



National Joblink

**CHILD SAFE STAFF
HANDBOOK**



**Child Safe
Organisations**

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Respect

NJL treat everyone with respect, and we appreciate everyone's differences. We want everyone to feel included and welcomed.

Inform

We have a responsibility to keep you safe so if you feel unsafe or concerned about your wellbeing then please come and chat to us or we can give you more information about what it means to be physically safe, emotionally safe, and safe online.

Giving you a voice

We want you to have a say. At NJL we make sure there are plenty of ways for you to do this. We introduce you to all staff, that way there is always someone available for you to talk to. We want you to be involved and feel comfortable enough to talk.

Help

NJL are always here to help. We want to help you move forward with plans for your future and we want to help when things are going wrong. If you have any worries, then come and let us know.

Trust

We will be careful with your feelings and your needs. We will support you wherever and whenever we can.

Safety

We take safety very seriously. We make our spaces at NJL happy and welcoming for you. We will help educate you on safety and will always create a space where you feel safe and included.

Introducing The 10 National Principals

NJL has implemented this Child Safe Handbook for all staff as we have a zero-tolerance approach to child abuse in all forms. We have created a culture of child safety and wellbeing based on the 10 National Principles for Child Safe Organisations. The principles are embedded in every aspect of our organisation to uphold our responsibilities to children. We respect and value people and their individual rights.

1. Child safety and wellbeing is embedded in NJL's organisational leadership, governance, and culture.
2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved in promoting child safety and wellbeing.
4. Equity is upheld, and diverse needs respected in policy and practice.
5. All staff working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
6. Processes for complaints and concerns are child focused.
7. All staff and volunteers are equipped with the knowledge, skills, and awareness to keep children and young people safe through ongoing education and training.
8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
9. Implementation of the national child safe principles is regularly reviewed and improved.
10. Policies and procedures document how NJL is safe for children and young people.

Strategic Safety & Wellbeing Policy Statement

NJL is committed to ensuring that its physical and online environment is safe and inclusive for all people irrespective of age, culture, sex, gender, or identity. This policy will apply to all directors, staffs, volunteers, contractors and external personnel working within NJL.

NJL is a Child Safe Organisation and we are committed to ensuring that our physical and online environments are safe and inclusive for all people. This policy has been established to ensure consistency within our organisation to protect children against any form of harm or abuse. We expect that everyone regardless of their role or level of responsibility will act to safeguard children.

NJL set standards, that are prescriptive and reflect our established culture and values around appreciating and respecting people's individuality including sex, gender, language backgrounds, ethnicity, religious beliefs, culture, age, and ability.

NJL understand that children and young people's circumstances can be varied, and that at times they can have an extra layer of vulnerability, we act efficiently and effectively by ensuring they have access to information, support and a complaints process. We also collaborate with children and young people around any organisational decisions that may affect them. We have defined practices in our policies around the importance of culturally safe environments and practices for Aboriginal and Torres Strait Islander children and young people.

NJL will constantly review and adopt new strategies that will promote the safety and wellbeing of all people.

NJL Child Safe Risk Strategy & Assessment

Overview

NJL will continue to Manage our risk strategies and practices for physical and online environments. This will be all inclusive throughout NJL's online training delivery, mentoring services, all adult to child interactions, child to child interactions.

For each individual service contract (not limited to but including; ParentsNext, Employability Skills Training, Transition to Work & Career Transition Services) NJL undertake a Risk Management Strategy to ensure we have evaluated each area of concern and have a plan on how to deal with it as part of our initial assessment when submitting applications to deliver services. Prior to contract commencement the strategies are re-evaluated by the Senior Management team and NJL's new child safe committee and the risks within the contract are classified according to their importance, documenting actions and formalizing a plan to implement; ie updated of forms/policies/re-training provided to staff.

This Risk Management Strategy becomes our contract/s assessment tool and is used and updated at designated Child Safety Committee meetings scheduled twice a year. NJL have demonstrated the ability to implement risk management strategies in all government contracts especially as a previous provider of Work for the Dole (WFD) and currently TTW, PN and EST PATH provider.

Staff & Volunteer Inductions, Training, Criminal History checks and WWC Cards.

NJL recruit suitably qualified staff members that hold qualifications relating to working with youth/children or have relevant experience in the industry. Staff meet the various State requirements for Criminal History Checks and Working with Children Checks as part of their HR Onboarding with NJL. Staff are provided with a Position description which clearly outlines their responsibility to child safety.

A dedicated onboarding National Project Officer inducts new staff members and completes all additional / add-on training. All new staff commence their entry-level induction & training via our Learning Management System which can be completed from home, a local library or at our office. New Staff are required to work for a period in a "Buddy System" allowing them to feel fully supported. NJL has adopted the use of the 'Australian Human Rights Commission' e-learning portal and ask that all Staff & Volunteers complete the 11 units online.

NJL provide training to all staff and volunteers to ensure continual monitoring and reporting is taking place in line with the Code of Conduct. NJL's Children's Complaints Handling is all undertaken by our member of senior management team and are already comprehensively governed with central record requirements as we are required under our service deeds to meet strict contractual record keeping of all complaints and noting outcomes/results.

All staff undertake training in Workplace Health and Safety, Working in a Child Safe Environment, Online Safety, First Aid Mental Health training, Suicide and Cultural Awareness training and additional training is provided for TAE qualifications and upgrades. We also continue to develop staff through performance evaluations and succession planning which will allow the opportunity to rectify any issue which may arise.

Training is recorded and maintained in individual staff members personal development folders and certificate information is centrally recorded to ensure a paperless process whilst also maintaining consistency to ongoing personal development of staff and ensuring that refresh training is provided prior to expiry dates of certificates (or every two years, whichever comes first).

Management develop course content and work with our highly qualified trainers/facilitators to deliver all programs to children and youth. Staff are trained in online safety protocols, monitoring online relationships, and notifying management of any potential risks or harm. This is documented and checked against our online safety checklist. This checklist encompasses all National Principles for online safety which include inappropriate relationships between adults and children, online abuse, bullying, image-based abuse, online grooming, online exploitation and abuse, and age inappropriate access to online content.

NJL follow a Performance Management framework in conjunction with the initial 3-6 months new staff induction, requiring a 3 month Performance review, a six month performance review and then after conduct reviews annually, allowing review and understanding of NJL's Child Safety Handbook and Code of Conduct.

Risk Assessments & Group Activities

NJL staff complete a Risk Assessment Tool to identify and mitigate any potential risk prior to activities taking place. NJL staff complete workplace health and safety training prior to undertaking group activities with participants including children throughout all contracts. All internal and external activities in each contract will use the one risk assessment tool which has categories related to child safety.

Children always remain supervised through adequate adult / NJL staff member presence. The completion of a child related offsite risk assessment is always completed prior to attending any third party to ensure the safety and wellbeing of children without limiting them to activities and learning opportunities.

Privacy, Record Keeping & Information Sharing

Privacy Laws are followed at all sites when collecting, using and storing personal information relating to children, youth, adults and NJL staff utilising department provided templates and procedures as outlined below:

- The Department's online 'Privacy & Engagement' Module in the Learning Centre (also referenced as Class PIC)
- NJL's Privacy Policy, and Privacy Statement on our website
- Applying Secure Archiving (Storage of current files), Archive destruction/ shredding practices, and IT Device Destruction to meet Standards of Information Management (ISO27001)
- Privacy Statement used in all services & related Media Releases
- Third Party Privacy & Consent Forms
- Also outlined in information / Education material provided directly to all participants

NJL refuse any information sharing requests unless appropriate approval has been received by both parties and guardians as required.

Data breaches of personal data and information and data misuse is of utmost importance and is reported immediately to management and our dedicated IT department in accordance with ISO 27001 Information Security Management framework which documents correct management of limiting websites, restricting access and total onshore of data within Australia.

Review Practices - NJL's Child Safety Committee

NJL staff at all levels participate in industry development regularly, particularly within the employment and youth sector. These learnings are then formally shared across the organization.

NJL Child Safety Committee has been implemented and tasked with meeting bi-annually, reviewing current practices, informing policy changes, updates to legislation and review of events and incidents. The Committee will be made up of no less than 2 members from the Management Team (Coordinators and Senior Managers) and no less than 4 Youth Mentors with a geographical spread across NJL's sites.

NJL together with the dedicated Child Safety Committee will undertake bi-annual review of child safety practices, incidents, complaints and compliance with policies and processes to support continuous improvements and ensure remedial action plans are implemented in response to any review outcomes.

NJL's Child Safe Committee will carry out an annual survey of stakeholders inclusive of our participants, staffs, community service providers, community member and families to feed back into our Strategy and Policy review process. Part of the survey will aim to evaluate that information, education and practices outlined in this handbook are applied in daily interactions with all young people, children and stakeholders (that we are not just talking the talk!).

Information & Education

Information is provided to children, young people and families about physical and online safety and appropriate conduct in physical and online environments. Child friendly information documents have been created in accordance with the National Principles for Child Safety. Notification of changes is provided through all communication methods which include our website, at stakeholder and family meetings, via printed information in our offices and verbally with children.

We effectively communicate with children about their rights, ensuring that children have a guardian present if contractually and/or legally required. Various child friendly material is displayed on our website and throughout our office locations which outlines children's rights including the right to privacy, right to express their feelings on all matters affecting them and right to feel safe.

NJL promote cultural safety in physical and online environments. We offer professional development opportunities to staff, to increase cultural awareness and the ability to assist in mental health concerns. NJL promote an inclusive culture within our own values and promote inclusiveness within online environments for children and youth. Focus is placed on promoting local and national cultural events to further promote cultural safety and cultural awareness.

Implementation of all requirements listed takes place at initial appointments, during first meetings, first day of group training including EST/CTA and at group activities throughout all contracts.

Introduction into NJL Servicing Expectations of Behaviour - Children's Rights and Responsibilities (This information/poster to be covered during first day of group training & at initial appointments)

All children have rights and responsibilities when attending, joining or being a part of any NJL program. The below statements need to be communicated on induction to NJL (where the child first attends NJL).

Our promise to you is that everyone feels welcome and respected both emotionally, spiritually and culturally and you feel supported, safe and happy. You are included in decisions that affect you which includes your safety (physical, emotional and online) and you are provided information of where to go when you do not feel safe. We also promise that you will be heard, and we will act on anything you tell us.

Where to get Help: If you feeling, unheard, unsafe or unhappy you can seek help through talking to any NJL staff member including management, putting in feedback which can be anonymous in the boxes within the office or online through our website or lodging an official complaint through the Department of Human Services

Expectations of you as participant are that you remain respectful towards NJL staff, volunteers, other youth, children/participants and third parties. You will not cause harm to anyone or not allow harm to be caused to others. You will participate in activities which are requested of you, you will not damage or take any NJL property including intellectual property (online inclusive), appropriate language is used which includes no swearing and that you communicate with us if you have any concerns.

NJL has zero tolerance for any behaviour which would be considered physical, emotional or online abuse. This includes: Bullying, isolating, shaming, sharing of images or video content, physical aggression, hitting, slapping, spitting, pushing, throwing items, verbal abuse, threatening behaviour, filming or taking photos of other people, staff, volunteers, children or third parties, alcohol, drugs, smoking and vapes.

Responsibilities / Governance

Organisational Culture

NJL are committed to the highest standards of professional behaviour. We pride ourselves on our integrity and will always ensure that we do what we say. Our culture is embedded in our processes and practices which are
NJL's Child Safe Staff Handbook V1 August 2020

constantly strengthened with our continual improvement plan, where all staff, community members, children, and families have input. We have a rigorous recruiting process which is based on our Cultures and Values to ensure that we hire people whose personal values are aligned to our organisational ones. We expect all staff to be the role models for behaviours and actions that our Culture and Values entail including advocating for, supporting, listening to, and protecting children and young people from all forms of harm and abuse.

Communication Protocol

NJL encourage an open communication policy for all staff whereby feedback and sharing ideas, and information, and concern contributes to our ability to grow and develop both personally and professionally. Whilst we are a multilayered organisation, we do not have specific communication channels that staff need to adhere to. We encourage and reiterate that all staff members can talk to each other and to management freely no matter what their role within the company.

NJL adhere to strict policies around social media and this forms part of our code of conduct. NJL's code of conduct covers acceptable and unacceptable child to child interactions and child to adult interactions across social media, email, instant messages, and apps.

Conflict of interest in managing child safety issues

NJL operates in an environment where its advice, recommendations and decisions must be balanced and impartial. Its decisions affect many parties and the views and interests of those parties can be divergent and sometimes in direct conflict. In these circumstances, its decisions and its decision-making process must be fair, transparent, and defensible.

For NJL staff, the need for fairness and transparency is particularly important because we deliver services under Government contracts that are funded through taxpayers' money, we administer services across a range of businesses and we work with a diverse range of people, including youth. As a result, we minimise any potential for conflict between the private interests of Northern Joblink Limited staffs and the actions and decisions of the organisations.

NJL adhere to established guidelines around conflict of interest, personal gain, and dual relationships (social and family relationships). The key core value of NJL is our integrity. Staff ensure that any decisions they make are based on integrity and is in the best interest of the Organisation and that no action be undertaken by them that could be justifiably considered by other staffs or clients or other persons as a conflict of interest.

Zero Tolerance

NJL has a zero-tolerance approach to any form of harm or abuse, especially to children. Abuse constitutes threats of, or actual, physical violence, sexual abuse, emotional or psychological abuse and neglect. NJL will not tolerate any form of abuse or harm that occurs between, with or in the presence of children. All policies, procedures and training that is implemented, that involve youth or children, are written to protect children from abuse.

All staff will respond immediately to any allegations of abuse by reporting to the appropriate state authority and the authorities if deemed appropriate, in conjunction with a senior staff member. NJL will also follow their contractual requirements around reporting and incident registers.

Events, Incidents and Reporting

NJL staff are provided access to training relevant to each state legislation requirements and support documents such as the 'Reporting Child Abuse and Neglect', NJL's Incident & Injury Procedure (and form) and all events and incidents are centrally recorded, so that they can be reviewed bi-annually with NJL's Child Safety Committee. NJL staff report any suspected or actual child harm or abuse as required to the correct authorities.

Our funding contracts also provide strict guidelines and procedures on recording events and managing events & Incidents. NJL and the department also have policy and guides on developing an incident management plan when dealing with challenging behaviour.

Grievances / Complaints

Whistle-blower Policy

NJL recognise that from time to time staff or participants/stakeholders may be justifiably concerned or aggrieved over the actions or lack of action by the organisation or by a employee of the organisation. NJL want to resolve these grievances and we have a Complaints and Grievance Policy and Procedure to assist with a resolution. The Whistle-blower Policy is in effect to ensure that the person making a complaint is not adversely affected in any way shape or form because of the complaint they made.

NJL Complaints process

NJL balance the dual role of servicing both NJL and the customer in a way that clearly satisfies both parties. We have a set of Culture and Values that we follow closely and that we regularly measure through discussion, training, and performance reviews. We are passionate about continually improving what we do each day. We share best practice and recognise both our achievements and our mistakes. In that way we continually improve personally and organisationally.

If any child, staff member or community member, see a mistake, intentional or otherwise, or see unjust, illegal or wrongful behaviour and they don't feel like it's been handled appropriately by staff members, then our existing complaints procedure can be applied.

NJL Complaints (children's version)

NJL want children and youth to always feel safe and comfortable. If they do not feel comfortable in anyway, online, physically or emotionally, and they feel like they are not being heard, then they can follow NJL's complaints procedure adapted for community members, or they can follow a complaints process tailored specifically for their age group.

Adopting a code of conduct

A Child Safe Code of Conduct is a document outlining expected behaviours from all members of an organisation, and behaviours that are unacceptable, when interacting with children and young people.

The Code of Conduct outlines:

- Identify to leaders, staff and volunteers the expected behavioural standards for engaging with children and young people in the organisation. It should set a high standard of conduct for the protection and wellbeing of children and young people.
- Cover conduct in both the physical and online environments.
- Be easy for people to access and understand.
- Be covered in induction training for all staff and volunteers.
- Link to relevant legislation, the organisation's Child Safety and Wellbeing Policy and related policies and procedures, including those for receiving and responding to complaints and concerns and for reporting to external authorities.
- Link to relevant human resources and procurement processes in the organisation, for example recruitment processes, individual contracts or terms of employment, and contracting of services from third parties.

NJL's Employee & Volunteer Child Safe Code of Conduct

All paid and unpaid staff, including volunteers, interns or trainees of NJL (NJL) are responsible for the safety and wellbeing of children and young people who engage with NJL. All paid and unpaid staff are expected to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

I will:

- Act in accordance with NJL's child safety and wellbeing policies and procedures at all times.
- Behave respectfully, courteously and ethically towards children and their families and towards other staff.
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and wellbeing of all children in NJL.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children.
- Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.
- Involve children in making decisions about activities, policies and processes that concern them wherever possible.
- Contribute, where appropriate, to NJL's policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children's safety and wellbeing as required by NJL's risk assessment and management policy or process.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with NJL's policy and procedure for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by each relevant State legislation and by NJL's policy and procedure on internal and external reporting.
- Comply with NJL's protocols on communicating with children.
- Comply with relevant legislation and NJL's policies and procedures on record keeping and information sharing.
- Provide adequate supervision when youth & children are present in our offices or undertaking activities

I will NOT:

- Engage in any unlawful activity with or in relation to a child.
- Engage in any activity that is likely to harm a child physically, sexually or emotionally.
- Unlawfully discriminate against any child or their family members.
- Be alone with a child unnecessarily.
- Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to NJL's activities.
- 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 NJL's policy and procedure on reporting.
- Use inappropriate language in the presence of children or show or provide children with access to inappropriate images or material.
- Work with children while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed child harm or abuse.

If I think this Code of Conduct has been breached by another person in NJL I will:

- Act to prioritise the best interests of children.
- Take actions promptly to ensure that children are safe.
- Promptly report any concerns to my manager, NJL's Child Safety Officer, the Chief Executive Officer or another manager or leader in NJL.
- Follow NJL's policies and procedures for receiving and responding to complaints and concerns.
- Comply with relevant State legislative requirements on reporting, and with NJL's policy and procedure on internal and external reporting.

agree to abide by this Code of Conduct during my employment with NJL. I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment with NJL.

.....
Signature

.....
Full Name

.....
Date

Online Safety – NJL’s Cyberbullying Policy

Online platforms are valuable tools for education and communication. They provide children and young people with a range of opportunities to learn in new and interactive ways, to engage with others, and to seek help and information. Organisations providing services to, or working with, children and young people have a responsibility to ensure that where children participate online, they are protected from harm.

All our participants and staff have the right to feel safe and not be concerned about being harassed, intimidated, or bullied. This right extends beyond the physical environment. While cyberbullying is like real life bullying, it also differs in the following ways:

- It can be difficult to escape and is invasive for it can occur 24/7 and a person can be targeted at home or, indeed, almost anywhere.
- It can involve harmful material being widely and rapidly disseminated to a large audience, for example, rumours and images can be posted on public forums or sent to many people at the ‘press of a button’.
- It can provide the bully with a sense of relative anonymity and distance from the victim so there is a lack of immediate feedback or consequences.

Definition of Cyber Bullying

Cyberbullying involves the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, that is intended to harm others.

Child Safety Principal 8 Outlines the risks as:

- The potential for inappropriate relationships between adults in a position of trust and the children and young people they work with
- Online abuse, including bullying, non-consensual sharing of intimate images, image-based abuse, online grooming, online exploitation and abuse, or unwanted online contact
- The exposure, or publication and distribution of inappropriate imagery or content
- Data breaches of personal data and information, and data misuse
- The uploading of content by adults or children and young people featuring children and young people without informed consent
- Age-inappropriate access to online content.

What does it look like – Adult to child & child to child

- Sending hateful or threatening comments or pictures
- Using modern technologies to engage in the social exclusion of someone
- Posting rude, explicit or embarrassing messages or pictures about someone
- Impersonating others or logging into their devices or accounts without their permission
- Putting pressure on a person to send revealing or compromising pictures of themselves
- Sexting – sharing explicit material using a carrier service
- Covertly filming, recording or taking a picture of someone and posting the images to cause hurt.
- ‘Outing’ and disseminating confidential information about someone.
- Multi-messaging to clog up a person’s electronic system and to cause them distress.
- Using aliases and pseudonyms in chat rooms and on social networking sites in order to harass and upset.
- Engaging in cyber-stalking and the invading of privacy.
- Referring to individuals in a negative or disparaging way
- Ostracism – Intentionally excluding others from an online group

Cyberbullying might occur over the Internet, in instant messaging (IM), chat rooms / bash boards, social networking sites, blogs, gaming sites, over the phone by SMS or MMS, by email or via other technologies.

Keeping children and young people safe online

Simple steps can be taken to help children and young people be safe online. These include:

- Learning about online safety issues and about appropriate online behaviour
- Understand online risks, educating youth/children in how to navigate the online world safely and empowering them to be able to keep themselves safe online
- Clarifying the importance of keeping personal data and information safe and secure
- Understanding we are all responsible for the online safety of children and young people
- How we respond to the misuse of digital devices and to unacceptable online behaviours
- Having clear processes for reporting online safety issues or breaches of acceptable use policies.

NJL's response strategies for instances of cyberbullying:

The following strategies are to be followed to assist those who are victims of cyberbullying activity:

- Report any incidence of cyberbullying or upsetting hostile cyberspace behaviour, including deliberate exclusion, to a relevant parent, trusted adult, line manager or school / workplace authority.
- For staff and volunteers, alert your immediate supervisor (NJL Coordinator or Manager)
- Advise the participant not to respond to further messages / postings from the bully and, if possible, block their mobile phone number or email address.
- Keep evidence of any cyberbullying (including screen captures, the bully's screen name, text and images) to assist in tracking down the bully and as necessary reporting the matter to Police. (Completing NJL's Incident Report Form)
- Note any actions that can be remediated with the IT administrator (Internal) or the service used for bullying whether this be the mobile phone provider if SMS is involved, the website administrator or internet service provider if social networking or chat services are the vehicles for the cyberbullying occurring.
- Seek support from an appropriate and supportive contact such as offering access to NJL's EAP Counselling service
- Contact Police immediately in cases of possible serious threats to life or physical well-being or where a child protection offence (e.g. child pornography, grooming) has occurred.
- Log the event/incident on the NJL Register by Communicating the incident through to the NJL Child Safety Committee

Controls NJL utilise to assist with reducing incidents

NJL have current practices in place that govern how we go about conducting our services, the include (but are not limited to):

- Applying ICT Tech Controls; through our managed software system and ICT practices that adheres to ISO 27001 access to websites is restricted on all NJL devices, as well as policies around the use of social media and 'bring your own devices'.
- All NJL staff and volunteers receive training at their initial induction and reviewed every 2 years on all things relating to Child Safety; via the Human Rights online training, the NJL Child Safe Staff Handbook and related policies.
- Ensuring all existing procedures and forms relating to media consent are followed (Photos and videos)
- All staff and volunteers conform to NJL's Child Safety Code of Conduct
- Conducting Risk Assessments with a equal focus on Child Safety covering assessments on; Physical, Emotional, Sexual & Cultural Abuse as well as the online environment
- Implementation of education for all NJL participants (under all contracts) outlining awareness of rights, respect, safe environment, risk assessment controls, listen and respond to concerns. As well as publicly displayed posters on NJL's commitment to Child Safety as well as Grievance Procedures

NJL Staff & Volunteer Declaration

I hereby declare that I have received a full induction into NJL's Child Safety Handbook and Child Safety Code of Conduct. I have received a copy / have access to the NJL Policies and Procedures as listed above as related documents inclusive of department documents on the Provider Portal. I have read and understood the contents and their relevance to my current position and job description.

- I am a new starter
- I am an existing staff
- I am a volunteer with NJL

Signed.....

Name.....

Position

Date.....

Definitions

Child abuse refers to and includes:

Physical abuse is the use of physical force against a child that results in or is likely to result in harm to a child. Physically abusive behaviour can include but is not limited to “hitting, beating, kicking, shaking, biting, strangling, scaling, burning, poisoning and suffocating”.

Sexual abuse is the exposure to or involvement of a child in any sexual activity by an adult. Sexual abuse can also include the engagement of a child in sexual activity by another child who by the nature or their age of development has increased power. Sexual abuse includes but is not limited to: “fondling genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, fondling of breasts voyeurism, exhibitionism and exposing a child to or involving a child in pornography”.

Psychological abuse is typically characterized by distorting someone’s sense of reality. This is also called ‘gaslighting’ (a form of psychological manipulation in which a person seeks to sow seeds of doubt in a targeted individual or in members of a targeted group, making them question their own memory, perception, and sanity). The goal of the psychological abuse is to convince the victim that they are crazy or incompetent. Psychological abuse distorts facts with the intent of undermining confidence and making an individual more pliable.

Emotional abuse aims to manipulate other people by undermining their self-esteem or resorting to coercive behaviours. Emotional abuse may include: Shouting or name-calling Acting in a disparaging or patronizing way to make a person feel stupid or incompetent Presenting ultimatums, such as telling someone what to do Blaming the individual for their own emotional reactions or blame them for their own unhappiness. Withholding affection until they get their way. Invading an individual’s privacy by going through a person’s private belongings or reading text messages.

Neglect refers to a failure by a caregiver to provide the basic requirements for meeting the physical and emotional developmental needs of a child. Physically neglectful behaviours include a failure to provide adequate food, shelter, clothing, supervision, hygiene or medical attention. Spiritual Abuse is the denial or use of spiritual or religious beliefs and practices to control and dominate a person.

Spiritual abuse can impact on someone’s self-esteem and confidence, make them feel guilty, damage their spiritual experiences and isolate them.

Exposure to family violence is generally considered to be a form of psychologically abusive behaviour, where a child is present (hearing or seeing) while a parent or sibling is subjected to physical abuse, sexual abuse or psychological maltreatment, or is visually exposed to the damage caused to persons or property by a family member's violent behaviour.

Exploitation refers to committing or coercing another person to commit an act or acts of abuse against a child; possessing, controlling, producing, distributing, obtaining or transmitting child exploitation material; committing or coercing another person to commit an act or acts of grooming or online grooming; using a child for Staff Declaration.

Bullying occurs when people use words or actions repeatedly against an individual or a group, causing distress and risk to their wellbeing. Bullies are usually in a position of power or influence over the person they bully. They usually want to make the person feel less powerful or helpless. It can happen anywhere, including at school, at work, at home, online, or via text messaging or email.

- Face-to-face bullying (sometimes referred to as direct bullying) involves physical actions such as punching or kicking or direct verbal actions such as name-calling and insulting.
- Covert bullying (sometimes referred to as indirect bullying) is less direct, but just as painful. It means bullying which isn’t easily seen by others and is conducted out of sight, such as excluding people from groups or spreading lies or rumours. Because it is less obvious, it is often unacknowledged by adults.
- Cyberbullying occurs using information or communication technologies such Instant Messaging or chat, text messages, email and social networking sites or forums. It has many similarities with offline bullying, but it can also be anonymous, it can reach a wide audience, and sent or uploaded material can be difficult to remove. Most people who cyberbully also bully off-line. Grooming refers to a pattern of behaviour aimed at engaging a child as a precursor to sexual abuse.

Grooming can be conducted online, in person or both by a stranger or someone known to the child. It includes establishing a 'special' friendship/relationship with the child.

Grooming can include the conditioning of parents and other adults to think that the relationship with the child is 'normal' and positive. The process can take as little as a few days or as long as months or even years.

Online grooming When a child is groomed online, groomers may hide who they are by sending photos or videos of other people, often representing themselves as someone younger to gain trust. Like direct grooming behaviours, online groomers will use tactics such as giving individual attention to a child, buying gifts, isolating child from friends and family to make the child feel dependent on them and giving the groomer power and control, introducing the idea of 'secrets' to control, frighten and intimidate. Online groomers may target one child online or contact lots of children quickly and wait for them to respond. A groomer will use the same sites, games and apps as young people, spending time learning about a child's interests and use this to build a relationship with them.

Children can be groomed online through:

- Social medial networks
- Text messages and messaging apps
- Email
- Text, voice and video chats in forums, games and apps.

Child, children, young people

A child or young person refers to any individual under 18 years of age. Within this Policy, the term 'children' or 'child' is used to refer to all children and young people.

Child safe organisation The Royal Commission into Institutional Responses to Child Sexual Abuse defines a child safe organisation as: "Institutions that create culture, adopt strategies and take action to prevent harm to children, including child sexual abuse. A child safe institution is one that consciously and systematically creates conditions that reduce the likelihood of harm to children, creates conditions that increase the likelihood of identifying and reporting harm, and responds appropriately to disclosures, allegations or suspicions of harm."

Engaged

Any individual or entity with a formal or informal relationship with The Salvation Army including but not limited to suppliers, service recipients and members of the community.

Equity and Diversity

Equity ensures everybody has an equal opportunity and is not treated differently or discriminated against because of their characteristics. Diversity considers the differences between people and respects the diversity of perspective and contribution of all people. NJL values the diverse skills and perspectives people bring to its operations, mission expressions, and the workplace through their gender, gender identity, age, language, ethnicity, cultural background, disability, religious belief, sexual orientation and marital status.

Relevant State/territory Legislation

NJL takes its legal and moral responsibilities seriously, NJL is subject to mandatory legislative and regulatory reporting requirements in relation to the protection of children from abuse and neglect. Nothing in this handbook will remove or diminish any individual and/or organisational responsibilities as stipulated in state, territory and/or federal legislation.

Child Safety (Prohibited Persons) Act 2016 (SA)
Child Safety (Prohibited Persons) Regulations 2016 (SA)
Children's Protection Law Reform (Transitional Arrangement and Related Amendments) Act 2017 (SA)
Children's Protection Act 1993 (SA)
Spent Convictions Act 2009 (SA)
Care and Protection of Children Act 2007 (NT)
Domestic and Family Violence Act 2007 (NT)
Working with Children Clearance Notices (Ochre Card) Policy Child Protection Act 1999 (Qld)
Criminal Law (Rehabilitation of Offenders) Act 1986 (QLD)
Working with Children (Risk Management and Screening) Act 2000 (QLD)
Children and Young People Act 2008 (ACT)
Working With Vulnerable People (Background Checking) Act 2011 (ACT)
Reportable Conduct and Information Sharing Legislation Amendment Act 2016 Children and Young Persons (Care and Protection) Act 1998 (NSW)
Criminal Records Act 1991 (NSW)
Child Protection (Working With Children) Amendment (Statutory Review) Act 2018 (NSW)
Ombudsman Act 1974 Part 3A (NSW) Children, Young Persons and their Families Act 1997 (Tas)
Registration to Work With Vulnerable People Act 2013 (Tas.)
Children, Youth and Families Act 2005 (Vic)
Child Wellbeing and Safety Amendment (Child Safe Standards) Act (Vic)
2015 Victorian Crimes Act 1958 (Vic)
(Section 49B, 49C, 327) Working With Children Act 2005 (VIC.)
Children Legislation Amendment (Reportable Conduct) Act 2017 Children and Community Services Act 2004 (WA)
Commissioner for Children and Young People Act 2006 Working With Children (Criminal Record Checking) Act 2004 (WA)
Privacy Act 1988 (Cth)
Privacy Amendment (Private Sector) Act 2000 (Cth)
(Privacy Act) Crimes Act 1914 (Cth)

Major edits to this document

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Related Policies/Guidelines:

Privacy Policy
NJL New Staff Procedures
NJL Fraud Control Corruption Prevention Policy
NJL Anti-Discrimination & Harassment
NJL Staff Handbook
Staff Performance Management Framework
NJL ICT Device & Internet usage Policy (Inc Social Media, BYOD)
Incident & Injury Procedures & From
Marketing, & Media Consent Procedures
Work Health & Safety Policy