



Subject: Child Safety

Model of Care Outcome: 1 – Upholding Human Rights



Purpose

This policy sets out how we promote child safety and wellbeing. It helps staff and volunteers to understand their responsibilities and reporting requirements to make sure [children](#) and [young people](#) are in safe environments.

Policy Statement

We offer safe services and supports for children and young people.

The safety and wellbeing of children and young people who access or visit our services is important. We recognise that children and young people with a disability can be at higher risk of abuse and neglect.

Our staff and volunteers who work with children and young people are trained to keep them safe.

Who is this policy for?

This policy is for all CPA staff, including:

- Client services that support children and young people
- Staff and volunteers who work with or might work with children and young people.

Who is responsible for this policy?

All staff and volunteers must follow this policy and the related guidelines.

These key managers and teams make sure staff know what the policy says and what they need to do:

- Client services managers and leaders
- Senior Quality Manager
- Contact Team Leads – in particular the Children's Contact Team Lead.

Policy in Action

- This policy aligns with our [Model of Care](#) framework. The Model of Care explains how staff will provide safe services and supports to clients. We promote child safety by making sure:
 - our services and supports are in line with the [NDIS Code of Conduct](#) and [Child Safe Scheme and Standards](#)
 - we respect the dignity, values and rights of our clients and their families
 - we treat clients and families with respect and protect their privacy
 - staff only see clients' personal and health information if they need to
 - we ask clients and their families to sign a consent form telling us how they would like us to share their information outside of CPA
 - if we wish to take and use photographs and/or videos, we will ask for consent
 - we give clients and their families clear information about our services, terms and conditions
 - we encourage children and young people to be involved in making decisions which affect them, along with their family/ [person responsible](#) where relevant
 - we respect different cultural traditions and different ways of bringing up children, while promoting child safety
 - we consider the culture and language of the child or young person and their family when planning and delivering services
 - we encourage feedback and complaints
 - we take every concern and allegation raised seriously, and believe children when they raise a concern or make an allegation

- we regularly screen staff and volunteers against relevant state and national registers, and screen job applicants during the recruitment process
- we make information available for children in ways they can understand. Our [Children's Rights at CPA](#) document is available on our website in child friendly format – see [Children's Rights at CPA – Easy Read for Clients](#).
- CPA supports a child's right to grow, develop, play and be actively part of their community.
- We take a [zero tolerance](#) approach to [child abuse](#), [neglect](#) and [harm](#) and make sure:
 - we take all reasonable steps in line with our duty of care to keep children and young people safe from harm and provide a safe space to receive services
 - we have procedures to protect against abuse, neglect and harm and to check and support wellbeing
 - we train and support our staff and volunteers to
 - understand their responsibility to ensure a child safe environment
 - be aware of risks
 - respond to concerns about abuse, neglect or harm
 - we recognise that some children and young people may be more at risk of abuse or neglect and provide extra support to these clients if they need it (e.g. first nations or gender diverse children/ young people and those from a CALD background)
 - we have procedures for reporting and investigating incidents of abuse, neglect or harm (see [Client Incident Response, Reporting and Investigation Policy](#))
 - as required by law, we report to appropriate authorities any risks of harm involving children or young people, and any reportable incidents involving risk to their life, health or safety
 - we take action to stop the same kind of incidents happening again.
- Staff, volunteers and contractors at CPA must sign our [Code of Conduct](#) as part of their induction. They must act in line with the Code of Conduct.

- Staff and volunteers must do training (see the [CPA Learning Journeys](#)). Through this training they are made aware:
 - that the law says they must speak up about potential abuse
 - that they must protect clients from known risks
 - of the possible legal action if they don't do this
 - of the reporting requirements in NSW and ACT – the law says some things must be reported
 - of child safe practices and how to respond if they hear of violence, abuse, neglect, exploitation or other harm against children.
- Managers are required to support their staff in reporting concerns and managing risks to children and young people.
- Our [Children's Contact Team](#) is available during business hours and after hours to respond to concerns about child safety and wellbeing. They can provide advice and support about these issues to staff, volunteers, or clients and family members.
- When concerns are raised or incidents occur, staff follow the [Client Incident Response, Reporting and Investigation Policy](#) and report this as an incident (see [Client Incident Form](#)). This applies for issues about CPA service provision and about other parties outside of and not related to CPA service provision.
- Where appropriate, staff are encouraged to help clients and their families to access [external support services for children and families](#).
- We listen to concerns from clients, their families, carers and advocates and anyone else who makes a complaint and act on them quickly, fairly and sensitively. Information about how to log client feedback and complaints is available on [The Hub](#).

Definitions

(Note: The meanings of words used a lot at CPA are located in the [CPA Common Definitions](#). The words in the list below are new and are only used in this policy and the other documents that are part of this policy).

Nil.

Documents that are part of this policy

Guidelines

[Child Safety Guidelines](#)

[Children's Rights at CPA](#) (on CPA website)

[Children's Rights at CPA – Easy Read for Clients](#) (on CPA website)

Procedures

[Contact Team Advice for Child Safety Concerns Procedure](#)

Forms

[Response to Chapter 16A Request – Agree](#)

[Response to Chapter 16A Request - Decline](#)

Related policies and further reading

[Recording Concerns about Risk of Harm, Neglect, Abuse or Exploitation Guidelines](#)

[Client Incident Response, Reporting and Investigation Policy](#)

[Enterprise Risk Management Policy](#)

[Upholding Human Rights Policy](#)

[Work Health and Safety Policy – Visitors, Children, Pets and Assistance Dogs on Site Guidelines](#)

[Child Safety and Wellbeing page](#) on The Hub.

For clients and families

[Your Rights as a Client of CPA](#) - Brochure – on CPA website)

External

[Guide to the Child Safe Standards](#)

Policy Owner	Senior Quality Manager
Date Approved	07/02/25
Approval Authority	CEO
Date of Commencement	14/12/22
Date for Next Review	February 2027
Related Legislation	Disability Inclusion Act 2014. Anti-Discrimination Act 1977. Crimes Act 1900. NSW: Children and Young Persons (Care and Protection) Act 1998. Children and Young Persons (Care and Protection) Regulation 2012. Children's Guardian Act 2019. Children's Guardian Regulation 2022. Child Protection (Working with Children) Act 2012. Child Protection (Working with Children) Regulation 2013. ACT: The Children and Young Person Act 2008. Children and Young People Regulation 2009. Standards: United Nations Convention on the Rights of Persons with Disabilities. United Nations Convention on the Rights of the Child. Child Safe Standards.

Revision history

Note: Reviewed and rewritten policies and procedures took effect on 1 December 2016. For revision history prior to this date, contact the Company Secretary.

Review Date	Revision Details
14/12/22	New Policy. Contact Team Advice for Child Protection Issues Procedure moved from Rights Policy, renamed to Contact Team Advice for Child Safety Concerns Procedure and updated.
31/01/23	Added (moved from Upholding Human Rights Policy): • Response to Chapter 16A Request – Agree • Response to Chapter 16A Request – Decline.
05/10/23	Updated Contact Team Advice for Child Safety Concerns Procedure for clarity and to reflect current practice. Updated Child Safety Guidelines to add link to Recording Concerns about Risk of Harm Neglect Abuse or Exploitation Guidelines.
13/02/25	Scheduled review. Updated: • Child Safety Policy • Child Safety Guidelines • Contact Team Advice for Child Safety Concerns Procedure
23/06/25	Minor update to reference Client Risk Register (in Salesforce) (previously Client Safety Risk Register): • Child Safety Guidelines • Contact Team Advice for Child Safety Concerns (removed reference to CSSR and HVR)