

ST JOHN AMBULANCE (NSW)

CHILD SAFETY POLICY

July 2022



ST JOHN NSW VALUES



Our values define who we are. They guide our actions and behaviour. They influence the way we work with each other, our customers and communities.



RESPECT

We are ambassadors for St John. We are respected for the work that we do and the way that we do it. We recognise our strength comes from our diversity. We have the courage to be authentic and true.



INTEGRITY

We do the right thing. We are honest and trustworthy. We are accountable for our actions and take ownership of our shared goals. We are there when you need us. You can depend on us.



LEADERSHIP

We are the custodians of our future. We enable our teams to grow and succeed. We lead by example and learn from our mistakes. Our passion and commitment engage and inspire.



COMMUNICATION

We are sincere in our voice and actions. We share ideas and listen to each other, our customers and community. We are open and transparent in all that we do.



COLLABORATION

We work best when we work together. We care for our colleagues and our community. We take initiative, generate new ideas and embrace change. We share success. Together we can make a difference.

1. INTRODUCTION

1.1 Statement of Commitment

St John NSW is a child safe organisation. We have a zero-tolerance policy towards all forms of child abuse and neglect. This policy provides a message that everybody has a responsibility to provide a safe environment to children and young people.

St John NSW cares about keeping children and young people safe. Protecting and promoting the emotional, physical, cultural, sexual, and spiritual wellbeing of children and young people is central to all aspects of the operations and culture of St John NSW. St John NSW commits to creating and maintaining an environment where members act in the best interest of children and young people at all times.

St John NSW:

- Recognises that children and young people have rights as individuals and should be treated with dignity and respect.
- Believes that children and young people have the right to be emotionally and physically safe at all times.
- Takes all reasonable precautions to protect children and young people in its care from harm of every kind.
- Empowers and enables members to actively contribute to building a culture of child safety.
- Makes all adult members aware of their child safety responsibilities; and
- Cooperates with all relevant authorities including Department of Communities and Justice and the Police.

St John NSW is constantly striving to:

- Promote a safe environment for all children and young people.
- Assist members to recognise when a child or young person is at risk of any harm and
- Follow the appropriate notification procedures when reporting harm, possible harm, or risk of any harm.

1.2 Responsibilities

The Chief Executive Officer (CEO), Commissioner and General Manager People Performance and Culture (GM PPC) hold responsibility for implementation and review of Child Safety Policy and practices.

The Lead Child Wellbeing Officer (GM PPC) provides child safety leadership to Child Wellbeing Officers and manages and reports child safety issues to the CEO, the Commissioner and external authorities as required.

The Senior Child Wellbeing Officer (Performance, People & Culture Manager) assists the Lead Child Wellbeing Officer to manage and report child safety issues and provides

updates to the Child Wellbeing Officers.

Designated, trained Child Wellbeing Officers hold responsibility for providing first line support and guidance to all members with respect to child safety.

All members are responsible for:

- Following the Child Safety Policy of St John NSW.
- Protecting children and young person from all forms of harm, abuse, bullying and exploitation.
- Creating and maintaining a safe culture for children and young people.
- Seeking support re child safety concerns with Child Wellbeing Officers.
- Report concerns relating to the safety and welfare of children and young people to the Police and/or Department of Communities and Justice as appropriate.

1.3 Definitions

An **adult member** is a volunteer or staff member of St John NSW aged 18 years and over.

Child and young person refers to any person (both members of St John NSW and members of the public) up to 18 years of age. This would include, but not limited to bystanders and patients.

Child Abuse involves conduct by any person, which harms or puts children and young persons at risk of any harm. It can take many forms, including verbal and physical actions and failure to provide basic care. Members are required to take all reasonable measures to avoid placing children and young people at risk of harm and/or creating opportunities for allegations or misunderstandings. *See Appendix 1 for key definitions*

Child Wellbeing Officer provides child safety leadership and support to protect all children and young people in every part of St John NSW.

Commissioner refers to St John NSW Commissioner.

Immediate risk – is defined as to what extent, any child is in immediate danger of harm, determine whether immediate interventions should be initiated or maintained to provide appropriate protection for the child. A child may be assessed as in need of immediate intervention if the level of risk is identified as likely (probable), not just possible (may occur); the probable harm will have a detrimental effect on the child if it does not occur; and there is not a parent/guardian/carer able and willing to protect to protect the child from future harm.

Lead Child Wellbeing Officer provides child safety leadership to Child Wellbeing Officers and manages and reports child safety issues to the CEO, Commissioner, and relevant external authorities.

Reportable Conduct is defined in the Children’s Guardian Act 2019 (NSW) as any sexual offence, or sexual misconduct committed against, with or in the presence of a child (including a child pornography offence or an offence involving child abuse material), or any assault, ill-treatment or neglect of a child or any behaviour that causes

psychological harm to a child, whether or not, in any case, with the consent of the child. St John NSW is required to make reports about reportable conduct that occurs within St John to the NSW Children's Guardian.

1.4 Policy Context

This Child Safety Policy has been developed in line with the National Principles for a Child Safe Organisation and the NSW Child Safe Standards. The National Principles were developed out of the Child Safe Standards published by the Royal Commission into Institutional Responses to Child Sexual Abuse and endorsed by the Council of Australian Governments (COAG) in February 2019. The COAG has been replaced by the Council of Australia.

The National Principles are designed to provide a consistent, national approach to the embedding a child safe culture across organisations that engage with children and young people. While each of the ten principles relate to a particular aspect of organisation child safety, they are designed to work together to embed child safety across an organisation.

All of these standards and principles have their origin in The United Nations Convention on the Rights of the Child (UNCRC) which also underpins St John NSW's approach to child safety. The Convention functions as the foundation for child protection globally, recognising children's rights as human rights.

Key legislation across Australia and NSW guides the St John NSW approach to child safety. Key legislation can be viewed in section 8.

1.5 Statement of Commitment to Equity and Diversity

St John NSW is committed to creating an environment that welcomes all children and young people. St John NSW recognises that all children can be vulnerable to abuse with a range of factors including gender, age, education culture, sexuality or disability impacting vulnerability to abuse and organisational responses.

St John NSW seeks to create an environment that welcomes all children and young people, facilitates inclusion, and removes barriers to access through:

- A zero-tolerance approach to discrimination.
- Trying to facilitate communication in ways that minimise barriers.
- increasing awareness of the importance of equity and understanding of diverse perspectives.

2. YOUTH LEADERSHIP AND GUIDELINES

2.1 Rights of Children and Young People

St John NSW acknowledges the significant power imbalance that exists between children and young people and adults and as such is committed to listening to children and young people, empowering them by taking their views and opinions seriously and responding appropriately to any concerns they raise with adult members.

We seek to engage children and young people:

- In the review of key policies and procedures.
- In the development and creation of child friendly materials.
- Through creating opportunities to be involved in the development of programs and resource.
- Providing child friendly avenues for feedback and complaints.

St John NSW is committed to ensuring that children and young people engaged with our organisation understand they have the right to:

- Feel safe.
- Be listened to.
- Be involved in decisions that affect them.
- Have their cultural values respected.
- Not be unjustly discriminated against based on their religion or beliefs.
- Have their opinions, beliefs or interests considered.
- Raise a concern or make a complaint if they feel they have not been treated in accordance with this policy.
- Receive education on personal safety and protective behaviours; and
- Have their best interests considered.

2.2 Expectations of Children and Young People

Children and young people should:

- Show respect for other children and young people and adult members.
- Treat others with honesty, caring, respect and kindness.
- Listen to others.
- Be made aware of safety requirements including those relating to child safety.
- Tell an adult member, parent/guardian if they feel unsafe or uncomfortable in any situation so they can help.
- Tell an adult member, parent/guardian if they are unhappy with the way they are being treated.

- Participate fairly and allow the same of others.
- Report inappropriate behaviour, unsafe situations, or harm; and
- Abide by the Youth Child Safety Code of Conduct.

2.3 Practices for Engaging with Children and Young People

Care must be taken when working or engaging with children and young people.

Adult Members should:

- try to initiate communication to children and young people with a smile and give clear instructions using age-appropriate language.
- speak slowly using a friendly tone.
- when speaking with a child or young person get down to their level so that they are face to face with them.
- explain why they are asking a child or young person to do something.
- never use physical contact to overcome a child or young person's resistance to a request.
- try to stay within sight of other adults at all times, do not place themselves in a situation where they are alone with a child or young person, including travel to and from St John NSW activities.
- avoid touching a child or young person unless it is essential for them to:
 - provide assistance in the event that a child or young person is injured.
 - reassure or calm a distressed child or young person.
 - intervene to ensure the safety of a child or young person.

If an adult member needs to touch a child or young person as part of providing first aid, reassurance, or safety concern, they should:

- only touch the child or young person 'neutral' areas of their body such as the arm or shoulder.
- avoid unobserved contact with a child or young person where possible; and
- if ongoing first aid or reassurance is required seek assistance from another adult.

2.4 Practices for Engaging with Children and Young People Online

When engaging with children and young people online, adult members should ensure:

- They do not contact St John NSW members who are under the age of 18 years via social media as way to establish direct one on one communication with Juniors or Cadets. Cadets and Juniors can be included in social media pages, groups, forums, or group messages given there are at least two adults present.
- Direct communication with children and young people should be done via St John email ensuring that guardians and/or divisional leaders are also included in the email. In the case of an emergency parents/carers and cadets can be contacted

via phone.

- Any groups or pages on social media must have two moderators who are responsible for the maintenance of member access and the content posted. Members who leave St John must be removed from any online communication channels.
- Avoid posting meeting invitations and links on social media pages. This information should be emailed as a group email to divisional members or available on DEMS
- Ensure Children and Young People are not exposed to inappropriate images, films, music, and websites including mature content, indecent images (pornography) and violence.
- They comply with the Social Media Policy.

Video conferencing is to be used for group learning only and not individual learning. Hosts should ensure that videoconferencing chats are set up to allow messages to be sent to the whole group or the host only. If online sessions/interactions are to be recorded parental consent must be secured and cadet/junior webcams turned off.

When videoconferencing Cadets and Juniors should:

- Dress in clothing that would be suitable for a face-to-face divisional meeting or a mufti day at school.
- Remove any sensitive personal items from view of the computer's camera.
- Avoid joining training from their bedroom or personal spaces where possible.

2.5 Practices for Engaging with Parent and Carers

St John NSW recognise that families, parents, and carers have the primary responsibility for the upbringing of their children. As such, we are committed to engaging parents and carers in the child safety process through strategies, including but not limited to:

- Seeking feedback from families, parents and carers in the review of key policies and procedures.
- Seeking feedback from families, parents and carers when developing new materials; and
- Providing information and resources on St John NSW child safety practices to families, parents, and carers.



3. REPORTING

3.1. Reporting Principals

Child safety concerns may arise in a variety of ways, through direct disclosure, observation or information received from others. All members must remain open and aware to the various ways abuse and neglect concerns may arise.

Child abuse and/or neglect may occur at St John NSW events and meetings, however, may also occur away from St John NSW events and meetings.

It is vital all members adhere to the process for reporting concerns without delay.

- If there is immediate risk of harm to the child and young person, report this matter to the police (000) immediately.
- Thereafter they notify the Lead Child Wellbeing Officer or Senior Wellbeing Officer as soon as possible.
- If there is no immediate risk to the child and young person, the member needs to report to the Department of Communities and Justice via the Child Protection Helpline (telephone 132111) and then to a Child Wellbeing Officer as soon as possible.
- The Child Wellbeing Officer will report to the Lead Child Wellbeing Officer or to Senior Child Wellbeing Officer immediately; or
- The member may wish to report directly to either the Lead Child Wellbeing Officer or Senior Child Wellbeing Officer.

Members will ensure that where concerns arise, confidentiality is maintained as far as possible. This means that the members involved only share information with the Child Wellbeing Officer, Senior Child Wellbeing Officer, or Lead Child Wellbeing Officer.

The member needs to follow the reporting process and only disclose information to people on a need-to-know basis.

St John NSW Support Services will be offered to everyone involved. St John NSW Support Services include:

- Peer Support Services – 0413 293 812
- Chaplaincy – 0429 919 327 or 02 4655 8578
- Volunteer & Employee Assistance Program - 1300 361 008

St John NSW will provide support to any person disclosing or supplying information in good faith. If there is any retaliation, the person will be protected from any form of harassment or discrimination, bias, demotion, termination of membership or employment or threats of any of the above.

If a person who has made a report believes retaliatory action or victimisation has occurred or they have been threatened, they are to report this to the:

GM People, Performance & Culture (GM PPC) **or** the CEO **or** through the Whistle-blower hotline on:

1300 30 45 50; or

<http://stjohnnsw.stoplinereport.com>

3.2. Legislation Update

The following pieces of legislation are key to informing and developing our reporting processes.

Adopting recommendations from the Royal Commission into Institutional Responses to Child Sexual Abuse, the NSW Government has introduced a “failure to protect” and “failure to report” criminal offences.

The NSW “**failure to protect**” offence applies where an adult:

- knows there is a risk that another adult associated with the organisation will commit a sexual offence, serious physical abuse or serious neglect offence against a child.
- has the power or responsibility to reduce or remove the risk, and
- negligently fails to reduce or remove the risk.

The “**failure to report**” offence applies where any adult knows, believes, or should reasonably know that a child has been sexually or physically abused and fails to report that to police. This legislation applies to all adults in NSW.

Reportable conduct includes:

- any sexual offence or sexual misconduct committed against, with or in the presence of a child including a child pornography offence.
- any assault, ill-treatment, or neglect of a child; and
- any behaviour that causes psychological harm to a child – even if the child consented to the behaviour.

St John Ambulance NSW is legally required to report to the Office of the Children’s Guardian for any incidences where a member engages in or has engaged in any of the above conduct. If any member believes that a member has committed the above conduct, they must report to the Police and/or the Department of Communities and Justice as well as the Child Wellbeing Officer, Senior Child Wellbeing and/or the Lead Child Wellbeing Officer as soon as practicable.

Grooming Offences

The new offence of **grooming a parent or carer** to access a child and a broader offence of grooming children will cover any adult who offers a child/young person gifts or money with the intention of gaining their trust and making it easier to access the child/young person in their care for unlawful sexual activity.

This broader offence will capture common grooming behaviour, like giving a child gifts or money, which can be used to gain a child’s trust.

3.3. Reporting and Complains Process

All members must immediately report any suspected, known, or disclosed instances of child safety abuse or concerns to the police and/or Department of Communities and Justice as well as a Child Wellbeing Officer. The Child Wellbeing Officer is responsible for reporting the matter to the Lead/Senior Lead Wellbeing Officer. This includes concern for a child or young person when they attend St John NSW events or are provided care by St John.

The Lead/Senior Child Wellbeing Officer and the Child Wellbeing Officer can assist the member to make report to the police or the Department of Communities and Justice.

Reassure the child or young person or person reporting that this is being taken seriously. If appropriate talk to the person reporting the incident about what will happen.

Incident reports are required for all child safety concerns. The report should outline details of the child and young person safety breach or allegation of improper conduct, the time and place it occurred, the name of any witness and a full description of what has occurred.

The Lead Child Wellbeing Officer is responsible for managing and investigating the concerns promptly and appropriately. The Lead Child Wellbeing Officer reports concerns to the CEO. The CEO will report the concerns to the Board.

3.3.1. Internal Reporting Process

If a member has a concern:

- If there is immediate risk of harm, contact the police immediately.
- Thereafter, the member must let a Child Wellbeing Officer, or Senior/Lead Child Wellbeing Officer know of the report as soon as possible.
- The Lead Child Wellbeing Officer reports concerns to CEO and Commissioner and investigates the matter and make recommendations to the CEO and/or Commissioner on the member's membership status whilst the investigation is being conducted.
- If the CEO or their delegate determines Reportable Conduct may have occurred, the CEO or their delegate makes a report to the NSW Office of Children's Guardian or Child Protection Helpline as soon as practicable and to the police within 12 hours (if child or young person is not in any immediate risk).
- Where appropriate the Lead Child Wellbeing Officer manages the investigation with the police (if the police are involved); and
- Upon completion of the investigation the CEO or their delegate manages the outcome in consultation with the Board.

3.3.2. Mandatory Reporter Process

There are some St John NSW members who are Mandatory Reporters. Mandatory Reporters are people who deliver the following services wholly or

partly to children as part of their paid or professional work, include Health Care Professional, Welfare workers (e.g. psychologist, social workers, youth workers, case workers), Education (teachers and principals), children services workers, residential services workers and law enforcement workers.

If you are a Mandatory Reporter and have a concern for a welfare of a child or young person you must:

1. Report directly to police and/or the Department of Communities and Justice via the Child Protection Helpline 132111 or an eReport: <https://reporter.childstory.nsw.gov.au/s/article/How-to-create-an-eReport-in-the-Reporter-Community>.

AND

2. If the issue arose within the context of St John, thereafter advise the Lead Child Wellbeing Officer on 0432 750 968.

3.3.3. External Reporting Process

When an external report has not yet been made, when the Lead/Senior Child Wellbeing Officer receives information from a Child Wellbeing Officer or member about a concern for a child or young person, the Lead Child Wellbeing Officer will review the information available and determine the next course of action.

If the concern is **about abuse or neglect occurring** the Lead or Senior Child Wellbeing Officers will:

- Contact the relevant members (e.g. Divisional Superintendent, Child Wellbeing Officer etc) to get more information about the child/young person.
- Assemble the information available and should there be a basis for a reasonable belief to be formed forward available information to the Department of Communities and Justice via Child Protection Helpline 132111 or via an eReport <https://reporter.childstory.nsw.gov.au/s/article/How-to-create-an-eReport-in-the-Reporter-Community>.
- If there is immediate risk to the child or young person's health and wellbeing, report to the police the incident or if it is an adult (related to historical abuse), encourage the adult to report to the police.
- Support the relevant members involved in the child or young person's care throughout the process including involving St John NSW Support Services Program; and
- An update and feedback will be provided to relevant members involved in the incident in line with privacy and confidentiality requirements. In most cases the information provided, and who the information is provided to, will be based on what they need to know to continue to care for the child.

If the concern relates to internal misconduct or reach the threshold for reportable conduct, the Senior or Lead Child Wellbeing Officer will:

- Contact the Child Wellbeing Officer and any relevant persons to get more information (if required).
- Assemble the information available and should there be a basis for a reasonable belief to be formed report to Child Protection Helpline 132111 or via eReport
<https://reporter.childstory.nsw.gov.au/s/article/How-to-create-an-eReport-in-the-Reporter-Community>.
- If required, report to the police the incident or if it is an adult (related to historical abuse), encourage the adult to report to the police.
- Provide the information to the CEO or their delegate to report the incident to the NSW Office of Children’s Guardian.
- Review information available and depending on the severity of the incident, and in consultation with the CEO and Board, determine whether to suspend their volunteer or employment.
- Get advice from the police before proceeding with the investigation; and
- Support the members involved in the incident and child/young person throughout the process including involving St John NSW Support Services.

If the concern relates to community or external environment concerns the Senior or Lead Child Wellbeing Officer will:

- Contact the Event Coordinator if they have information relating to the child/young person.
- Contact the Child Wellbeing Officer and any relevant persons to get more information (if required).
- Assemble the information available and should there be a basis for a reasonable belief to be formed report to Child Protection Helpline 132111 or via eReport
<https://reporter.childstory.nsw.gov.au/s/article/How-to-create-an-eReport-in-the-Reporter-Community>.
- If required, report the incident to the police.
- In adherence with privacy and confidentiality requirements provide appropriate feedback to members involved in the incident; and
- Offer St John NSW Support Services.

Please note that all stakeholders are expected to report child safety concerns, not just those who are mandated to do so by law and internal reporting processes must never delay external reporting responsibilities.

See Appendix C and D for Reporting & Complaints Handling Template and Flowchart.

3.4. Child Wellbeing Officers

There are a number of layers of child safety members within St John NSW. All adults are responsible for the safety and wellbeing of children and young people. There are also many members who have trained to be Child Wellbeing Officers. A full list of Child Wellbeing Officers is available on the Child Safety Website. Please visit www.stjohnmembers.com.au

There are also two senior Child Wellbeing Officers. They may be contacted as follows:

Child Wellbeing Officers	Position	Contact
Lead Child Wellbeing Officer	General Manager People, Performance & Culture	0432 750 968 ** Available 7 days a week
Senior Child Wellbeing Officer	Performance, People & Culture Manager	0457 334 003 ** Available 7 days a week



4. RECRUITMENT, SCREENING AND TRAINING

Our commitment to child safety will be evident at every stage of engagement with prospective and new members. St John NSW is committed to ensuring all members uphold the values of our organisation and the principles of this policy.

4.1. Recruitment and Screening

All advertisements for new positions at St John NSW will feature the organisation's commitment to child safety and the requirement to have or obtain a Working with Children Check.

St John NSW will ensure that all job applications, position descriptions and employment agreements will include the following commitment to child safety:

"St John NSW is a child safe organisation. We have a zero-tolerance policy toward all forms of child abuse and neglect."

St John NSW will address child safety in all interviews and reference checks for staff and volunteers.

4.2. Training and Supporting Members

All adult St John members will complete the Child Safety Awareness Training annually as part of St John NSW Membership Requirements.

St John NSW is committed to providing training and induction to new adult members and ongoing child safety training to all existing members.

All Child Wellbeing Officers will undergo additional training, a revised version of Child Wise "Speak up: Identifying and responding to child abuse" training program.

St John NSW is committed to enabling adherence to the Child Safety Policy through the provision of Child Safety training.

St John NSW is committed to providing a safe environment for children and young people at our meetings, events, camps, and activity where adults are familiar with the Child Safety Supervision Policy.

5. RISK MANAGEMENT & DOCUMENTATION

St John NSW is committed to taking the management of child safety seriously. St John NSW works closely with members to identify and mitigate risks to child safety in all environments in which we work (including online).

St John has risk management strategies in place to provide safe interactions and environments for children and young people while balancing the prioritisation of their right to privacy, access to information, and facilitating social connections and learning opportunities. As such we work to enable children and young people to be part of key risk management decisions.

In circumstances where a serious child safety incident has occurred or been reported the GM PPC and the Safety & Member Services Manager will ensure this is comprehensively reviewed and any learning arising is utilised to strengthen risk management approaches.

The GM PPC and the Safety & Member Services Manager will maintain records of all child safety incident notifications, including child protection reports to Department of Communities and Justice, NSW Ombudsman, and the police.

The Lead Child Wellbeing Officer is responsible for ensuring that the Child Protection Register will be maintained and updated.

6. STATUTORY OBLIGATIONS: WORKING WITH CHILDREN CHECK

St John NSW requires all members to hold a current Working with Children Check in accordance with the Child Protection (Working with Children) Act 2012 (NSW). St John NSW will maintain the validity and currency of the Working with Child Check.

St John NSW is committed to fulfilling requirements under the act and further information about Working with Children Check and child related employment can be found at www.kids.nsw.gov.au

Members who's Working with Children Check is cancelled or not renewed will be unable to continue working or volunteering with St John NSW until such time as their Working with Children Check is current.

7. REVIEW PROCESSES

The Lead Child Wellbeing Officer will review the policy as required in consultation with the CEO and the Board.

The Policy will be reviewed periodically, after a child safety investigation. Any Policy updates and key messages required will be shared with new members as part of their induction, child safety training and yearly organisational governance Policy Awareness and Understanding declaration.

8. LEGISLATION AND RELATED DOCUMENTS

St John NSW is committed to the understanding and learnings of the Royal Commission into Institutional Responses to Child Sexual Abuse. St John NSW recognises that children and young people have rights as individuals and should be treated with dignity and respect

This policy is intended to ensure compliance of St John NSW and its members with The Children and Young Persons (Care and Protection) Act 1998 and other relevant legislation. This legislation includes:

- Children and Young Persons (Care and Protection) Act 1998 (NSW).
- Children’s Guardian Act 2019 (NSW).
- Commission for Children and Young Persons Act 1998 (NSW).
- Child Protection (Working with Children) Act 2012 (NSW).
- Child Protection (Prohibited Employment) Act 1998 (NSW).
- Crimes Act 1900 (NSW).
- Anti-Discrimination Act (1991).
- Privacy and Personal Information Protection Act 1998 (NSW).
- Privacy Act (1988) (Cth); and
- Health Records and Information Privacy Act 2002 (NSW).

This Policy should be read in conjunction with:

- Our Values & Behaviour Statement.
- Child Safety Code of Conduct for Adult Members.
- Child Safety Code of Conduct for Parents.
- Child Safety Code of Conduct for Youth Members.
- Performance & Conduct Policy; and
- Health and Safety Policy.
- Social Media Policy.

What Support services does St John NSW offer? St John NSW offer several Support Services that are free and available to all members and their family. These programs offer private and confidential services to all members who are seeking assistance.

- Peer Support Services – 0481 994 578.
- Chaplaincy – 0423 854784 or 02 4655 8578; and
- Volunteer & Employee Assistance Program - 1300 361 008.

For further information, please visit

<https://www.stjohnmembers.com.au/mystjohn/my%20support%20systems>

9. APPENDICIES

9.1. Appendix A: Key Definitions

In order to create a child safe environment, it is important for members to understand the various ways in which abuse of children and young people can occur. The following section defines the various forms of abuse and harm.

Cumulative Harm – involves repeated and ongoing abuse and/or neglect which detrimentally impacts a child’s development and well-being.

Emotional Abuse - can result in damage to the child’s physical, social, intellectual, or emotional development. This may involve being repeatedly rejected, name-called or put down. It may involve being frightened by threats or subjected to continual coldness so that self-esteem, physical, intellectual, and emotional growth are affected.

Family Violence – witnessing family violence is a specific form of emotional or psychological abuse. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person’s life. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their well-being and development.

Grooming – the offence of grooming concerns predatory conduct undertaken to prepare a child for sexual activity at a later time. The offence applies where an adult communicates by word or conduct with a child under the age of 16 years or with a person who has care, supervision, or authority for the child with the intention of facilitating a child’s involvement in sexual conduct, either with the groomer or another adult. Grooming does not necessarily involve any sexual contact or even discussion of sexual activity if it is deemed to have the purpose of facilitating sexual activity at a later time. The offence can be committed by any person aged 18 years or over.

Multi-dimensional harm - occurs where multiple abuse types are experienced at the same time e.g. sexual abuse also involves physical and emotional abuse.

Neglect – involves the failure to meet a child’s basic needs, such as providing adequate food, drink, shelter, clothing, supervision, hygiene, and medical attention to the extent that the child’s health and development are, or are likely to be, placed at risk.

Physical Abuse - occurs when a child suffers or is likely to suffer significant harm from an injury. The injury may be inflicted intentionally or may be the inadvertent consequence of physical punishment or physically aggressive treatment of a child. This may take the form of punching, beating, shaking, or otherwise harming a child.

Racial, cultural, religious, spiritual safety – is impacted through conduct that demonstrates contempt, ridicule, hatred, or negativity towards a child because of their race, culture, religion, or spiritual beliefs. Such conduct may be overt, such as direct racial vilification or discrimination, or covert such as demonstrating a lack of cultural respect (attitude and values) and awareness (knowledge and understanding) or failing to provide positive images about another culture. This conduct may result in significant emotional abuse of a child.

Sexual Abuse - occurs when a person uses power, force, or authority to involve a child in any form of sexual activity. Sexual abuse may involve touching or fondling; obscene or suggestive phone calls/texts; exhibitionism and or voyeurism; showing children or involving them in the production of pornographic images; penetration with penis, finger or other object into the mouth, anus or vagina.

Sexual exploitation - is considered a specific form of sexual abuse because children, by virtue of their age and development, are unable to give informed consent. Sexual exploitation of children takes different forms. It can include children being involved in sexually exploitive relationships, exposing a child to pornography, receiving money, goods, drugs, or favours in exchange for sex with one or more adults, or being exploited in sex work. In all cases, those exploiting the children have power over them by virtue of their age, gender, physical strength, economic or other resources, such as access to drugs or gifts.

Sexually harmful behaviour in children – refers to harmful behaviour perpetrated by a child (17 years of age or younger) to another child. Harmful behaviours in children are often an indicator that they have experienced abuse or neglect. Where sexually harmful behaviour occurs, organisations have a duty of care to both children. Note that in children under 10 years of age, such behaviour is usually referred to as sexually problematic behaviour.

9.2. Appendix B: Examples of When to Report Different Types of Abuse

Physical Abuse: You suspect a non-accidental injury or physical harm to a child/young person may have been caused by a parent/carer or other adult. You know of treatment of a child/young person by a parent/carer or other adult that may have caused or is likely to cause an injury or physical harm.

Neglect: Supervision; Shelter/Environment; Food; Hygiene/Clothing; Medical Care; Mental Health Care; Education - Not Enrolled; Education, Habitual Absence You suspect that a parent/carer is not adequately meeting a child's/young person's needs such as: supervision, shelter, medical care, hygiene/clothing, mental health care, schooling/education, nutrition, or other basic needs. A child/young person is a danger to self or others and parents/carers are not supervising or providing care.

Psychological Harm: A child/young person appears to be experiencing psychological/emotional distress and is a danger to self or others as a consequence of parent/carer behaviour. An underage marriage or similar union, where one or both partners is under 18 has occurred.

Relinquishing Care: Parent/carer states they will not or cannot continue to provide care for a child under the age of 16 or a young person over 16 and they are unable to make an informed decision (temporarily or permanently). Child/young person is in voluntary care for longer than legislation allows.

Carer Concern: Substance Abuse; Mental Health; Domestic Violence A child/young person is significantly affected by carer (parent/guardian) concerns such as substance abuse, mental health, or domestic violence.



9.3. Appendix C: Reporting and Complaints Template

If you believe a child or young person is at immediate risk of harm, contact the police on 000 immediately. If you are not sure, contact a Child Wellbeing Officer for guidance.

Following the report to the police and/or the Department of Communities and Justice via the Child Protection Helpline 132111 or an eReport:

<https://reporter.childstory.nsw.gov.au/s/login/?ec=302&startURL=%2Fs%2Farticle%2FHow-to-create-an-eReport-in-the-Reporter-Community>

The member is required to advise the Child Wellbeing Officer and complete the reporting template.

Date:

Person Reporting the Incident

Name:	
Position Title:	
Mobile No/Phone No:	
Email Address:	
Division/Area:	

Details of Concern

Date of concern:	
Time:	
Location:	
Name(s) of child(ren) or young person(s) involved:	
Name(s) of members involved:	

Witness(es) if applicable

Name	Position	Phone No	Email Address

Description

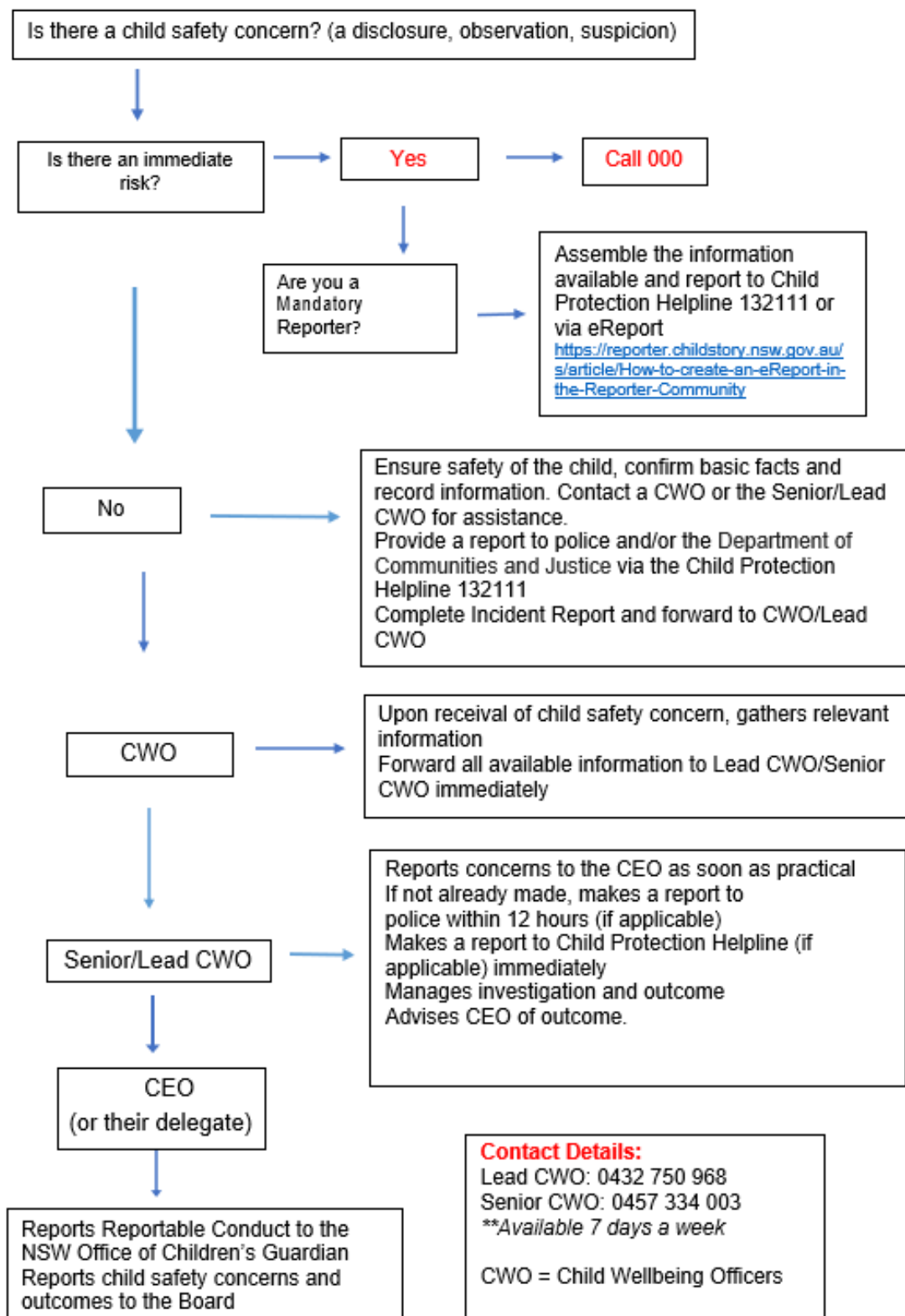
Who was involved?	
What happened?	
Protective action taken or implemented?	
Other relevant information	

Name: _____

Signature: _____

Please forward completed form to Lead Child Wellbeing Officer or Child Wellbeing Officer upon completion.

9.4. Appendix D: Child and Young Person Reporting Flowchart





ST JOHN AMBULANCE (NSW)

WEBSITE

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