elected Members who may be involved in the delivery of services and programs from time to time and/or on an ongoing basis and will be required to comply with all Council policies, procedures, the Staff Conduct Policy and the Behavioural Standard for Council Members.

Council requires all people within its organisation to read and act in accordance with this policy in conjunction with Council's other relevant policies, procedures, plans and documents.

3. Strategic Plan Link

This Policy has the following link to Council's Strategic Plan 2028:

- Supporting our Community and Businesses (Goal 1)

4. Communication

This policy is available:

- For children, young people and families to read at Council's website www.campbelltown.sa.gov.au and or by requesting to view it at the Customer Service counter at Council's office, 172 Montacute Road, Rostrevor, SA 5073.
- For Elected Members and Staff Members and other interested persons to access via Council's website.

Interested persons can apply to the Chief Executive Officer by emailing mail@campbelltown.sa.gov.au or writing to Council at PO Box 1, Campbelltown, SA 5074 to request to view procedures applicable to this policy.

Council encourages and respects the views of children and young people and involves them in decision making as appropriate. When the policy is available for public consultation, children and young people will be specifically invited to participate and provide feedback through notification of the opportunity to local schools and via Council's Youth Advisory Committee and relevant youth networks. Clear age-appropriate or developmentally appropriate explanations to children and young people will support them to understand their right to safety, their right to be listened to and that they can provide feedback during the consultation. Council Staff Members will also provide opportunities for the broad community to provide feedback during consultation periods.

Children and young people are encouraged to make a complaint if they have a concern at any time, to any Staff Member or ask their parent/guardian to do this on their behalf. Staff Members will listen to and act upon any complaints or concerns that a child or young person raises with them.

5. Principles

The following principles underpin this policy:

- Everybody has a responsibility to support the care and protection of children and young people within the Community.
- Council has a legislative duty of care to children and young people with whom it works (and with whom its agents, contractors and subcontractors work) and will take appropriate measures to protect children and young people from all forms of harm or risk of harm, while they are in Council's care.
- All children and young people deserve respect, care and protection of their human rights regardless of their abilities, sex, gender, special needs, cultural or socio-economic factors.
- Children and young people should feel safe from all forms of harm at all times, do well at all levels of learning, enjoy a healthy lifestyle and be active citizens who have a voice and influence. All forms of harm or abuse of anyone is abhorrent,

illegal, can cause long-lasting and inter-generational effects, and under any circumstances, must not be tolerated or ignored.

6. Definitions

CARL	Refers to the Child Abuse Report Line, telephone 131 478.
Child or Young Person	Refers to any person under 18 years of age.
Child Safe Officer	Is a role held by the Manager People & Culture at Council and refers to their educative role responsibilities for this policy. The Child Safe Officer will: • Provide information and guidance to Council, its Committees, volunteers or Staff Members within the organisation with respect to incident reporting, and the process involved to report a reasonable suspicion of harm • Ensure that the Council's Children and Young People's Safety and Wellbeing Policy is distributed to Elected Members, Staff Members and relevant Volunteers during induction, and regularly promotes the policy in an ongoing capacity • Work with the Executive Management Team to assess risks to child safety within the organisation and develop procedures to minimise this risk • Ensure the organisation undertakes correct screening of all volunteers and Staff Members according to the current legislation. • Provide debrief support through Council's Employee Assistance Program, where identified. The Child Safe Officer may also be the first point of contact for Elected Members or Staff Members who have concerns about a child or young person within the organisation and provide support to assist that member with making a report to the Child Abuse Report Line (13 14 78). Please note: The Child Safe Officer is not responsible for making a report on behalf of a member to CARL or SAPOL nor should they take any responsibility in dealing with this issue.
Elected Members	Refers to a person who has been elected to a position on the Campbelltown City Council
Harm	Refers to any detrimental effect of a significant nature on a child's physical, psychological or emotional well-being.

	Harm may be caused by physical, mental or emotional abuse, neglect, and/or sexual abuse or exploitation.
Mandated Reporters	Are Staff Members who: • Provide services to children and young people • Hold a people leadership position in the organisation the duties of which include direct responsibility for, or direct supervision of, the provision of those services to children and young people.
Prescribed position	As defined by the Child Safety (Prohibited Persons) Act 2016 means 'a position in which a person works, or is likely to work, with children' or other position or position of a class, as prescribed by regulations.
Staff Members	In this policy refers to Council employed Staff members, volunteers, work placement students, contractors and consultants

7. Policy

7.1 Code of Conduct

Caring for children and young people brings additional responsibilities for Council, Elected Members and Staff Members. Collectively we are responsible for promoting and protecting the safety and wellbeing of children, young people and vulnerable persons by:

- Complying with Council's Children and Young People's Safety and Wellbeing Policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- Treating everyone with respect and honesty and ensuring equity is upheld
- Being a positive role model to children and young people in all conduct with them
- Setting clear boundaries and maintaining appropriate behaviours with children and young people – boundaries help everyone to understand their roles
- Listening and responding appropriately to the views and concerns of children and young people
- Being alert to bullying behaviours and responding promptly and appropriately
- Ensuring another adult is always present or in sight when conducting one to one consulting, coaching, instruction or other activity
- Being alert to children and young people who have been harmed, or may be at risk of harm and reporting this quickly to the Child Abuse Report Line (13

14 78) and South Australia Police (SAPOL) on 000 if there is an immediate risk

- Responding in a timely manner, fairly and transparently to any complaints made by a child, young person or their parent/guardian
- Encouraging children and young people to 'have a say' on issues that are important to them.

Elected Members and Staff Members must not:

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

Breaches or suspected breaches of the Code of Conduct should be reported as soon as practicable to the relevant People Leader either in person, by telephone on 8366 9276, or via email at reports@campbelltown.sa.gov.au.

Breaches or suspected breaches of the Code of Conduct will be taken seriously and dealt with quickly, fairly and transparently in accordance with the Grievance and Complaint Resolution Procedures (for Staff Members) or Behavioural Management Policy (for Elected Members).

- Any person who breaches the Code of Conduct will face disciplinary action and depending on severity of the breach, may have their employment terminated or other relevant action taken.
- Elected Members and Staff Members are empowered and supported to draw attention to breaches of the Code and challenge inappropriate behaviours.

7.2 Recruitment

Council takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with, and provide services to children and young people. During recruitment processes for prescribed positions, the following practices will be in place to screen applicants:

- Position descriptions will include a commitment to child safety and wellbeing and include reference to the need to hold a current, 'not prohibited' Working with Children Check (WWCC) issued by the DHS Screening Unit.

- A satisfactory Working with Children check will be confirmed, and at least 3 satisfactory referee checks and qualification checks required prior to a position being offered for prescribed position roles.

In accordance with the Child Safety (Prohibited Persons) Act 2016, Council is registered with the DHS Screening Unit and links its WWCCs.

All workers over the age of 14 years who will be working in a role with children and young people must hold a current, 'not prohibited' WWCC issued by the Screening Unit of the Department of Human Services, provide evidence of this prior to employment, and renew their WWCC every 5 years. Council verifies the accuracy of all WWCCs in the DHS Screening Unit portal as required by law.

Council induction takes into consideration child safeguarding requirements, including mandatory reporting, cultural safety, record keeping, supervision and information sharing for relevant positions.

Where Council becomes aware of assessable information regarding any person involved with the organisation, including any serious criminal offence, child protection information, or disciplinary or misconduct information, the Elected Member or Staff Member will immediately contact the Department of Human Services Screening Unit with this information.

7.3 Training, Supervision and Support for Staff Members

Council has the following strategies in place to supervise, train and support Elected Members and Staff Members to understand its Policy, mandatory reporting obligations, how to build culturally safe environments and responsibilities to create a child safe and friendly environment:

- Training:
 - Providing all Staff Members with the Mandatory Reporting Information Booklet during induction to read to develop an understanding of mandatory reporting obligations:
https://dhs.sa.gov.au/data/assets/pdf_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF
 - Requiring all Staff Members who are in prescribed positions or are mandatory reporters to complete 'Safe Environments: Through their eyes' training every 3 years
 - Teams that deliver services to children and/or young people to include child safety as a standing item on meeting agendas.
- Supervision:
 - Regular supervision sessions of Staff Members in prescribed positions that include a focus on child safety and wellbeing.

- Support:
 - The induction process includes provision of a copy of this policy document to all new Staff Members
 - Providing opportunities to discuss child safeguarding for Staff Members in prescribed positions

7.4 Reporting and Responding to Harm or Risk of Harm

This section of the policy provides details about how to make a report if there is a suspicion that a child or young person has been harmed or may be at risk of harm.

Council aims to ensure that children and young people are safe from harm and risk of harm. Section 17 of the Safety Act defines 'harm' to mean physical or psychological harm (whether caused by an act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect.

Mandated reporters within Council are Staff Members who:

- Provide services to children and young people, including Staff Members listed in Appendix 1
- Hold a management position in the organisation the duties of which include direct responsibility for, or direct supervision of, the provision of those services to children and young people.

Mandated reporters have a legal obligation to notify the Child Abuse Report Line (CARL) ([telephone 24 hours a day, 7 days a week on 13 14 78](tel:131478)) as soon as practicable if they have a suspicion that a child or young person has been harmed or may be at risk of harm. If the child or young person is at immediate risk, they must report to South Australia Police (SAPOL) on 000 (triple zero).

Even if not a mandated reporter, any person can report harm or risk of harm to a child or young person. The individual who identifies the harm or risk of harm is encouraged to make the report to authorities and can request support from another Staff Member to do so if required (noting responsibility to make the report rests with the individual who identified the harm or risk of harm).

Information about making appropriate reports of harm or risk of harm is available from the South Australian Department for Child Protection website:

<https://www.childprotection.sa.gov.au/reporting-child-abuse>.

All adult Staff Members (even if not a mandated reporter) have a legal obligation to report child sexual abuse by another worker to SAPOL and to protect a child from sexual abuse by another worker. Failure to meet these obligations may be considered a criminal offence.

Following a report being made to CARL or SAPOL, Staff Members must make an internal report to their relevant General Manager and the Manager People & Culture.

Council will be guided by the CARL and/or SAPOL after a report has been made as to whether it can conduct an internal investigation.

If a Staff Member is reported to CARL or SAPOL for causing harm or risk of harm to a child or young person, they will be removed from any role that involves working with any child or young person until authorities have concluded their investigation.

Following a report to CARL or SAPOL, Council will support the child or young person by:

- Referring the child, young person or their family to external appropriate services
- Continuing to provide a service to the child, young person and their family and monitor their circumstances.

Council will document and record all information received regarding any report and ensure confidentiality in accordance with its Records Management procedures.

7.5 Reporting and Responding to General Complaints or Feedback

This section of the policy provides details about how to make a general complaint or provide feedback about Council's service to children and young people. Refer to Clause 6.4 for details on how to make a report if there is a suspicion that a child or young person has been harmed or may be at risk of harm.

Providing opportunities for general complaints and feedback ensures that children, young people and their families feel valued and respected and enables Council to improve the quality of its service. Children, young people and their families are informed that they can provide feedback or make a complaint about the services provided to them at any time.

Compliments, complaints or feedback can be provided verbally to any Staff Member or direct to a People Leader either by telephone on 8366 9222, or via email at mail@campbelltown.sa.gov.au.

Council will deal with all complaints and feedback received promptly, sensitively and fairly. The Staff Member receiving the complaint/feedback will:

- Listen to the person making the complaint or providing feedback
- Make a record of the complaint/feedback if received verbally
- Advise the person of a time expected for them to receive an outcome about their complaint/feedback
- Forward the complaint/feedback to management as soon as possible and management will respond to the complainant with an outcome in a timely manner

- Clearly document and securely store decisions and actions taken in response to complaints and feedback in Council's records management system
- Make sure that procedural fairness is followed at all times.

If the child, young person or their family is not happy with the outcome from the complaints process they can contact:

- Ombudsman SA. Tel: 08 8226 8699
- Australian Human Rights Commission Online: www.humanrights.gov.au
Tel: 1300 369 711
- South Australian Equal Opportunities Commission (for complaints relating to discrimination) Online: www.eoc.sa.gov.au Tel: 08 7322 7070.

7.6 Risk Management

The list of risks below relates to specific risks to children and young people attending events, programs and services at Council and the actions that will be taken to minimise and manage each of those risks.

Council's Work Health & Safety Officer will lead a review of risks annually to minimise risks for children and young people when interacting with Council.

Identified Risk	Actions to Minimise Risk
Physical Contact	• All physical contact must be appropriate to the delivery of services being provided • Where physical contact is required (eg Learn to Swim Program or Gym instruction), this is undertaken in a safe way by explaining why contact is required and what will happen, and asking the child/young person for their permission (or their family if this is more appropriate) before proceeding • Unnecessary physical contact is not allowed
Online Communications	• Cyber safety and social media policies are in place and available to all Staff Members • Appropriate supervision is provided for all online activities • Staff Members must not communicate with children or young people via social media outside of approved business purposes
Transport of Children and Young People	• Staff Members must not transport a child or young person in a Council vehicle unless specifically approved; children and young people must not be provided transport in Staff Members' vehicles

Identified Risk	Actions to Minimise Risk
	• Parents/guardians must provide consent before a Staff Member provides transport for a child or young person in a Council vehicle • A Staff Member must have a valid, unrestricted driver's licence if providing transport to a child or young person • The Council vehicle must be registered, insured and in roadworthy condition at all times prior to being provided to transport a child or young person • A Staff Member must not be alone in a vehicle with a child or young person
Supervision	• If a child/young person is not collected by their parent/guardian at the end of a class/training or other program, two adult Staff Members are to stay with the child/young person until they are collected • If a Staff Member is providing one to one consultation/services with a child or young person, it will be in line of sight of another adult where practical
Taking images of children and young people	• Consent of the child/young person where practical and their parent/guardian is required • Disclosure will be made as to how the image is to be used and consent must be provided by the child, young person and their parent/guardian
Physical environment	• Maintain a risk register that is reviewed annually to ensure effectiveness • Conduct risk assessments for all activities • Ensure all equipment is in good working order
Privacy and confidentiality	• All documents containing confidential information will be stored in Council's Records Management System with restricted access • Digital files containing confidential information shall be protected electronically by restricting the access to only those requiring it to perform their duties • Staff Members must not disclose information regarding any child or young person without written consent of the child, young person and their parent/guardian
Off-site activities	• Consent of parent or guardian must be given • Children and young people must be supervised by a minimum of 2 adults • Privacy when children or young people are bathing, toileting and dressing must be provided

Identified Risk	Actions to Minimise Risk
	• Children and young people will not be left under the supervision of unauthorised persons • Children and young people have the right to contact their parents, or another adult, if they feel unsafe, uncomfortable, or distressed during the stay
Change room requirements for Council events	• A minimum of two adults of the same gender as the children or young people must be present • Supervision will be provided ensuring the child or young person's right to privacy • Adults must not shower or change whilst supervising children or young people • Phones, cameras and recording devices must not be used in change rooms
Third parties	• Confirm contractors and consultants hold Working with Children Certificate where appropriate prior to engaging them • Provide third party contractors and consultants who are working with children and young people with a copy of the Mandatory Notification Information Booklet https://dhs.sa.gov.au/_data/assets/pdf_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF prior to commencement of work for Council

8. Review & Evaluation

Within twelve months of each new Council term, Council will review this policy. Following this initial review, the policy will be reviewed at least biennially by Staff Members with minor administrative adjustments being approved by the Chief Executive Officer.

Council will lodge a new child safe environment compliance statement with the Department of Human Services each time it reviews and updates its policy.

9. Availability of the Policy

Copies of this Policy will be available at Council's principal office during ordinary business hours and at Council's website www.campbelltown.sa.gov.au.

Appendix A – Council's Mandatory Reporter Roles

Position
ARC Aquatic & Recreation Facilities Team Leader*
ARC Aquatic Programs Team Leader*
ARC Aquatic & Recreation Supervisor*
ARC Café Assistant*
ARC Customer Service Team Leader*
ARC Customer Service Officer*
ARC Duty Manager*
ARC Gym Instructor*
ARC Recreation & Sport Officer*
Café Supervisor*
Chief Executive Officer
Library Children's Support Officer*
Children & Youth Project Officer*
City Works & Projects Coordinator
Community Arts Project Officer*
Commonwealth Home Support Program Team Leader*
Commonwealth Home Support Social Options Coordinator*
Community Development Officer (Ageing Well)*
Community Development Officer (Neighbourhoods)*
Community Development Officer (Social Inclusion)*
Community Engagement Officer*
Coordinator City Maintenance
Coordinator Green Asset Maintenance
Digital Literacy Programs Officer*
Environment Project Officer*
Events Coordinator*
General Inspector*
General Manager Infrastructure, Planning & Sustainability Services
General Manager Community Connections
Group Fitness Supervisor*
Gym Supervisor*
Landscape Architect*
Learn to Swim Supervisor*
Learn to Swim Team Leader*
Library Assistant*
Library Assistant – Technical Services*
Library Officer Casual*
Library Volunteer Coordinator*
Local History Officer*
Makerspace Officer*
Manager City Operations
Manager Community Services & Social Development*
Manager Customer Experience
Manager Environment & Sustainability

Manager Governance
Manager Infrastructure Services
Manager Library Services*
Manager People & Culture
Manager Planning Services
Manager Recreation Services*
Membership Services Officer*
Payroll Officer / People & Culture Officer*
People & Culture Advisor*
Senior Environment & Resource Recovery Officer*
Senior Library Assistant*
Senior Worker – Green Areas*
Senior Worker – High Profile Areas*
Senior Worker – Trees Team*
Sustainability Officer*
Sustainability Support Officer*
Team Leader – Library Technical Services*
Team Leader – Administration & Regulation*
Team Leader – Children's and Youth Library Services*
Team Leader – Green Areas
Team Leader – High Profile Area
Team Leader – Trees Team
Team Leader – Library Customer Service*
Team Leader – Library Events & Programs*
Team Member – Green Areas*
Team Member – Green Asset Maintenance*
Team Member – High Profile Areas*
Team Member – Trees Team*
Team Member – Verge Maintenance*
Toy Library Coordinator*
Volunteer & Administration Coordinator
Work Health & Safety Officer

* Indicates prescribed positions