



BCR Communities

Child Safety and
Wellbeing Policy



CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	2
3	RESPONSIBILITIES.....	2
	The Board.....	2
	Chief Executive Officer	2
	Leadership Team / Supervisors	3
	Workers	3
4	CHILD SAFETY AND WELLBEING	3
5	CHILD PARTICIPATION AND EMPOWERMENT	4
6	FAMILY AND COMMUNITY ENGAGEMENT	5
7	EQUITY, DIVERSITY AND CULTURAL SAFETY	5
8	RECRUITMENT AND SCREENING	6
9	RESPONDING TO COMPLAINTS AND CONCERNS.....	6
10	STAFF KNOWLEDGE SKILLS AND AWARENESS.....	7
11	CHILD SAFE RISK MANAGEMENT.....	8
12	CONTINUOUS IMPROVEMENT	8
13	COMMUNICATION	9
14	DEFINITIONS AND TERMS.....	9
15	COMPLIANCE WITH THIS POLICY	11
16	RELATED LEGISLATION AND DOCUMENTS	11
17	FEEDBACK	12
18	APPENDIX.....	12
19	DOCUMENT VERSION CONTROL	12
	APPENDIX 1: THE CHILD SAFE STANDARDS	14

1 PURPOSE

- 1.1 Bay & Basin Community Resources Limited/BCR Communities (BCR) provides services to and works with children and young people. BCR is a child-related organisation under the [Child Protection \(Working with Children\) Act 2012](#) (NSW) and is committed to implementing the [Child Safe Standards](#) established by the [National Office for Child Safety](#) which are mirrored by the Office of the Children's Guardian through the [Child Safe Scheme](#).

A summary of the Office of the Children's Guardian's 10 Child Safe Standards are outlined in [Appendix 1](#).

- 1.2 BCR will promote the safety, wellbeing and participation of children and young people by creating an environment where children's safety and wellbeing is the centre of thought, values and actions.
- 1.3 This policy establishes the governance, systems and practices required to maintain a child safe organisation. BCR is committed to:
 - 1.3.1 creating conditions to reduce the likelihood of harm occurring,
 - 1.3.2 create conditions that increase the likelihood of identifying and reporting concerns,
 - 1.3.3 responding appropriately to disclosures, allegations and suspicions of harm, and
 - 1.3.4 continuously improving child safe systems, practices and culture.
- 1.4 In all decisions involving children and young people, BCR will prioritise the safety, wellbeing and best interests of the child above organisational, operational or reputational considerations.

2 SCOPE

- 2.1 This Policy applies to all:
 - 2.1.1 Board members, workers, students, consultants, agency personnel and any person acting on behalf of BCR and
 - 2.1.2 activities, programs, services, events, online interactions and environments where BCR engages with children and young people under the age of 18 years of age (young people).

3 RESPONSIBILITIES

The Board

- 3.1 The Board is responsible for:
 - 3.1.1 promoting a child safe culture,
 - 3.1.2 overseeing governance and compliance with the Child Safe Standards, and
 - 3.1.3 ensuring BCR is adequately resourced to support child safe practices.

Chief Executive Officer

- 3.2 The Chief Executive Officer (CEO) is responsible for:
 - 3.2.1 implementing this Policy,
 - 3.2.2 ensuring child safety systems are maintained,
 - 3.2.3 ensuring legislative compliance, and
 - 3.2.4 reporting significant child safety matters to the Board.

Leadership Team / Supervisors

3.3 The Leadership Team / Supervisors are responsible for:

- 3.3.1 modelling child safe behaviours,
- 3.3.2 supporting workers to understand their obligations,
- 3.3.3 responding appropriately to concerns,
- 3.3.4 ensuring workers complete required training,
- 3.3.5 managing the risks associated with maintaining a child safe organisation, and
- 3.3.6 monitoring compliance with, and adhering to, BCR's child safe practices.

Workers

3.4 Workers are responsible for:

- 3.4.1 complying with this policy and related procedures,
- 3.4.2 following the Child Safe Code of Conduct,
- 3.4.3 maintaining professional boundaries,
- 3.4.4 acting in the best interests of children
- 3.4.5 reporting concerns about child safety,
- 3.4.6 participating in required training, and
- 3.4.7 promoting the rights, safety and wellbeing of children.

4 CHILD SAFETY AND WELLBEING

National Principle 1: *Child safety and wellbeing is embedded in organisational leadership, governance and culture*

- 4.1 BCR is committed to providing a safe, inclusive and supportive environment where children and young people are respected, valued and protected from harm.
- 4.2 BCR adheres to the NSW Child Safe Standards and National Principles for Child Safe Organisations.
- 4.3 BCR has zero tolerance for child abuse, neglect, exploitation, grooming, misconduct and any behaviour that places a child or young person at risk.
- 4.4 BCR recognises that the safety, wellbeing and participation of children are fundamental to all activities, services and decisions involving children.
- 4.5 BCR is committed to ensuring:
 - 4.5.1 the best interests of children and young people are paramount in decision-making,
 - 4.5.2 children and young people are treated with dignity, respect and fairness,

- 4.5.3 children and young people are empowered to participate in decisions affecting them,
 - 4.5.4 children and young people are listened to and their views are taken seriously,
 - 4.5.5 concerns and complaints raised by children and young people, families and community members are responded to appropriately and without delay,
 - 4.5.6 all workers understand their responsibilities in keeping children and young people safe, and
 - 4.5.7 child safety is embedded in BCR's governance, leadership, culture, systems and practices.
- 4.6 BCR recognises that all children and young people have the right to:
- 4.6.1 be safe and protected from harm,
 - 4.6.2 be treated with dignity and respect,
 - 4.6.3 be listened to and taken seriously,
 - 4.6.4 participate in decisions affecting them, and
 - 4.6.5 have their cultural identity respected and valued.
- 4.7 All workers are required to adhere to BCR's Code of Conduct, BCR's Child Safe Code of Conduct and the [NDIS Code of Conduct for Workers](#) which includes expectations in relation to working ethically and supporting the rights of children and young people.

5 CHILD PARTICIPATION AND EMPOWERMENT

National Principle 2: *Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously*

- 5.1 BCR recognises children and young people as active participants in decisions affecting them. BCR will:
- 5.1.1 communicate child safety expectations clearly,
 - 5.1.2 explain rights in accessible and age-appropriate formats,
 - 5.1.3 seek and consider feedback from children and young people regarding the effectiveness of its child safe systems, practices and environments,
 - 5.1.4 provide age-appropriate opportunities for children and young people to contribute to the development, implementation and review of child safety policies, procedures, programs and resources,
 - 5.1.5 provide opportunities for participation in service planning and evaluation,
 - 5.1.6 ensure information is provided in age-appropriate and accessible formats,
 - 5.1.7 support children and young people to express their views safely,

- 5.1.8 ensure children and young people know how to raise concerns and seek support, and
- 5.1.9 where practical and appropriate, BCR will consult with children and young people following significant changes to services, programs or child safe practices that may affect them.
- 5.2 BCR will encourage children and young people to participate in all services offered by the organisation that are appropriate for them and to provide feedback concerning additional services and activities. While BCR cannot guarantee that it will implement any suggestions, it undertakes to consider all suggestions in relation to their impacts on children and young people to determine their feasibility.

6 FAMILY AND COMMUNITY ENGAGEMENT

National Principle 3: *Families and communities are informed and involved in promoting child safety and wellbeing.*

- 6.1 Families and communities are engaged as partners in promoting child safety and wellbeing. BCR recognises families and communities play an essential role in child wellbeing. BCR will:
 - 6.1.1 communicate child safety expectations clearly,
 - 6.1.2 make child safety policies publicly available,
 - 6.1.3 consult with families and community, where possible or appropriate,
 - 6.1.4 encourage feedback and participation, and
 - 6.1.5 respect family and community relationships.

7 EQUITY, DIVERSITY AND CULTURAL SAFETY

National Principle 4: *Equity is upheld and diverse needs respected in policy and practice.*

- 7.1 BCR is committed to creating culturally safe, inclusive and welcoming environments for children and young people, including Aboriginal and Torres Strait Islander children, children with disability, children from other culturally and linguistically diverse backgrounds and children of diverse genders and sexualities.
- 7.2 BCR will respect and value diversity, including:
 - 7.2.1 children and young people from culturally and linguistically diverse backgrounds,
 - 7.2.2 children and young people with disability,
 - 7.2.3 children and young people of diverse genders, sexualities and family structures, and
 - 7.2.4 endeavouring to ensure no child or young person experiences discrimination.

8 RECRUITMENT AND SCREENING

National Principle 5: *People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.*

- 8.1 BCR will recruit people who demonstrate a commitment to child safety. Robust recruitment, screening and probity processes apply. BCR will:
 - 8.1.1 undertake working with children checks,
 - 8.1.2 conduct police checks and reference checks,
 - 8.1.3 assess suitability during recruitment,
 - 8.1.4 communicate child safe expectations during recruitment and induction, and
 - 8.1.5 maintain appropriate records of screening activities.
- 8.2 In addition to following the measures detailed in BCR's Probity in Employment, Key Personnel and Recruitment Policy and associated procedure(s), BCR will ensure all workers, including directors and committee members, undergo relevant police and mandatory safety checks in line with the requirements of both the [Office of the Children's Guardian](#) and the [NDIS Quality & Safeguarding Commission](#).
- 8.3 BCR's culture and practices aim to ensure that all workers demonstrate our values of promoting inclusion, showing empathy, acting with integrity and encouraging wellness, and always understand and respect the values, culture and heritage of all participants, regardless of their age.
- 8.4 Staff and volunteer selection and promotion includes consideration of how their values and attributes align with supporting children and young people.

9 RESPONDING TO COMPLAINTS AND CONCERNS

National Principle 6: *Processes to respond to complaints and concerns are child focussed.*

- 9.1 BCR encourages children and young people, families, workers and community members to raise concerns regarding child safety.
- 9.2 BCR will provide accessible and child-friendly ways for children and young people to raise concerns, make complaints or seek support. These mechanisms will be age appropriate, accessible and explained in language that children and young people can understand. BCR will:
 - 9.2.1 promote a culture where concerns regarding the safety and wellbeing of children and young people are encouraged, supported and reported,
 - 9.2.2 provide child-friendly reporting options that are promoted within our spaces,
 - 9.2.3 ensure the complaint handling process upholds the rights of children and young people,

- 9.2.4 ensure complaints and/or concerns are treated seriously and responded to promptly and appropriately,
 - 9.2.5 meet relevant mandatory reporting obligations,
 - 9.2.6 cooperate with external authorities, and
 - 9.2.7 protect people who raise concerns, ensuring they can do so without fear of retribution or disadvantage.
- 9.3 Children and young people will be empowered and encouraged to provide feedback and to raise any concerns they may have in accordance with the Complaints and Feedback Policy and related procedures. Workers will ensure that children and young people are heard and respected when doing so and any allegations of inappropriate behaviour, abuse or neglect will be investigated and that all appropriate action will be taken.
- Any allegation of abuse and neglect will be dealt with according to BCR's relevant policies and procedures and in line with the [NSW's Department of Communities and Justice's Mandatory Reporting framework](#).
- 9.4 While the [NSW Office of the Children's Guardian Reportable Conduct Scheme](#) may not apply to BCR, any reportable allegations or convictions against a BCR worker will be managed in accordance with the Scheme.
- 9.5 Children, young people and their families will be surveyed on their views of the quality of BCR's programs and suggestions for improvements on a regular basis.

10 STAFF KNOWLEDGE SKILLS AND AWARENESS

National Principle 7: *Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.*

- 10.1 BCR will provide child safety training to staff and volunteers appropriate to their role which may include:
- 10.1.1 the national principles and child safe standards,
 - 10.1.2 child safe code of conduct,
 - 10.1.3 professional boundaries,
 - 10.1.4 incident reporting,
 - 10.1.5 identifying and responding to harm (indicators of abuse neglect, grooming and exploitation),
 - 10.1.6 responding to disclosures and mandatory reporting,
 - 10.1.7 online safety, and
 - 10.1.8 cultural safety.

11 CHILD SAFE RISK MANAGEMENT

National Principle 8: *Physical and online environments promotes safety and wellbeing while minimising the opportunity for children and young people to be harmed.*

- 11.1 BCR will identify, assess and manage risks to children and young people associated with:
 - 11.1.1 physical environments (buildings, community venues, vehicles, etc.),
 - 11.1.2 online environments (online communication, social media and electronic information sharing involving children and young people and record keeping),
 - 11.1.3 service delivery activities,
 - 11.1.4 transport arrangements,
 - 11.1.5 events and excursions,
 - 11.1.6 managing child to child harmful behaviour,
 - 11.1.7 use of photographs, videos and digital media, and
 - 11.1.8 one to one interactions between workers and children and young people.
- 11.2 Risk Assessments will be reviewed regularly and following incidents and/or complaints in accordance with our Risk Management Policy and associated procedures.

12 CONTINUOUS IMPROVEMENT

National Principle 9: *Implementation of the national child safe principles is regularly reviewed and improved.*

- 12.1 BCR is committed to continuously improving its child safe systems, policies and practices to ensure the ongoing safety, wellbeing and participation of children and young people.
- 12.2 BCR will regularly review and improve its child safe systems, policies, procedures and practices through:
 - 12.2.1 incident reviews and complaints analysis,
 - 12.2.2 reviewing policies and procedures at least every three years,
 - 12.2.3 review following a child safety incident, allegation, complaint or identified risk,
 - 12.2.4 relevant legislative, regulatory or organisational changes,
 - 12.2.5 feedback received from children, young people, families, workers or other stakeholders,
 - 12.2.6 where appropriate and practicable, children and young people will be consulted during the development, implementation and review of child

safety policies, procedures and practices to ensure their perspectives inform continuous improvement,

12.2.7 quality improvement activities in accordance with our Quality Management, Continuous Improvement and Internal Audit Policy and associated procedures, and

12.2.8 outcomes of reviews will be used to strengthen BCR's child safe culture, systems and practices.

13 COMMUNICATION

National Principle 10: *Policies and procedures document how the organisation is safe for the children and young people.*

13.1 BCR will communicate its commitment to child safety through:

13.1.1 the child safe commitment statement,

13.1.2 induction programs,

13.1.3 website publications,

13.1.4 child-friendly resources, and

13.1.5 family and community engagement activities.

13.2 Communication with each child and young person will be provided in a way that they will best understand. This will be achieved by child-friendly posters, resources, program materials and the like, underpinned by our relevant policies and procedures.

14 DEFINITIONS AND TERMS

14.1 **Board of Directors:** a group of elected individuals representing the members and who are responsible for governing, overseeing the affairs of, and making strategic decisions for an organisation on behalf of its members, noting that the Board is appointed by the members of the organisation.

14.2 **Child Safe Culture:** a culture where the safety, wellbeing and participation of children and young people are a priority and embedded throughout the organisation.

14.3 **Child Safe Standards:** the ten Child Safe Standards adopted by the NSW Office of the Children's Guardian and aligned with the National Principles for Child Safe Organisations.

14.4 **Cultural Safety:** an environment that is socially, emotionally, physically and spiritually safe for children and young people and where their identity and culture are respected and valued.

14.5 **Director:** an individual appointed to the Board of Directors responsible for contributing to the collective decision making of the Board.

14.6 **Harm and abuse:** this includes:

- 14.6.1 grooming: the process where a person manipulates a child or young person or group of children or young people, and sometimes those looking after them, including parents, carers, teachers and leaders, to establish a position of trust so they can then later sexually abuse the child or young person,
- 14.6.2 lack of appropriate care: including not providing adequate and proper supervision, nourishment, clothing, shelter, education or medical care,
- 14.6.3 misconduct: inappropriate behaviour that may not be as severe as abuse, although it could indicate that abuse is occurring and would often be in breach of BCR's Child Safe Code of Conduct, such as 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,
- 14.6.4 physical abuse: including physical punishment such as pushing, shoving, punching, slapping and kicking, resulting in injury, burns, choking or bruising,
- 14.6.5 psychological abuse: including bullying, threatening and abusive language, intimidation, shaming and name calling, ignoring and isolating a child or young person, and exposure to domestic and family violence, and
- 14.6.6 sexual abuse: including the sexual touching of a child or young person, grooming, and production, distribution or possession of child abuse material (often known as pornography).
- 14.7 **Participant**: an individual to whom BCR provides a support or service and includes their carers, parents, guardians and other support people.
- 14.8 **Reportable allegation**: an allegation that a worker has engaged in conduct that may be reportable conduct.
- 14.9 **Reportable conduct**: the following conduct, whether or not a criminal proceeding in relation to the conduct has commenced or concluded:
- 14.9.1 sexual offence,
- 14.9.2 sexual misconduct,
- 14.9.3 ill-treatment of a child or young person,
- 14.9.4 neglect of a child or young person,
- 14.9.5 assault against a child or young person,
- 14.9.6 an offence under section 43B or 316A of the [Crimes Act 1900](#) (NSW), and
- 14.9.7 behaviour that causes significant emotional or psychological harm to a child or young person.
- 14.10 **Reportable conviction**: a conviction (including a finding of guilt without the court proceeding to a conviction), in NSW or elsewhere, of an offence involving reportable conduct.
- 14.11 **Staff**: a person employed by BCR under a contract of employment.

14.12 **Sub-Committee Member:** an individual appointed to a Board Committee.

14.13 **Volunteer:** a person who provides unpaid help to BCR.

14.14 **Worker:** BCR's staff, volunteers and contractors.

15 COMPLIANCE WITH THIS POLICY

15.1 If there is reason to believe that a worker has failed to comply with this Policy, it will be investigated in accordance with relevant Policies and Procedures.

15.2 Failure of a worker to comply with this Policy may result in the worker facing disciplinary action and/or reasonable management instruction in accordance with the Performance Development, Performance Management and Disciplinary Policy and Performance Management and Disciplinary Procedure.

15.3 Compliance with this Policy and associated procedures, including incidents identified in the incident management system, will inform continuous quality improvement projects and training needs for the organisation.

16 RELATED LEGISLATION AND DOCUMENTS

BCR's Code of Conduct

BCR's Child Safe Code of Conduct

BCR's Child Safe Commitment Statement

[Child Protection \(Working with Children\) Act 2012](#) (NSW)

[Child Safe Scheme](#)

Complaints and Feedback Policy

[Crimes Act 1900](#) (NSW)

Incident Management Policy

Incident Management Procedure

[Information Technology Policy](#)

Learning and Development Policy

[National Principles for Child Safe Organisations](#)

[NDIS Code of Conduct for Workers](#)

[NSW Mandatory Reporter Guide](#)

[NSW Office of the Children's Guardian Reportable Conduct Scheme](#)

[Office of the Children's Guardian's 10 Child Safe Standards](#)

Participant Safe Environment Policy

Performance Development, Performance Management and Discipline Policy

Performance Management and Discipline Procedure

Privacy Policy

[Probity in Employment, Key personnel, Recruitment, Performance Reviews Policy](#)

Social Media Policy

Worker Complaints, Grievance and Feedback Policy

17 FEEDBACK

17.1 Workers and clients can provide feedback about this document by emailing info@BCRCommunities.com.

18 APPENDIX

18.1 Appendix 1: The Child Safe Standards.

19 DOCUMENT VERSION CONTROL

19.1 BCR will maintain a high standard of quality and control of all documented information and records. All documents (either retained or referred to) will be current, suitable for use, accessible, quality controlled, and stored in a safe and secure location.

19.2 BCR policies and procedures will be reviewed by the relevant responsible officer either:

19.2.1 prior to the mandatory three year review period or

19.2.2 when an incident or a known change (legislative or internal) has occurred or a complaint or feedback has been received that relate to specific BCR policies and/or procedures,

whichever occurs first.

Section 1	Title	Child Safety and Wellness Policy		
	Policy Location	Intranet		
	Responsible Officer	Chief Executive Officer		
	Created By	JE	Date Created	04/06/2026
	Date Approved		Board to Approve all Modifications	No
	Reviewer	Executive Team		

Section 2	Version No	Modified/Reviewed By	Modifications Made	Date	Status
	001	JE	Initial draft	04/06/2026	Draft
	002	HM		08/06/2026	Draft
	003	Executive		13/07/2026	Approved
	004	SC		16/07/2026	Approved

APPENDIX 1: THE CHILD SAFE STANDARDS

The [Office of the Children's Guardian's 10 Child Safe Standards](#) are:

1 Child Safety is Embedded in Organisational Leadership, Governance and Culture

- 1.1 The organisation publicly commits to child safety and leaders champion a child safe culture
- 1.2 Child safety is a shared responsibility at all levels of the organisation
- 1.3 Risk management strategies focus on preventing, identifying and mitigating risks to children
- 1.4 Staff and volunteers comply with a code of conduct that sets clear behavioural standards towards children
- 1.5 Staff and volunteers understand their obligations on information sharing and record keeping

2 Children Participate in Decisions Affecting Them and are Taken Seriously

- 2.1 Children are able to express their views and are provided opportunities to participate in decisions that affect their lives
- 2.2 The importance of friendships is recognised and support from peers is encouraged, helping children feel safe and be less isolated
- 2.3 Children can access abuse prevention programs and information
- 2.4 Staff and volunteers are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns

3 Families and Communities are Informed and Involved

- 3.1 Families have the primary responsibility for the upbringing and development of their child and participate in decisions affecting their child
- 3.2 The organisation engages in open, two-way communication with families and communities about its child safety approach and relevant information is accessible
- 3.3 Families and communities have a say in the organisation's policies and practices
- 3.4 Families and communities are informed about the organisation's operations and governance

4 Equity is Upheld and Diverse Needs are Taken into Account

- 4.1 The organisation actively anticipates children's diverse circumstances and responds effectively to those with more vulnerabilities
- 4.2 All children have access to information, support and complaints processes
- 4.3 The organisation pays particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disability, children who identify as LGBTQIA+ and children from culturally and linguistically diverse backgrounds

5 People Working with Children are Suitable and Supported

- 5.1 Recruitment, including advertising and screening, emphasises child safety
- 5.2 Relevant staff and volunteers have Working With Children Checks

5.3 All staff and volunteers receive an appropriate induction and are aware of their child safety responsibilities, including reporting obligations

5.4 Supervision and people management have a child safety focus

6 Processes to respond to Complaints of Child Abuse are Child Focused

6.1 Relevant staff and volunteers receive training on the nature and indicators of child maltreatment, particularly organisational child abuse

6.2 Staff and volunteers receive training on the organisation's child safe practices and child protection

6.3 Relevant staff and volunteers are supported to develop practical skills in protecting children and responding to disclosures

7 Staff are Equipped with the Knowledge, Skills and Awareness to Keep Children Safe Through Continual Education and Training

7.1 Relevant staff and volunteers receive training on the nature and indicators of child maltreatment, particularly organisational child abuse

7.2 Staff and volunteers receive training on the organisation's child safe practices and child protection

7.3 Relevant staff and volunteers are supported to develop practical skills in protecting children and responding to disclosures

8 Physical and Online Environments Minimise the Opportunity for Abuse to Occur

8.1 Risks in the online and physical environments are identified and mitigated without compromising a child's right to privacy and healthy development

8.2 The online environment is used in line with the organisation's code of conduct and relevant policies

9 Implementation of the Child Safe Standards is Continuously Reviewed and Improved

9.1 The organisation regularly reviews and improves child safe practices

9.2 The organisation analyses complaints to identify causes and systemic failures to inform continuous improvement

10 Policies and Procedures Document How the Organisation is Child Safe

10.1 Policies and procedures address all Child Safe Standards

10.2 Policies and procedures are accessible and easy to understand

10.3 Best practice models and stakeholder consultation inform the development of policies and procedures

10.4 Leaders champion and model compliance with policies and procedures

10.5 Staff understand and apply the policies and procedures