



**NEW DAWN**  
SUPPORT SERVICES

## **CHILD WELLBEING AND SAFETY POLICY AND PROCEDURE**

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### [Policy and Procedure](#)

The Child Wellbeing and Safety Policy and Procedure is implemented throughout Newdawn Support Services Pty Ltd to ensure the children and young people who are receiving care and services of Newdawn Support Services Pty Ltd, remain safe and healthy. Newdawn Support Services Pty Ltd is committed to ensuring additional care to all children as they acknowledge they are also extremely vulnerable and are a priority of Newdawn Support Services Pty Ltd. The Child Wellbeing and Safety Policy and Procedure entail the established protocols of Newdawn Support Services Pty Ltd to maintain and ensure the safety and wellbeing of all participants, especially children and young people. These protocols will also include the maintaining of all children's rights and ensure that they remain respected.

This extends to all workers and meets relevant laws and regulations and standards.

### [Definition](#)

Wellbeing	The state of being comfortable, healthy, or happy.
Safety	The condition of being protected from or unlikely to cause danger, risk, or injury.
Child Abuse	Physical maltreatment or sexual molestation of a child.

### [Policy](#)

It is Newdawn Support Services Pty Ltd's duty of care to ensure the health, safety and wellbeing of all children and young people while receiving all care and services of Newdawn Support Services Pty Ltd. Newdawn Support Services Pty Ltd understands and acknowledges that children are equivalently as vulnerable as older participants. They require the same amount, if not greater, optimal care, support and services from Newdawn Support Services Pty Ltd's workers. Newdawn Support Services Pty Ltd strives to maintain a safe, comfortable and adequate environment for all children under the age of eighteen. Young people must be content and experience a safe feeling.

As child abuse can pose as a sensitive topic for some, it is an important factor that needs to be addressed. Newdawn Support Services Pty Ltd will establish and maintain various procedures to assist in the minimisation and attempted elimination of child abuse. Potential risks that have been identified will be attended immediately.



Newdawn Support Services Pty Ltd aims to establish a clear and strict zero tolerance for child abuse policy. All personnel needs to understand that all allegations, suspicions and evidence will be treated extremely seriously, and severe consequences will occur. If for any reason Newdawn Support Services Pty Ltd has been given a reason to believe that potential child abuse is occurring, then it is the right ad responsibility of Newdawn Support Services Pty Ltd’s CEO/ Director to contact relevant emergency services and organisations.

When workers establish an agreeance of Newdawn Support Services Pty Ltd’s legislation and standards when signing their employment contract, they accept the obligation of ensuring there is no child abuse with Newdawn Support Services Pty Ltd’s operations. It becomes their newfound duty of care and the right to ensure the protection and safety of all children and young people. Workers are expected to deliver care and service ethically towards the children and adhere to this policy and procedure.

The standards and regulations of this policy and procedure must be made clearly aware of all relevant personnel. It is the responsibility of Newdawn Support Services Pty Ltd to ensure that all families, representatives and other relevant parties maintain and acknowledge this important aspect of Newdawn Support Services Pty Ltd’s operations. If there are families who require this information in a different language, then Newdawn Support Services Pty Ltd must be prepared to organise an advocate to translate the information, or ensure printed information is transferred to the correct language. The important aspect of this policy and procedure should be included in the Newdawn Support Services Pty Ltd’s Client Handbook and should be communicated during initial meetings.

It is the right of all children and young people to be actively involved with creating decisions, especially when it can impact their life, in both negative, positive and everyday decision making. Where a child or adolescent is not prepared or willing to engage in decision making that affects them, then it is highly encouraged that they are engaging in the decision process.

It is important that all children and adolescents feel safe, comfortable and inclusive in all activities, care and services. If a child participant has a disability, it is essential that they are receiving the same respect, optimal care and services and is not treated any differently from any other individual. Workers must ensure that the participation, cultural awareness and environment of all children and adolescent Newdawn Support Services Pty Ltd is providing services to are acknowledge and encouraged. If a child or adolescent is of Torres Strait Islander nationality or has a unique background, then workers must ensure that all are treated fairly and not discriminated against. This also refers to any individual who is known to be same-sex orientated, intersex and transgender. For more information regarding inclusion and anti-bullying of individuals, please refer to Newdawn Support Services Pty Ltd’s Fairness, Prejudice and Workplace Harassment Policy and Procedure.

The Child Wellbeing and Safety Policy and Procedure identify the correct behaviour techniques and set out the standards in which should be implemented while caring for all children and adolescents. All workers and relevant personnel must comply with Newdawn Support Services Pty Ltd’s Workers Code of Conduct.



## Procedure

The Child Wellbeing and Safety Procedure specify the correct actions in which all workers must adhere to when delivering care, support and services to children and adolescents. It is significantly important for Newdawn Support Services Pty Ltd to implement these procedures to ensure the safety, wellbeing and comfortability of all children.

### **Training Regimes**

Newdawn Support Services Pty Ltd understands that there are multiple procedures and protocols that must be developed, established and implemented, to ensure effective, safe and adequate operations of Newdawn Support Services Pty Ltd. Newdawn Support Services Pty Ltd strives to offer intense and strict training and education programs concerning the care and supervision of children and adolescents. It is vital that all workers, personnel and volunteers of Newdawn Support Services Pty Ltd understand, acknowledge and comply with the safety obligations of providing care and services of children. Newdawn Support Services Pty Ltd is committed to providing a safe, adequate and comfortable environment for all children. This is to ensure that all children and young people are content and do not feel uncomfortable while receiving services provided by Newdawn Support Services Pty Ltd.

Newdawn Support Services Pty Ltd educates workers on the subsequent matters, recognising symptoms of damage or violence, reacting to complaints, recognising, evaluating, and mitigating child abuse threats, and identifying potential signs of child abuse.

Newdawn Support Services Pty Ltd will offer ongoing education training and development for all workers, to ensure all legislation updates are adhered to and are being complied. Newdawn Support Services Pty Ltd will establish safety precautions and support workers through the supervision of children. Where there are new workers of Newdawn Support Services Pty Ltd, they must be routinely monitored, in order to recognise whether they comprehend the dedication of Newdawn Support Services Pty Ltd to child protection, and acknowledge that everyone has an important role in safeguarding children and adolescents from violence, and in ensuring that their conduct regarding children and adolescents is necessary or appropriate.

Newdawn Support Services Pty Ltd will create an awareness regarding the significant importance of reporting all witness, suspected and surfaced child abuse allegations. All reports must be made aware to the CEO/Director, and reports will be stored in Newdawn Support Services Pty Ltd's file. The affected individual's parents or legal representative should be contacted immediately of the event. There are various sources Newdawn Support Services Pty Ltd will utilise in the event a child has suffered from any form of child abuse. The sources that Newdawn Support Services Pty Ltd may utilise is state police services and the Department of Health and Human Services.

### **Compliance with Legislation**

Like all regulations and standards Newdawn Support Services Pty Ltd must adhere to when delivering care and services to the vulnerable, all legislation must be complied with. Newdawn



Support Services Pty Ltd understands the importance of ensuring that all the relevant procedures are implemented and maintained. Newdawn Support Services Pty Ltd maintains the integrity of all legal obligations in an especially important manner such as the protection of children and adolescents from the opportunity for sexual abuse. Individuals in Newdawn Support Services Pty Ltd may perform a crime if they are aware of a potential risk of sexual abuse of children and also have the authority and responsibilities to eliminate the danger but neglect to do so in a reckless manner.

Disclosing sexual abuse towards any child and adolescents and disclosing child sex abuse is an obligation of the population in general. All personnel who have reasonable belief that an individual has engaged in sexual offences against a child under 16 years are required by law to report that evidence to the police. If the person who is establishing these allegations must report all evidence and beliefs to authorities. Failure to report these circumstances will result in serious consequences by both Newdawn Support Services Pty Ltd and other authorised organisations.

### **Children and Adolescents**

As people, we are required to make everyday decisions that will affect our lives in both a positive and negative way. As Newdawn Support Services Pty Ltd acknowledges that the vulnerable may require additional assistance when providing decisions that can impact their lives, health and wellbeing. Newdawn Support Services Pty Ltd is committed to providing optimal care, services and guidance to all participants. Newdawn Support Services Pty Ltd consistently pursues the perspectives of children and adolescents and promotes their engagement throughout the making decision process, particularly matters of health and their wellbeing. Evaluations will be periodically performed on the incentives for the engagement of children and adolescents and provide more guidance on decision-making methods.

When Newdawn Support Services Pty Ltd conducts the recruitment process of hiring the most appropriate workers to deliver NDIS supports to participants, it is a vital part of the process to ensure all police check and records are completed thoroughly. In the event, an individual has progressed to the interview section of the recruitment process, and a criminal record has been identified, then this should be made aware to Newdawn Support Services Pty Ltd's CEO/ Director and to the individual applying for a position in Newdawn Support Services Pty Ltd. The person who possesses a criminal record will then be given the opportunity to provide all the necessary information and evidence of the offence. This will then give authorised personnel who are interviewing to guide their decision making and will offer sufficient information on deciding if the person is fit for the position. All individuals who are offered opportunities to attend an interview of Newdawn Support Services Pty Ltd are expected to provide mandatory police check, as well a Working with Children's Check.

As child wellbeing and safety is a significant important matter of Newdawn Support Services Pty Ltd, frequent education and training programs will be provided to all workers and volunteers. These education and training programs will include the legislation and obligations of supervising and caring for children and adolescents. Newdawn Support Services Pty Ltd's Child Wellbeing and Safety Policy and Procedure will be utilised and referenced when developing training programs. Newdawn



Support Services Pty Ltd will also ensure that procedures of mandatory reporting are covered throughout the training programs. Legislation regarding Workers Code of Conduct will also be a vital section of the education and training programs.

### **Management of Risks**

It is the responsibility of Newdawn Support Services Pty Ltd to ensure all potential risks and hazards remain managed, maintained and eliminated where possible. As well as the expected Work Health and safety risks that Newdawn Support Services Pty Ltd may encounter, various protocols must be put in place regarding minimising the risk of child and adolescent abuse. Newdawn Support Services Pty Ltd will ensure that these protocols are developed and established before delivering care and services to a child.

The procedures should entail the ways in which Newdawn Support Services Pty Ltd strives to eliminate all potential risks of child abuse. Physical environments of Newdawn Support Services Pty Ltd in which is utilised for the deliverance of care and services to children will be assessed to ensure all potential risks are identified and actioned upon. An example of risks posed by the physical environment is if the doors are able to be locked from either the external or internal door. It is important that Newdawn Support Services Pty Ltd maintain their Risk Management Plans and reflects the currently identified risks. Once these risks have been identified, it is the responsibility of Newdawn Support Services Pty Ltd's CEO/Director to attend immediately and action against the risks. This should be read in conjunction with Newdawn Support Services Pty Ltd's Risk Management Policy and Procedure.

### **Privacy and Confidentiality**

Privacy and confidentiality are an important part of Newdawn Support Services Pty Ltd's operation and standards. Newdawn Support Services Pty Ltd will ensure that all personal information relating to workers, volunteers, children and participants are segregated from the common knowledge of individuals other than themselves and authorised personnel. Newdawn Support Services Pty Ltd will ensure that all personnel are made aware of the procedures in which their personal information is collected, stored and maintained. The assigned authorised personnel of Newdawn Support Services Pty Ltd will be the only body that is able to access personal files. Newdawn Support Services Pty Ltd's Privacy and Confidentiality Policy and Procedure should be read in conjunction with this policy and procedure.

Newdawn Support Services Pty Ltd will have protocols and measures in place to guarantee the security of all private information of all children, adolescents and participants. Everybody possesses the right to be informed how this material is collected, what is going to happen with it, and who has the direct connections to it under the Privacy and Confidentiality Policy and Procedure of Newdawn Support Services Pty Ltd. Newdawn Support Services Pty Ltd must have systems in place to seek permission from parents and children and adolescents for applicable services and collecting of personal data.

### **Positive and Negative Feedback**

In the event an allegation of abuse towards a child has suffered during the deliverance of care and services by Newdawn Support Services Pty Ltd, these accusations must be immediately attended to.



Newdawn Support Services Pty Ltd will establish and implement various measurements in which should be complied with when receiving any allegation, complaints or concerns about child abuse within Newdawn Support Services Pty Ltd's operations. Newdawn Support Services Pty Ltd will ensure that all workers are trained and competent on how to deal with potential accusations and apprehensions of child abuse appropriately. Newdawn Support Services Pty Ltd will also provide information to all children, adolescents and their families on the correct protocols when reporting or witness abuse to children. They will have an understanding of the actions required to taken when observing inappropriate behaviour of one individual to a child or have witnessed abuse.

If for any reason a person has been given thought to believe that an incident regarding a child has surfaced within Newdawn Support Services Pty Ltd, then this must be reported immediately by the person making the allegation. Various factors may contribute to an individual decision making when submitting a child abuse claim.

The first factor that may contribute to these allegations is that the child themselves has made vocal statements regarding receiving child abuse. Another factor may that rumoured abuse is circulating through Newdawn Support Services Pty Ltd and has not been made aware of to authorised personnel at that time. If a child displays concerning or unusual behaviour that is out of their typical characteristics or is exhibit signs of potential child abuse could be an additional factor that may cause an investigation to initiate. If there have been claims made by another individual who is unwilling to report or cause possible confrontation, then the person who has been made aware now carries the responsibility of reporting the abuse allegations. If a person is not prepared to report child abuser, then it becomes their responsibility and duty of care to report to another individual. It is essential that all alleged claims are to be reported.

### [Supporting Documents](#)

Documents relevant to this policy and procedure include:

- Client Charter.
- Feedback, Compliments and Complaints Policy and Procedure.
- Fairness, Prejudice and Workplace Harassment Policy and Procedure.
- Participant Incident Management Policy and Procedure.
- Human Resources Policy and Procedure.
- Privacy and Confidentiality Policy and Procedure.
- The Workers Code of Conduct Policy and Procedure.
- Record and Information Management Policy and Procedure.
- Risk Management Policy and Procedure.

Newdawn Support Services Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.



## Policy Review

Newdawn Support Services Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

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