LIFELINE NORTHERN BEACHES, MOSMAN TO KIRRIBILLI

CHILD SAFE POLICY

Approved by Board	27 October 2025
Next review date	27 October 2027
Version	1.1 (18.06.2026)
Responsibility	CEO
Application	All staff & volunteers (**Workplace Participants**)
THIS POLICY ACTIVE FROM:	**1 November 2025**

Lifeline
NORTHERN BEACHES,
MOSMAN TO KIRRIBILLI

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1. About this Policy

Lifeline Northern Beaches Limited (ABN 205 250 079 849), trading as Lifeline Northern Beaches, Mosman to Kirribilli (**LLNBM2K**) cares about the safety and wellbeing of every child and young person under the age of 18 who accesses our services or participates in our events, activities and programs or volunteers with us.

LLNBM2K acknowledges that:

- we provide a range of national and local services to individuals who interact with LLNBM2K and may assess, maintain, improve, or otherwise provide support to community members in crisis or in need of one or more of our support services.
- we engage in commercial, philanthropic and fundraising activities and events to support our services.
- we predominantly provide services for adults, but a portion of our services, programs and events involve interaction with children and young people under the age of 18.

LLNBM2K is aligned with the National Principles for Child Safe Organisations. We voluntarily adopt the Child Safe Standards of the Office of the Children's Guardian NSW (**OCG**) and we have based this Child Safe Policy on the OCG's Model Child Safe Policy.

It sets out:

- the child safe practices LLNBM2K has put in place to minimise risks to the safety of children and young people who access our services or participate in our activities, events and programs or volunteer with us.
- what is expected from staff and volunteers to keep children and young people safe.

2. Scope of this Policy

This Policy sets out what is required from LLNBM2K Workplace Participants when delivering services or taking part in activities, events and programs that involve children and young people.

Workplace Participants include LLNBM2K staff, volunteers, volunteer applicants (including Crisis Support students), contractors and suppliers. This includes, but is not limited to, officers, staff (paid), volunteers, consultants, contractors, sub-contractors, an employee of a contractor or sub-contractor, an employee of a labour hire company, an apprentice or trainee, a student gaining work experience or completing community service or Duke of Edinburgh requirements, and employees of external organisations engaging in Corporate Social responsibility activities at a LLNBM2K site. It specifically includes individual Board members.

3. Our commitment to child safety

Lifeline Northern Beaches is committed to the safety and wellbeing of every child and young person who accesses our services, or participates in our events, activities and programs, or volunteers with us.

To keep those children and young people safe, Lifeline Northern Beaches voluntarily complies with the requirements for a child safe organization as laid out by the Office of the Children's Guardian NSW.

We commit to:

- Using the Child Safe Standards to underpin how we keep safe the children and young people who access our services or participate in our events, activities and programs or volunteer with us.
- Providing a safe supportive environment for all children and young people who access our services or participate in our events, activities and programs or volunteer with us.
- Zero tolerance for the risk of harm to children and young people from exposure to harmful conduct or abuse while accessing our services, events, activities or programs or while volunteering with us.
- Empowering children and young people who access our services, events, activities or programs or volunteer with us to provide feedback or share any concerns they may have. We will listen to them, respect their ideas and opinions and invite them to participate in decisions that affect them.
- Making sure children and young people know who to approach if they feel unsafe or have any safety concerns while accessing our services, events, activities or programs or while volunteering with us.
- Embedding policies and systems that protect children and young people who access our services or participate in our events, activities and programs or volunteer with us, and treating seriously allegations and child safety concerns.
- Ensuring our leaders promote and role-model the reporting and investigation of breaches of our Child Safe Policy.
- Building awareness among our staff and volunteers that child safety is everyone's responsibility!

Our Statement of Commitment to Child Safety is available on our website and displayed at our workplaces.

4. Definitions of harm and abuse

Child abuse takes many forms:

Psychological or emotional abuse
This includes bullying, threatening and abusive language, intimidation, shaming and name calling, ignoring and isolating a child, and exposure to domestic and family violence.

Physical abuse
This includes physical punishment, such as pushing, shoving, punching, slapping and kicking, resulting in injury, burns, choking or bruising.

Sexual abuse
This includes the sexual touching of a child or young person, grooming, and production, distribution or possession of child abuse material.

Grooming
Where a person manipulates an individual or group of children or young people to establish a position of 'trust' so they can then later sexually abuse a child or young person.

Misconduct
This is inappropriate behaviour that may not be as severe as abuse but could indicate that abuse is occurring. This may include showing a child or young person something inappropriate on a phone, having inappropriate conversations with a child or young person, or an adult sitting with a child or young person on their lap.

Lack of appropriate care
This includes not providing adequate and proper supervision, nourishment, clothing, shelter, education or medical care.

5. Responsibilities for the safety of children and young people

We require all Workplace Participants who interact with children and young people who access our services or participate in our events, activities and programs, or volunteer with us to:

- uphold our Commitment to the Safety of Children and Young People
- prioritise the prevention of harm to children and young people
- provide a safe and inclusive environment free from discrimination and harassment
- use positive and encouraging language when working with children and young people
- refrain from language that is discriminatory, racist, sexist, sexual, offensive or belittling
- avoid situations that place children and young people at risk of harm
- refrain from any conduct that is considered abusive, neglectful or grooming
- provide opportunities for children and young people to provide feedback on what makes them feel safe, supported and included
- act on any concerns raised by a child or young person that indicate they may be unsafe
- report any breach of this Policy and any allegations of child harm or abuse
- be aware of and meet any external reporting obligations.

6. Risk assessment

LLNBM2K will ensure that the safety of children and young people is part of our overall risk management approach by identifying, assessing and taking steps to minimize the opportunity for children and young people to be harmed or abused by:

- effective recruitment of staff and volunteers
- considering increased risk in relation to specific settings, roles, and activities
- identifying and mitigating physical and online risks
- involving children and young people in decision-making in relation to safety issues and risk identification
- ensuring that third party contractors have appropriate measures in place to safeguard children and young people

7. Child safe recruitment of staff and volunteers

LLNBM2K is registered as an employer with the OCG for the purposes of Working with Children Checks and complies with all relevant reporting requirements.

A Working with Children Check (**WWC Check**) will be verified with the OCG prior to recruitment into Workplace Participant roles that involve any of the following:

- supervising or working alongside children or young people (for example in a LLNBM2K Retail Shop providing volunteer work for Duke of Edinburgh participants or with volunteers under age 18)
- Duke of Edinburgh Coordinator or Community Service Task Leader at LLNBM2K Book Fairs
- meeting in a one-on-one setting, and/or having access (online or paper based) to personal and/or confidential information (for example conducting clinical counselling)
- transporting children (for example work experience with retail logistics team)
- providing training that includes children or young people under the age of 18
- having any other type of unmonitored contact with children (for example taking calls on the Lifeline Australia Crisis Support Line 13 11 14)

LLNBM2K has identified via risk assessment the following roles as requiring a current valid Working with Children Check prior to and during their work or volunteering with LLNBM2K:

Work Group	Detail	WWC Check required for:
Leadership	Executive Committee & Board	All members
Retail	LLNBM2K shops with Duke of Edinburgh students or volunteers under age 18	All staff and volunteers regularly rostered to this group of shops
Retail	LLNBM2K retail settings with High School work experience or community service students, or on school campus thrift shops run in partnership with a school	All staff and volunteers regularly rostered to this group of shops or retail settings, including retail van drivers
Book Depot	Book Business Leaders	Book Business Manager, Warehouse Supervisor
Book Fair	Visible trusted adult volunteers to support community service students at LLNBM2K Book Fairs	Community Service Task Leaders
Book Fair & Retail	Students seeking to volunteer as part of their Duke of Edinburgh program	Duke of Edinburgh Coordinators
Counselling	Clinical counselling	All staff/volunteer clinical counsellors
Marketing, Fundraising & Events	Staff involved in events, and social media content production such as photo, video and audio recording	All staff attending LLNBM2K events or involved in social media content production
Crisis Supporters	Managers, supervisors and crisis supporters in the Call Centre (both staff & volunteers)	All staff and volunteers involved in taking calls from Help Seekers

Trainers	Community training including at schools	All trainers who may conduct training involving children and young people

For these roles, we will:

- ensure Checks are completed prior to commencement;
- keep all WWCC details up to date, and remind Workplace Participants to renew; and
- remove any Workplace Participants whose WWCC status is barred, interim barred, whose WWCC cannot be found or has expired from child-related work.

Other Workplace Participant roles do not require a WWC Check.

8. Child safe training

The following Workplace Participants will need to complete the Child Safe e-learning available on the OCG's website: **https://ocg.nsw.gov.au/training-and-resources/elearning**:

- If nominated as Duke of Edinburgh Coordinator or Community Services Task Leader and providing support for children and young people at LLNBM2K Book Fairs or across the Retail Network;

Workplace Participants who are trained or training as Crisis Supporters for 13 11 14 must complete mandatory training in responding to child safety issues before being authorized to take calls from Help Seekers.

We encourage all Workplace Participants who interact with children who access our services or participate in our events, activities and programs or volunteer with us to also complete this training.

Course	Details
Child Safe eLearning - Keeping children safe in organisations	FREE Child Safe eLearning A course for child-related workers who want to keep children safe in organisations.
SAFESpace eLearning - Keeping children safe in organisations in disability sector	FREE SAFESpace eLearning A course for child-related workers who want to keep children safe in organisations in disability sector

9. Children & Young People Safety Code of Conduct

In addition to LLNBM2K's Code of Conduct, a specific Children & Young People's Safety Code of Conduct has been developed to provide detailed guidance on appropriate behaviour and the maintenance of professional boundaries when working with children and young people.

It follows the OCG's Model Code of Conduct and aims to:

- promote the safety of children and young people
- set expectations for how Workforce Participants behave with children and young people, including detailing acceptable and unacceptable behaviours, and clarifying professional boundaries for interactions with children and young people; and
- protect Workforce Participants from potential accusations of inappropriate behaviour.

The LLNBM2K Children and Young People Safety Code of Conduct is attached at Appendix A.

10. Breaches of this Child Safe Policy

Engaging in unacceptable behaviour with children or young people who access our services or participate in our events, activities and programs or volunteer with us will be considered a breach of this Policy and the Children & Young People's Safety Code of Conduct, and may result in disciplinary action.

Some breaches may need to be reported to NSW Police, the Office of the Children's Guardian or the Department of Communities and Justice.

Workplace Participants who breach our Child Safe Policy and/or Children & Young People's Safety Code of Conduct but do not commit a criminal offence may still be subject to disciplinary action, up to and including termination from LLNBM2K.

11. Reporting Child Safety Concerns

Workplace Participants must:

- report any concerns about the safety or welfare of a child or young person accessing our services or participating in our events, activities and programs or volunteering with us
- ensure the safety and wellbeing of the child or young person is paramount when responding to a disclosure or allegation about harm or risk.

What to report:

Workplace Participants must report:

- unacceptable behaviour (refer Children & Young People's Safety Code of Conduct) towards or regarding a child or young person accessing our services or participating in our events, activities and programs or volunteering with us.
- professional boundaries (refer Children & Young People's Safety Code of Conduct) not being maintained with the children and young people who access our services or participate in our events, activities and programs or volunteer with us.
- harm or abuse of any child or young person accessing our services, participating in our events and programs, or volunteering with us that they either observe or are told about.
- breaches or potential breaches of this Child Safe Policy and/or the Children & Young People's Safety Code of Conduct

Who to report to:

All concerns, breaches, allegations and disclosures should be reported as follows:

	Report to	**Reference**
Crisis Supporters	In Shift Supervisor Call Centre Manager	Reporting internally and externally as per LLA Crisis Supporter Code of Conduct and LLA Crisis Support Operations Manual

• **Financial Counsellors** • **ACVVS** • **Training**	Community Program Manager (Non-clinical)	
	Report to	**Reference**
• **Clinical Counsellors**	Clinical Operations Manager Community Program Manager (Clinical)	Mandatory Reporting Children and Young Persons (Care and Protection) Act 1988 LLNBM2K Counselling Operations Manual
• **Retail** • **Book Depot** • **Book Fair** • **Marketing, Fundraising & Events** • **Administration**	Human Resources Manager Chief Operating Officer Chief Executive Officer	

Note: Where the child safety concern involves the Human Resources Manager or the Chief Operating Officer, then the breach or disclosure must be reported to the Chief Executive Officer (**CEO**). Where the child safety concern involves the CEO, then the breach or disclosure must be reported to the Board Chair.

Breaches and disclosures may also be reported to the Human Resources Manager:

- by email: (hr@lifelinenb.org.au)
- by telephone to LLNBM2K Head Office: (02) 9949 5522
- by post to LLNBM2K Head Office: 310 Sydney Road BALGOWLAH NSW 2093

Mandatory reporters:

Certain staff and volunteers at LLNBM2K (e.g. clinical counsellors, psychologists, social workers, teachers) are classed as Mandatory Reporters under the Children and Young Persons (Care and Protection) Act 1998 NSW (**Care Act**).

Mandatory reporters have a responsibility to recognise and respond to safety, welfare or wellbeing concerns for children and young people and:

- Are legislated to report suspected risk of significant harm concerns to the Department and Community Justice *Child Protection Helpline* (**Phone:**13 21 11). DCJ Helpline
- Can make a report in line with the DCJ Mandatory Reporter Guide.

12. Non-retaliation

All Workplace Participants have a responsibility to report if they have formed a reasonable belief that harm or abuse has occurred.

A person may not dismiss, terminate a contract with, refuse to hire or detrimentally alter the position of a Workplace Participant, or treat them less favourably, because they:

- raise a child safety concern or are involved in resolving a child safety issue; and /or
- exercise in good faith the right to make a child safety report internally or externally.

How to make a complaint or contact LLNBM2K

If a person wishes to contact LLNBM2K about a child safety matter or is concerned about the way a child safety matter has been handled, they can lodge a written request or complaint with the Chief Operating Officer at either of the following addresses:

- Postal Address: 310 Sydney Road BALGOWLAH NSW 2093; or
- Email: admin@lifelinenb.org.au

If a written complaint is received, LLNBM2K will respond within 7 days and aims to investigate and resolve all complaints within 30 days of receipt.

If LLNBM2K becomes aware of a child safety breach, we will promptly investigate and, where appropriate, take remedial action and report externally as required.

13. Definitions

Child abuse takes many forms:

Psychological or emotional abuse
This includes bullying, threatening and abusive language, intimidation, shaming and name calling, ignoring and isolating a child, and exposure to domestic and family violence.

Physical abuse
This includes physical punishment, such as pushing, shoving, punching, slapping and kicking, resulting in injury, burns, choking or bruising.

Sexual abuse
This includes the sexual touching of a child, grooming, and production, distribution or possession of child abuse material.

Grooming
Where a person manipulates a child or group of children and sometimes those looking after them, including parents and carers to establish a position of ‘trust’ so they can then later sexually abuse the child.

Misconduct
This is inappropriate behaviour that may not be as severe as abuse but could indicate that abuse is occurring. This may include showing a child something inappropriate on a phone, having inappropriate conversations with a child or an adult sitting with a child on their lap.

Lack of appropriate care
This includes not providing adequate and proper supervision, nourishment, clothing, shelter, education or medical care.

14. References

- LLNBM2K Statement of Commitment to Child Safety
- LLNBM2K Children and Young People’s Safety Code of Conduct

- LLNBM2K Child Safe Risk Assessment Matrix
- LLNBM2K Onboarding Probity Requirements Matrix
- NSW Child Safe Scheme
- Children's Guardian Act 2019 NSW
- Child Safe Standards
- OCG Reporting Standards and Processes
- National Principles for Child Safe Organizations
- Mandatory Reporting Children and Young Persons (Care and Protection) Act 1998
- Lifeline Northern Beaches Counselling Operations Manual
- Lifeline Australia Crisis Supporter Code of Conduct
- Lifeline Australia Crisis Support Operations Manual
- Photo, Video, Audio, Story – Consent to Usage Form
- Code of Conduct
- Privacy Policy

15. Version Control

Version No.	Description	Effective Date	Reviewer
v1.1	Change of logo and legal entity	18.06.2026	HR Manager
v 1.0	Development of original policy	01/11/2025	HR Manager

APPENDIX A

Children & Young People's Safety Code of Conduct

1. Scope and Purpose

Everyone who works and volunteers with us at Lifeline Northern Beaches, Mosman to Kirribilli (**LLNBM2K**) is responsible for the safety and wellbeing of the children and young people who access our services or participate in our events, activities and programs or volunteer with us.

This Children & Young People's Safety Code of Conduct sets out how Workplace Participants are expected to act in their physical and online interactions with children and young people. It also establishes the professional boundaries required for particular settings and activities identified in our child safe risk assessment.

Workplace Participants include LLNBM2K staff, volunteers, volunteer applicants (including Crisis Support students), contractors and suppliers. This includes, but is not limited to, officers, staff (paid), volunteers, consultants, contractors, sub-contractors, an employee of a contractor or sub-contractor, an employee of a labour hire company, an apprentice or trainee, a student gaining work experience or completing community service or Duke of Edinburgh requirements, and employees of external organizations engaging in Corporate Social responsibility activities at a LLNBM2K site. It specifically includes individual Board members, being volunteers.

2. Acceptable and unacceptable behaviours @LLNBM2K

These acceptable and unacceptable behaviours relate to the interactions of Workplace Participants with children and young people who access our services or participate in our events, activities and programs or volunteer with us.

@LLNBM2K we will:

- treat all children and young people with respect, equity and dignity
- focus on the rights and best interests of children and young people when making decisions
- encourage, listen to, value and respond to the ideas and opinions of children and young people who access our services or participate in our events, activities and programs or volunteer with us
- listen to and take a child or young person seriously if they disclose that they or another child or young person has been harmed or abused or that they are worried about their safety or the safety of another child or young person
- ensure the relationship with a child or young person accessing our services or participating in our events, activities and programs or volunteering with us is kept within professional boundaries
- disclose any existing relationships with a child or young person who is accessing our services or participating in our events, activities and programs or volunteering with us.

- report any concerns, disclosures or allegations regarding the safety of children and young people who access our services or participate in our events, activities and programs or volunteer with us
- respect the privacy of children & young people, and keep information about child protection concerns confidential.

@LLNBM2K we will not:

- ignore or dismiss anyone who says that they know or suspect child abuse or harm is happening
- exaggerate or trivialize child abuse issues
- condone or participate in the use of language or behaviour towards children or young people that is inappropriate, harassing, abusive, discriminatory, sexually explicit, demeaning or culturally insensitive
- use sexual or violent language or gestures in the presence of children and young people or show sexual, violent or other inappropriate images to a child or young person
- behave in ways that may be harmful for a child or young person to see or experience such as smoking, taking illegal substances or being affected by alcohol or other substances
- suggest or agree to provide private services to children or young people and/or their families outside of LLNBM2K settings. For example, counselling, home visits, private tutoring
- fail to maintain professional boundaries with children and young people who access our services or participate in our events, activities and programs or volunteer with us

2. Maintaining professional boundaries @LLNBM2K

Professional boundaries must be maintained with the children and young people who access our services or participate in our events, activities and programs or volunteer with us.

Physical contact

Workplace Participants are expected to maintain safe physical boundaries with children and young people. As far as practicable, an adult should not be alone with a child or young person unless there is line of sight to other adults.

Transporting children

Workplace Participants are expected to maintain safe physical boundaries with children and young people. As far as practicable, there should be two adults travelling in a vehicle with a child. If this is not practicable, best practice is that the child or young person should travel in the back seat of the vehicle, unless authorized by a skip level manager.

Social media use and online communication

Workplace Participants must never communicate privately with children or young people online or on social media. Any necessary online communication should include the child or young person's parent or carer in the correspondence.

Photography and the use of images

Photos, videos and audio of children and young people can only be recorded and used with the permission of parents or guardians. Permission must be obtained using the standard LLNBM2K Release Form (Photo, Video, Audio, Story – Consent to Usage).

It is unacceptable for Workplace Participants to record photos, videos or audio of children or young people (not their own) on personal devices, or to share images without consent.

Gifts and benefits

Workplace Participants must never give gifts to children or young people or bestow benefits of any kind to a child or young person.

Out of hours contact with children

It is unacceptable for Workplace Participants to participate in the lives outside LLNBM2K of children who access our services or participate in our events and programs or volunteer with us without a valid reason.

Illness and injury management

Injuries to a child or young person accessing our services or participating in our events, activities and programs or volunteering with us must be reported to the senior LLNBM2K person on site and first aid administered in a safe space within lines of sight of other adults.

3. Professional boundaries – crisis support work

To ensure the safety of children and young people who contact the national Lifeline Australia Crisis Support Line (13 11 14), Workplace Participants are required to follow the Lifeline Australia Operations Manual and Code of Conduct, and to adhere to their training at all times.

Retention and use of contact details from a Crisis Support call

Where a Help Seeker's incoming telephone number is visible, or where contact details (mobile for SMS or email) are recorded to allow referrals to be made in Service Finder during or after a call with a Help Seeker, the details must not be retained and notes must be placed in the marked bin for secure destruction at each shift end. It is not acceptable to contact a Help Seeker outside a call.

4. Professional boundaries – one-on-one clinical counselling

To ensure the safety of children and young people during one-on-one clinical counselling sessions while maintaining confidentiality, professionalism, and therapeutic effectiveness, Workplace Participants will maintain safe physical and professional boundaries at all times.

As far as practicable, counsellors should avoid being alone with a child or young person unless it is consistent with their LLNBM2K role and undertaken in accordance with this Code of Conduct:

Conditions for One-on-One Clinical Counselling

One-on-one closed-room clinical counselling is permitted only where:

- the counselling occurs in a designated counselling room;

- the young person (and where appropriate, their parent/guardian) provides informed consent to one-on-one sessions; and
- the counsellor maintains compliance with all relevant professional, ethical, and child safety standards.

Environmental Safeguards

- ***Visibility***: Counselling rooms will, wherever possible, include visibility features to allow line of sight to other adults.
- ***Door management***: Counselling room doors will remain unlocked at all times. Young people may request that the door be left ajar.
- ***Awareness***: Other staff such as the Clinical Operations Manager or Administration Manager must be aware when a session with a young person is in progress.

Procedural Safeguards

- ***Session notes:*** Counsellors must document each session in line with LLNBM2K and professional standards.
- ***Supervision:*** Counsellors must discuss any concerns regarding child safety in regular clinical supervision.

Physical and Behavioural Safeguards

- Counsellors must avoid physical contact unless clinically justified and conducted with consent, sensitivity, and professionalism.
- Language, behaviour, and interactions must always uphold the dignity and safety of the child or young person.
- Counsellors must not meet young people outside of LLNBM2K counselling settings.

Additional Risks

- Where a young person is identified as highly vulnerable, additional safeguards may be considered, such as:
  - co-facilitation by two adults (with consent); and/or
  - enhanced supervision or check-ins.

Communication & Consent

- At intake, parents/guardians (where appropriate) and young people will be informed that counselling involves one-on-one sessions in a closed room, with safeguards in place.
- Young people may request visibility adjustments (e.g. blinds open, door ajar).
- Young people will be provided with clear information on how to raise concerns, make disclosures or raise a complaint.

5. Professional boundaries – Book Fair and Retail Volunteering

To ensure the safety of children and young people attending or volunteering at LLNBM2K Book Fairs, Book Depot or in LLNBM2K Retail Shops while providing a fun and value-adding experience, Workplace Participants will maintain safe physical and professional boundaries at all times.

As far as practicable, Workplace Participants should avoid being alone with a child or young person unless it is consistent with their LLNBM2K role and undertaken in accordance with this Code of Conduct:

Environmental Safeguards – Book Fairs

- For each Book Fair event, the Duke of Edinburgh Coordinator and the Community Service Task Leaders will act as visible trusted adults to whom children and young people can raise questions or concerns, make disclosures, or seek support. They will refer any concerns regarding child safety and report any disclosures made by a child or young person or breaches of the Children & Young People's Safety Code of Conduct to the senior person on site at the Book Fair and/or the LLNBM2K Chief Operating Officer.

Physical and Behavioural Safeguards

- Workplace Participants, Duke of Edinburgh Coordinators and Community Service Task Leaders must avoid physical contact with children and young people who participate in our Book Fairs or volunteer in our retail settings.
- Language, behaviour, and interactions must always uphold the dignity and safety of the children and young people.
- Workplace Participants, Duke of Edinburgh Coordinators and Community Service Task Leaders must not meet young people outside of LLNBM2K settings.

Communication & Consent

- Young people volunteering in our Book Fair or retail settings will be provided with clear information on how to raise concerns, make disclosures or raise a complaint.

6. Professional boundaries – Community & Fundraising Events

To ensure the safety of children and young people attending a LLNBM2K community or fundraising event which is focused on children and young people as primary attendees, and while providing a fun and value-adding experience, Workplace Participants will maintain safe physical and professional boundaries at all times.

Physical and Behavioural Safeguards

- Workplace Participants must avoid physical contact with children and young people who participate in our community or fundraising events.
- Language, behaviour, and interactions must always uphold the dignity and safety of the children and young people.
- Workplace Participants must not meet young people outside of LLNBM2K settings.

Additional Risks

An event-specific child safe risk assessment with suitable event-specific mitigation strategies will be completed as part of assessment of the suitability of an event and in preparation for an event.

7. Internal and external reporting obligations

We all have a responsibility to report if we have formed a reasonable belief that abuse has occurred or may occur.

LLNBM2K will investigate disclosures, allegations and complaints thoroughly and quickly and LLNBM2K will work with the relevant authorities, such as the NSW Police and NSW Office of Children the Guardian (OCG).

8. Handling Child Safety Concerns and Reports

When a concern has been raised or a disclosure, allegation or complaint has been made, LLNBM2K will:

- take steps to identify and address any risks
- ensure required external reporting obligations are met
- review the incident, keeping stakeholders advised of status
- offer support to the child or young person as needed
- review and act on recommendations from the review / investigation as appropriate.

A Workplace Participant subject to an allegation will be supported through the disciplinary process in a fair, transparent and timely manner, ensuring procedural fairness.

Any relevant reportable conduct investigations will be conducted with the OCG's Reportable Conduct Directorate.

Additionally:

- LLNBM2K will record all disclosures, allegations and complaints
- all reports will be stored securely and only accessed by those in LLNBM2K with responsibility for oversight of the investigation
- information may be exchanged under Chapter 16A of the Child and Young Persons (Care and Protection) Act 1998, with agencies who have responsibilities relating to the safety, welfare or wellbeing of children or young people
- LLNBM2K will maintain the privacy of those involved in accordance with our Privacy Policy
- if an incident is found to be substantiated, likely outcomes or responses will be determined from advice given by relevant authorities (NSW Police, OCG).

9. Penalties for staff or volunteers who breach the Children & Young People's Safety Code of Conduct

A breach of the Children & Young People's Safety Code of Conduct may be dealt with as a disciplinary matter and may result in consequences up to and including termination.