Child Safety and Wellbeing FRAMEWORK

Responsibility	Office of CEO		
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1. PURPOSE OF THE FRAMEWORK

The purpose of this Framework is to:

- express Carinity's commitment to the safety and wellbeing of children, and
- outline how Carinity manages child safety and wellbeing throughout its various services and sites in accordance with the Child Safe Standards and with our values of Compassion, Respect, Excellence, Accountability, Teamwork and Engaging Positively.

2. SCOPE

This framework applies to all activities of Carinity and the people associated with Carinity.

This includes Carinity service users, members of the Carinity workforce (which includes staff, volunteers, agency and placement workers, and contractors, hereafter 'worker'), suppliers, and the Carinity Council.

3. CARINITY'S CHILD SAFETY FRAMEWORK

Carinity provides services across multiple different areas of need, both directly to children and in areas where children may be indirectly present. These services include:

- Education – Carinity operates Special Assistance Schools throughout Queensland, and an independent school in Townsville which operates under the same model of service.
- Youth Services – Carinity operates two youth accommodation services. One is for children who are under guardianship of the Department of Child Safety, and the other supports independent teens and young people at risk of homelessness.
- Community Services – Carinity is an NDIS service provider, and a small portion of our NDIS clients are children. In addition, we provide counselling and family support, and we also run the Carinity Fassifern Community Centre, which may include children as service users.
- Aged Care Services – while children will not receive care through our aged care services, they may be regular visitors to our Residential Aged Care Homes, or they may visit or live in the same home as a Home Care client.
- Retirement Villages – while children will not ordinarily reside in our Retirement Villages, they may visit or stay with a resident at times.
- Chaplaincy – our school and youth chaplains directly serve children in their roles. Other chaplains may indirectly interact with children as part of their usual activities.

At all times, and across all of its services, Carinity will have appropriate policies and procedures in place to ensure that all children who engage directly or indirectly with Carinity are safe and protected from harm. These policies and procedures:

1. Provide an environment that upholds the right to cultural safety of children who are Aboriginal persons or Torres Strait Islander persons;
2. Embed child safety and wellbeing into Carinity's leadership, governance, and culture;
3. Provide space and opportunity for children to have a voice, including enabling them to be informed about their rights, to participate in decisions affecting them, and to be taken seriously;
4. Allow families and communities to be informed and involved in promoting child safety and wellbeing;
5. Reflect Carinity's ongoing commitment to deliver services in a way that upholds equity and inclusion, and enables and celebrates diversity;
6. Provide systems for screening potential new employees/volunteers and for reporting current staff/volunteers where there are concerns about their conduct or their suitability to reflect child safety and wellbeing values in practice;
7. Include a feedback and complaints management system which is designed with the safety and wellbeing of children in mind;
8. Provide for all staff/volunteers to receive ongoing training and education to equip them with the knowledge, skills, and awareness to keep children safe;
9. Maintain physical and online environments that promote the safety and wellbeing of children, and minimise the opportunity for children to be harmed;
10. Facilitate regular reviews of Carinity's policies, procedures, systems, and practices to ensure continuous improvement; and
11. Document how Carinity promotes the safety and wellbeing of children in our policies and procedures.

4. CHILD SAFE STANDARDS

Carinity has and will maintain policies and procedures to ensure that it complies with the Child Safe Standards and Universal Principal. These include:

Standard		Applicable Policy/Procedure/System
UP	Provide an environment that promotes and upholds the right to cultural safety of children who are Aboriginal or Torres Strait Islander persons	• Statement of Commitment – Cultural Safety • Cultural Safety Policy (currently in draft) • Diversity and Inclusion Framework • Diversity and Inclusion Policy (currently in draft) *Note: many other policies relating to child safety will also include reference to cultural safety.*
1.	Child safety is embedded in **Leadership, Governance, and Culture**	• Child Safety Framework • Regular reporting to Carinity Council and Executive Leadership on risks relating to children. • Carinity Council receives annual child safety training and monthly child safety updates.
2.	**Voice of Children** – children are heard and involved in decisions	• Child Safety and Wellbeing Community Information Booklet • Child Safety and Wellbeing Procedures • Site-specific risk management systems and actions (e.g. Yarning Circles, student discussion groups, House meetings, etc.)
3.	**Family and Community** are informed and involved in child safety	• Child Safety and Wellbeing Community Information Booklet • Regular communications with families and communities (completed by each site)
4.	**Equity and Diversity** are valued and respected	• Statement of Commitment – Cultural Safety • Diversity and Inclusion Framework • Disability Discrimination for Education Services Policy and Procedure
5.	Carinity Workers are **Suitable People** and are supported to reflect child safety in practice	• Recruitment and Selection Policy • Worker screening checks procedure • Learning and development procedure
6.	**Complaints Management** systems are child focussed	• Feedback and Complaints Policies – separate policy and procedure for: o Education o Disability Services o General/Other • Whistleblower Policy • Grievance Procedure
7.	Workers are equipped with **Knowledge & Skills**	• Learning and Development Procedure
8.	Physical and online environments	• Technology usage policy (Children) (Still in draft) • Workplace Health and Safety Policies (Multiple)
9.	**Continuous Improvement** – implementation of these standards are regularly reviewed and improved	• Learning and Development Procedure *All Carinity policies are regularly reviewed, and include provision for continuous improvement*
10.	**Policy and Procedures** document how Carinity is safe for Children	See all documents listed above.

5. RESPONSIBILITIES

5.1. All Carinity Workers

All Carinity workers are responsible for acting in accordance with this framework, including complying with our ***Child Safety and Wellbeing Policy***.

5.2. Human Resources Staff

Carinity's Human Resources team are responsible for acting in accordance with this framework, primarily by maintaining and complying with our:

- Recruitment and Selection Policy;
- Worker Screening Checks Procedure; and
- Our Investigations policies and procedures

5.3. Managers

Are responsible for supporting staff to comply with their obligations, and regularly reviewing Carinity's Child safe policies and procedures for quality improvement.

5.4. Executive Management

Are responsible for:

- The responsibilities outlined above;
- Oversight of Child Safety processes (including policies and procedures);
- Leading/managing investigations where appropriate in accordance with the relevant feedback and complaints policies;
- Undertaking regular analysis of Carinity's child safe policies and procedures and reporting to the CEO where appropriate;
- Leading continuous quality improvement initiatives; and
- Providing advice and feedback to the CEO.

5.5. The Chief Executive Officer (CEO)

Is responsible for:

- Engaging with Executive Management and staff more broadly to monitor compliance with this framework;
- Reporting to the Carinity Council:
  - on a high-level basis about Child Safety practices at the services; and
  - Any complaints that reach the threshold for disclosure to the Carinity Council and QB Board as outlined in the Risk Appetite Statement; and
- Notifying relevant authorities when appropriate.

5.6. The Carinity Council

Is responsible for:

- Monitoring compliance with this framework;
- Regularly reviewing risk reporting and risk management strategies to ensure that they align with this framework and that risks are being managed appropriately; and
- Notifying relevant authorities when appropriate.

6. DEFINITIONS

Child Connected to Carinity	Is a child who receives services from Carinity through our schools, youth services, and/or community services, or who is in regular indirect contact with Carinity (e.g. they are regular visitors to our Residential Aged Care facilities or live in the home of an Aged Care Home Care client).
Complaint	Is an expression of dissatisfaction made to or about Carinity.

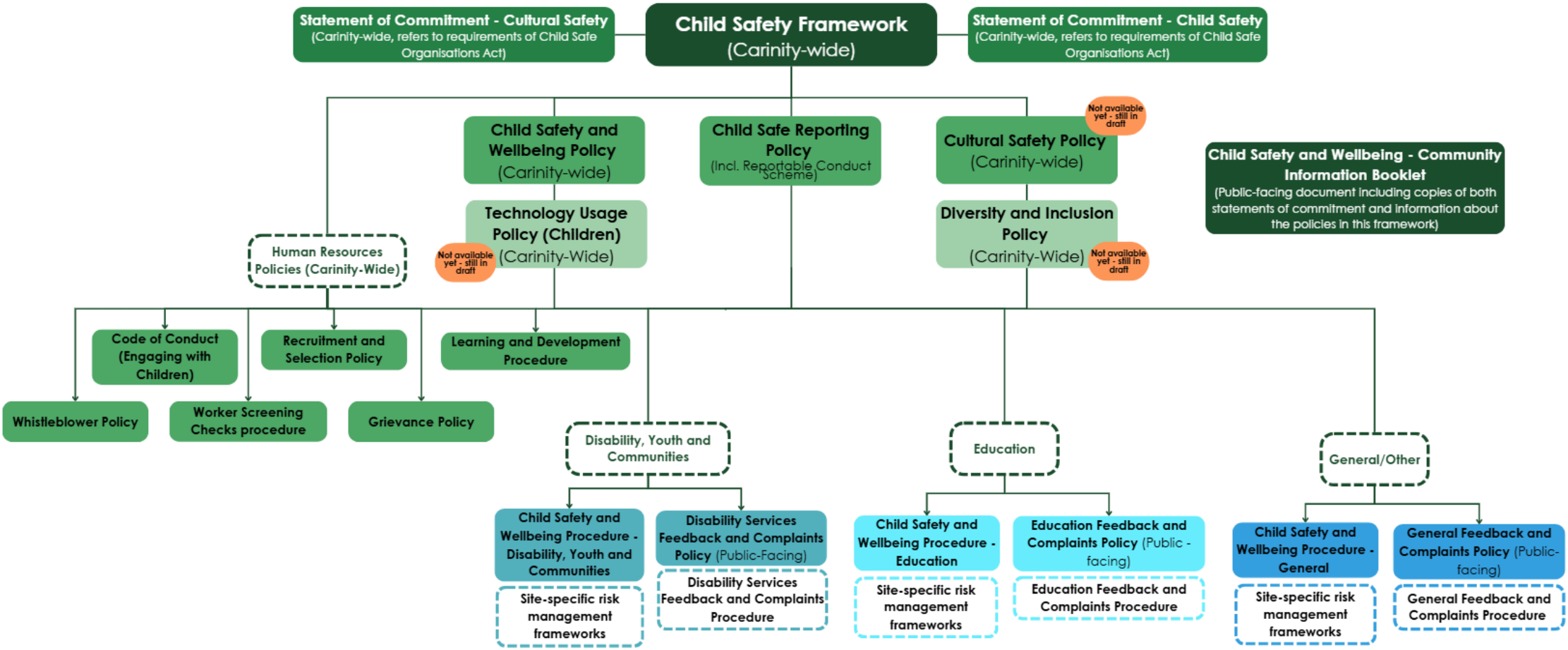
Continuous improvement	Is a systematic, ongoing effort to raise an organisation's performance in promoting child safety.
Manager	Is any staff member with the responsibility of supervising other staff and can include (but is not limited to) a Residential Manager, Program Manager, Coordinator, Principal, or their delegate (e.g. shift supervisor).
Reportable Conduct	Includes Reportable Conduct, Allegations, and Convictions, as defined in sections 26, 27, and 28 of the *Child Safe Organisations Act 2024* (Qld).
Service user	Refers to any person who receives services of any kind from Carinity.
Worker	Means all members of the Carinity workforce, that is, employees, volunteers, agency staff, students, trainees, independent contractors and subcontractors.

7. RELATED DOCUMENTATION

Child Safety and Wellbeing at Carinity is managed in accordance with a number of policies and procedures.

An outline of the structure of these policies and procedures is included below.

8. POLICY STRUCTURE



I am an **Education** Worker

The Child Safety and Wellbeing Policies and Procedures that apply to me are:

- Child Safety and Wellbeing Policy
- Cultural Safety Policy
- Child Safe Reporting Policy & Procedure
- Diversity & Inclusion Policy
- Code of Conduct (Engaging with Children)
- Technology Usage Policy (Children)
- **Child Safety and Wellbeing Procedure - Education**
- **Education Feedback & Complaints Policy and Procedure**

Other Applicable Procedures include:

- Disability Discrimination for Education Services Policy & Procedure
- Restrictive Practices for Education Services Procedure
- Sun protection for Carinity Education Services Policy & Procedure
- Protocol for Contact
- Carinity Education Model of Service
- Carinity Education WHS Framework (site-specific)
- Visitor Policy and Procedure for Education Services

I am a **Youth/Disability Support** Worker

The Child Safety and Wellbeing Policies and Procedures that apply to me are:

- Child Safety and Wellbeing Policy
- Cultural Safety Policy
- Child Safe Reporting Policy & Procedure
- Diversity & Inclusion Policy
- Code of Conduct (Engaging with Children)
- Technology Usage Policy (Children)
- **Child Safety and Wellbeing Procedure - Youth and Communities**
- **Disability Services and/or General Feedback & Complaints Policy & Procedure**

Other applicable procedures include:

- Managing a SIRS/NDIS Reportable Incident in Community Services Work Instruction
- Disability Services Policy and Procedure
- On Track Policy and Procedure Manual
- Orana Policies and Procedures Manual
- Counselling Services Policy and Procedure Manual
- Reporting Missing Children: Guidelines for Approved Carers and Care Services

I am a Human Resources worker

The Child Safety and Wellbeing Policies and Procedures that apply to me are:

- Child Safety and Wellbeing Policy
- Cultural Safety Policy
- Child Safe Reporting Policy & Procedure (Reportable Conduct Scheme Only)
- Diversity & Inclusion Policy
- **Recruitment & Selection Policy**
- **Learning and Development Procedure**
- **Worker Screening Checks Procedure**
- **Grievance Policy**

Other applicable procedures include:

- Investigations Policies (as they relate to investigations involving children)
- Whistleblower Policy

I do not work with children*

The Child Safety and Wellbeing Policies and Procedures that apply to me are:

- Child Safety & Wellbeing Framework
- Cultural Safety Policy
- Child Safe Reporting Policy & Procedure (Reportable Conduct Scheme only)
- Diversity & Inclusion Policy

*And I am not managing Workers who work with children