

### SVC Assessment against 10 Child Safe Standards

Standard / Components SVC current status Actions required	Standard / Components SVC current status Actions required	Standard / Components SVC current status Actions required
<p>1. <u>Standard 1 - Leadership, Governance and Culture</u></p> <p>Child safety is embedded in institutional leadership, governance and culture.</p> <p>Core components when implementing this standard</p> <p>a. The organisation publicly commits to child safety and leaders champion a child safe culture</p> <p>b. Child safety is a shared responsibility at all levels of the organisation</p> <p>c. Risk management strategies focus on preventing, identifying and mitigating risks to children</p> <p>d. Staff and volunteers comply with a code of conduct that sets clear behavioural standards towards children</p> <p>e. Staff and volunteers understand their obligations on information sharing and record keeping</p>	<p>a. SVC currently has made no public commitment to child safety. The Council should ensure the organisation has appropriate policies and procedures in place to promote child safety and reduce risk.</p> <p>b. Currently the responsibility sits within Children's Services. Libraries and community Transport, which have some child safe procedures, this needs to be broadened to include all functions of council that have contact with children.</p> <p>c. Current SVC risk management strategies does not capture all relevant areas of organisation</p> <p>d. Staff and volunteers follow SVC Code of Conduct, which does not include child safety practices</p> <p>e. Children's Services and Governance staff understand obligations on information sharing and record keeping</p>	<p>a. Child-safe policy and a code of conduct are two essential documents for any organisation whose volunteers, employees or contractors come into contact with children. These documents should include a statement expressing the organisation's commitment to child safety;</p> <p>b. SVC commits to Child Safety and places a Public Commitment Statement on website, in recruitment advertisements, in policies, procedures and event organising documents etc.</p> <p>c. Risk assessments reviewed to consider Child Safe approach</p> <p>d. Review SVC Code of Conduct annually and ensure clear expectations of appropriate relationships with children for staff, volunteers and families (e.g. when it is appropriate for there to be physical contact, social media boundaries, etc.);</p> <p>e. Training for relevant staff on policy and reporting requirements, also procedures to keep detailed records of steps taken to prevent abuse, such as records of training provided to staff, regular policy reviews, and investigations of inappropriate conduct;</p>
<p>2. <u>Children's participation and empowerment.</u></p> <p>Children participate in decisions affecting them and are taken seriously.</p> <p>Core components when implementing this standard</p> <p>a. Children are able to express their views and are provided opportunities to participate in decisions that affect their lives .</p> <p>b. The importance of friendships is recognised and support from peers is encouraged, helping children feel safe and less isolated.</p>	<p>a. Current SVC Children's services child protection policy and procedures does not advocate for child participation.</p> <p>b. Current Children's Services child protection policy and procedures does not emphasise importance of friendship</p>	<p>a. Review SVC policy and procedure to include advocacy to empower children to participate in decisions that affect their lives.</p> <p>b. Implement strategies to promote the participation and empowerment of children</p>

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<p>c. Children can access sexual abuse prevention programs and information</p> <p>d. Staff and volunteers are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns.</p>	<p>c. Access to sexual abuse information has not been made available across the organisation.</p> <p>d. Staff in some areas are attuned to signs of harm. Facilitation of child-friendly ways does not occur.</p>	<p>c. Investigate ways of making abuse information available across the organisation for children to access.</p> <p>d. Training to all staff on child protection. Investigate child-friendly ways for children to communicate and raise their concerns.</p>
<p>3. <u>Families and community involvement.</u></p> <p>Families and communities are informed and involved.</p> <p>Core components when implementing this standard.</p> <p>a. Families have the primary responsibility for the upbringing and development of their child and participate in decisions affecting their child</p> <p>b. The organisation engages in open, two-way communication with families and communities about its child safety approach and relevant information is accessible</p> <p>c. Families and communities have a say in the organisation's policies and practices</p> <p>d. Families and communities are informed about the institution's operations and governance.</p>	<p>a. The current policy for children's services advocates for disclosing to families a concern and/or report has been made. Children's services staff do not feel comfortable and not equipped to have sensitive conversations with families.</p> <p>b. Children's services discuss aspect with families when inducting families to the service. Libraries ask permission to take photos.</p> <p>c. Organisational and children's services policies and practices are posted for feedback before being adopted.</p> <p>d. There is some information available on the website and through Facebook page.</p>	<p>a. Put in place strategies to promote the participation and empowerment of children and their families.</p> <p>b. Training rolled out to organisational staff to include 'having tough conversations'.</p> <p>c. Induction to organisational services to include child safety, how and where to access information. This also to be included in Child Safety information on website.</p> <p>d. Continue to seek feedback on policies and practices. Investigate and implement other ways of getting feedback using inclusive and empowering, child friendly language in everyday activities and relevant written documents. Improve communication on operations and governance.</p>

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<p>4. <u>Equity and diverse needs.</u></p> <p>Equity is upheld and diverse needs are taken into account.</p> <p>Core components when implementing this standard.</p> <p>a. The organisation actively anticipates children’s diverse circumstances and responds effectively to those with additional vulnerabilities</p> <p>b. All children have access to information, support and complaints processes.</p> <p>c. The organisation pays particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disability, and children from culturally and linguistically diverse backgrounds</p>	<p>a. We do not have an intervention program. Need to have a complaints policy and procedure to include sensitive matters.</p> <p>b. No, not in place.</p> <p>c. Happens in some areas, not all.</p>	<p>a. Disability Inclusion Action Plan needs to refer to the organisation Child Safety Policy when developed.</p> <p>b. Provide access for support, and a complaints mechanism and information for children. Provide children, including children from culturally and linguistically diverse backgrounds and children with a disability with accessible information about what child abuse is, their rights, and how they can raise concerns about abuse – e.g. through information sheets, websites and social media.</p> <p>c. Policy requires recognition of the needs of children from culturally and/or linguistically diverse backgrounds.</p>
<p>5. <u>Human resource management.</u></p> <p>People working with children are suitable and supported.</p> <p>Core components when implementing this standard</p> <p>a. Recruitment, including advertising and screening, emphasises child safety</p> <p>b. Relevant staff and volunteers have Working With Children Checks.</p> <p>c. All staff and volunteers receive an appropriate induction and are aware of their child safety responsibilities, including reporting obligations</p>	<p>a. SVC Recruitment policy for relevant areas specifies ‘working with children check’. It does not specify child safety.</p> <p>b. Yes, doing, systems for monitoring need improvement.</p> <p>c. This occurs in children’s services. For staff and families.</p>	<p>a. Recruitment and selection policies and procedures should reflect the organisation’s understanding of and commitment to a childsafe environment.</p> <p>b. Multiple selection and screening activities should be carried out during the recruitment phase of a child-related position, including: • conducting structured interviews; • conducting reference checks, Google &amp; other online searches; and • conducting Working with Children Checks.</p>

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		<ul style="list-style-type: none"> <li>c. Induction training should cover how to recognise and respond to child abuse, in line with recommendations</li> </ul>
<p>6. <u>Child Focused Complaints Process.</u></p> <p>Processes to respond to child sexual abuse are child focused..</p> <p>Core components when implementing this standard</p> <ul style="list-style-type: none"> <li>a. The organisation has a child-focused complaint-handling system that is understood by children, staff, volunteers and families.</li> <li>b. The organisation has an effective complaint handling policy and procedure which clearly outline roles and responsibilities, approaches to dealing with different types of complaints and obligations to act and report.</li> <li>c. Complaints are taken seriously, responded to promptly and thoroughly, and reporting, privacy and employment law obligations are met</li> </ul>	<ul style="list-style-type: none"> <li>a. This occurs in children’s services. For staff and families. SVC does not have a child focused complaint handling system at present.</li> <li>b. Occurs within children’s services. Reviewed and updated February 2020. SVC has a complaint handling policy and procedures. The policy does not address ‘child safe’ complaints.</li> <li>c. SVC complaint management policy aligns with this point for General complaint handling.</li> </ul>	<ul style="list-style-type: none"> <li>a. Processes to be developed for reporting and handling child abuse concerns and complaints.</li> <li>b. Create an organisational policy and procedures to include, all relevant functions of SVC outlining the complaint management process for “Child safe” complaints.</li> <li>c. Train staff, volunteers, families and children on reporting procedures so that they know how to report abuse allegations, and to whom.</li> </ul>
<p>7. <u>Staff education and training.</u></p> <p>Staff are equipped with knowledge, skills and awareness to keep children safe through continual education and training.</p> <p>Core components when implementing this standard.</p> <ul style="list-style-type: none"> <li>a. Relevant staff and volunteers receive training on the nature and indicators of child maltreatment, particularly organisational child abuse</li> </ul>	<ul style="list-style-type: none"> <li>a. Currently occurs within Children’s services.</li> </ul>	<ul style="list-style-type: none"> <li>a. Training of all relevant staff so they are equipped with the knowledge, skills and awareness to keep children safe through the guidance of policy and procedure.</li> </ul>

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<ul style="list-style-type: none"> <li>b. Staff and volunteers receive training on the institution's child safe practices and child protection.</li> <li>c. Relevant staff and volunteers are supported to develop practical skills in protecting children and responding to disclosures</li> </ul>	<ul style="list-style-type: none"> <li>b. Not all relevant staff receive training.</li> <li>c. Not all relevant staff are supported or trained.</li> </ul>	<ul style="list-style-type: none"> <li>b. Training of all relevant staff, volunteers and contractors. Require staff and volunteers (and all those working with children) to sign a copy of the code of conduct, acknowledging they have read it, understand it, and agree to abide by it.</li> <li>c. SVC could appoint an appropriately trained child safety officer/champion for each relevant area.</li> </ul>
<p>8. <u>Physical and online environments.</u></p> <p>Physical and online environments minimise the opportunity for abuse to occur.</p> <p>Core components when implementing this standard,</p> <ul style="list-style-type: none"> <li>a. Risks in the online and physical environments are identified and mitigated without compromising a child's right to privacy and healthy development.</li> <li>b. The online environment is used in accordance with the organisation's code of conduct and relevant policies.</li> </ul>	<ul style="list-style-type: none"> <li>a. The physical environments within libraries and children's services are monitored and supervised. Risks are not documented.</li> <li>b. Libraries use Riverina Regional Library policies and procedures. Use of online is monitored and reminded to clients. Children's Services monitor children's use of online. SVC has a Code of Conduct and policy for use of online, but does not specifically address Child safe protocols.</li> </ul>	<ul style="list-style-type: none"> <li>a. Identify and mitigate risks when online use occurs. Instructions on how adults should respond to any risks adults may pose to children, or that children may pose to each other.</li> <li>b. Review relevant policies and procedures. Put in place strategies to identify and reduce or remove risks of child abuse.</li> <li>c. Promote a confidential reporting culture that respects individual privacy while maintaining adequate records of child safety issues.</li> <li>d. Review relevant policies and procedures.</li> </ul>
<p>9. Review and continuous improvement. Implementation of the Child Safe Standards is continuously reviewed and improved.</p> <p>Core components when implementing this standard,</p> <ul style="list-style-type: none"> <li>a. The organisation regularly reviews and improves child safe practices.</li> <li>b. The organisation analyses complaints to identify causes and systemic failures to inform continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>a. Review of these practices is usually reactionary.</li> <li>b. Occurs within SVC, but currently not for Child Safe strategies.</li> </ul>	<ul style="list-style-type: none"> <li>a. Implementation of the Child Safe Standards is continuously reviewed and improved.</li> <li>b. Review of policy and processes across SVC and update to include continuous improvement as normal practice.</li> </ul>

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<p>10. <u>Child safe policies and procedures.</u></p> <p>Policies and procedures document how the organisation is child safe.</p> <p>Core components when implementing this standard,</p> <p>a. Policies and procedures address all Child Safe Standards.</p> <p>b. Policies and procedures are accessible and easy to understand.</p> <p>c. Best practice models and stakeholder consultation inform the development of policies and procedures</p> <p>d. Leaders champion and model compliance with policies and procedures.</p> <p>e. Staff understand and implement the policies and procedures.</p>	<p>a. SVC does not have a policy and procedure that addressed all child Safe Standards.</p> <p>b. Developed policies and procedures across SVC are accessible and are written to be understood and implemented.</p> <p>c. SVC policies and procedures are displayed for the public and staff before adoption.</p> <p>d. Leaders to champion and model compliance and have developed practices in place for staff acknowledgement and implementation of policies and procedures.</p> <p>e. Staff are given opportunity for feedback before adoption, are given policies to read and acknowledge after adoption, opportunity to discuss and for feedback after implementation.</p>	<p>a. SVC to develop a 'child safe' policy and procedure. Include a component of Child Safety in all relevant policies within the organisation.</p> <p>b. Continue to make policies and procedures accessible for all staff. Ensure all staff have access to Pulse to access all policies and procedures.</p> <p>c. Continue to seek best practice and stake holder input.</p> <p>d. Encourage leaders to champion best practice.</p> <p>e. Continue best practice, creating a culture where all staff, volunteers and Council members take responsibility for promoting and ensuring child safety. Also promoting participation and empowerment of children by giving children a voice in decision-making, and not just child safety-related decisions but organisational planning as well.</p>