

CHILD-SAFE ORGANISATION GUIDELINE

BACKGROUND

Cumberland City Council (Council) supports the rights of children and young people and is committed to their care and protection. Council recognises and understands that experiencing harm, abuse and/or neglect can have devastating and long lasting effects on the physical, psychological, and social wellbeing of a child or young person. Council believes that it is imperative for staff and representatives to understand the role in which they play both individually and collectively in ensuring the safety and wellbeing of all children and young people. The *Royal Commission into Institutional Responses to Child Sexual Abuse Final Report Recommendations (2017)* specify several detailed proposals for local governments to embed into their organisations. Council has both accepted and adopted these relevant recommendations. Council is committed to embedding the 10 Child Safe Standards to contribute to the safety and wellbeing of all children and young people remains a primary focus.

PURPOSE

The purpose of this guideline is:

- To ensure that Council is upholding the principles of a child-safe organisation and promoting a child-safe culture both internally and externally.
- To articulate the professional and legal obligations of Council staff in relation to child protection.
- To promote the health, safety, welfare and wellbeing of children and young people.
- To ensure that Council provides a safe environment for children and young people whilst in Council facilities and utilising Council services.
- To implement best practice approaches to child protection, through the implementation of relevant recommendations from the *Royal Commission into Institutional Responses to Child Sexual Abuse (2017)*.
- To ensure that staff and representatives have an awareness of child protection issues and child inclusive practices, where relevant.

DEFINITIONS

Abuse: A term used to refer to different types of harm or maltreatment. In this document it refers to types of harm or maltreatment that children and young people experience, including; physical harm, sexual assault, exposure to domestic violence, psychological harm and prenatal risks.

Child: A person who is under the age of 16 years.

Child Protection Concerns: Any suspicions, disclosures and/or incidents involving a child or young person who may be at risk of harm.

Child Protection Team: Cumberland City Council's team made up of representatives from across Council, who oversee the identification, implementation and creation of policies, procedures and actions that enables Council to meet its objectives as a Child-Safe Organisation.

Child-Safe Organisation: An organisation in which child safety is embedded in planning, policy and practices and where the voices of children and young people are valued and actioned.

Child's Voice: A phrase that describes the involvement of children and young people. It refers to, not only seeking their views, but ensuring the involvement of children and young people in all aspects of decisions and projects which impact them.

Neglect: A term used to refer to a pattern characterised when a parent or caregiver cannot regularly provide a child or young person the basic requirements for his or her growth and development such as food, clothing, shelter, medical and dental care, adequate supervision and adequate parenting and care.

Council Representative: Councillors (Elected Members), contractors, partner organisations (formal partnership arrangement), volunteers, work experience participants, students on placement and family day care educators.

Staff: A paid employee of Council. This includes individuals employed on a permanent, casual or term contract basis.

WWCC: Working with Children Check. The WWCC is a requirement for anyone in child-related work in NSW, this includes paid and unpaid individuals. The check provides either clearance to work with children and young people for five years, or a bar against working with children and young people.

Young Person: A young person can be defined in a variety of ways depending on the context. For the purpose of this Guideline a young person is a person who is over the age of 16 years but under the age of 18 years.

SCOPE

This guideline applies to all Council staff and representatives.

GUIDELINE

1.1 Council is required to implement the 10 NSW *Child Safe Standards* in accordance with *Children’s Guardian Amendment (Child Safe Scheme) Bill 2021*. The Standards provide a framework for Council to create a safer environment for children.

The Child Safe Standards

- STANDARD 1:** Child safety is embedded in organisational leadership, governance and culture
- STANDARD 2:** Children participate in decisions affecting them and are taken seriously
- STANDARD 3:** Families and communities are informed and involved
- STANDARD 4:** Equity is upheld and diverse needs are taken into account
- STANDARD 5:** People working with children are suitable and supported
- STANDARD 6:** Processes to respond to complaints of child abuse are child focused
- STANDARD 7:** Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training
- STANDARD 8:** Physical and online environments minimise the opportunity for abuse to occur
- STANDARD 9:** Implementation of the Child Safe Standards is continuously reviewed and improved
- STANDARD 10:** Policies and procedures document how the organisation is child safe¹

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2. The Child's Voice

- 2.1 In accordance with Article 12 of the *UN Convention on the Rights of the Child*, children and young people should be given the opportunity to participate in decisions that affect them and should also be taken into account in the laws and policies that have an impact on their lives. Cumberland City Council supports the active participation of children and young people within the organisation and the views of children and young people are listened to. Council aims to involve children and young people in all decision making, particularly about matters that directly affect them.
- 2.2 Council Staff should refer to the *Children and Youth Participation Framework* for guidance around the child's voice and youth participation. Also refer to section 5. Child-Focused Design below for more information on how the child's voice can apply in planning.

When engaging with children and young people all Council staff and representatives should:

- a. Ensure that children and young people feel important.
- b. Utilise creative methods to involve children and young people, meeting their learning and developmental needs while focusing on their interests.
- c. Involve children and young people continuously throughout processes and development.
- d. Remember that no child is too young to have a voice and if possible, involve children and young people regardless of age.
- e. Provide choices for children and young people.
- f. Remember that feedback from children and young people about being included and involved is vital and can support professional development.
- g. Ensure that the voice of the child is well documented and used as evidence for decision making and actions.

3. Signage

- 3.1 Through the display of child protection signage, Council aims to ensure that users, hirers, leasees and visitors of Council facilities are aware of Council's commitment to child protection and as a result, take a preventative, proactive and participatory stance in ensuring the safety and wellbeing of children and young people in their activities and across the community.
- 3.2 Creating child safe environments is a dynamic process that involves active participation and responsibility by the Cumberland community and therefore it is important that Council display explicit signage in relation to child protection to effectively communicate rules, regulations, and key messages to the community.

4. Working with Schools

- 4.1 Council often engages with schools for a variety of reasons including for events, services, programs and workshops. The relationship and partnerships between Council and schools across Cumberland is important and helps enhance the development, safety and wellbeing of children and young people as well as their families within the community.
- 4.2 While on school premises, Council staff must adhere to, Council's *Code of Conduct* as well as any other additional policies and regulations that each individual school may have implemented.
- 4.3 When engaging directly with the school community, Council staff and volunteers should;
 - a. Conduct a thorough risk assessment in line with Council's Risk Management Guideline.
 - b. Possess a valid WWCC that has been verified by the school in which they are engaging with.
 - c. Ensure that any programs, presentations or activities being delivered have been prepared, reviewed and evaluated in consultation with teachers, students and the school community, where possible.
 - d. Ensure that the schools allocated teacher is present and actively supervising at all times while program or activity is being undertaken.
 - e. Hold student welfare and wellbeing as paramount while interacting with children and young people and comply with all child protection requirements including employment screening.
 - f. Understand the obligation to report any child protection concerns or suspected risk of harm as per specific terms of employment. Refer to Council's Mandatory Reporting Guideline.

5. Child-Focused Design

- 5.1 Council plans and works to ensure that Cumberland City continues to develop and grow into a more child friendly environment where both children and young people are active participants and are recognised as contributors to the community in which they belong. Council is committed to enabling and actively facilitating the participation and inclusion of children and young people in making decisions on projects, design and development.
- 5.2 In the development of Council projects, design and development staff should consider;
 - a. Providing children and young people with an opportunity to have their say and embedding participatory practices with children and young people as a part of the engagement processes.
 - b. Ensure that key principles of child focused design are captured at the project planning phase.
 - c. Creating an environment that allows for children and young people to influence decisions about their environment.

- d. Providing opportunity for children and young people to become active citizens and participate and influence the things that are important to them.

5.3 In the development of Council facilities and properties staff should consider:

- a. Inviting and considering the voice of children and young people in designing and planning community facilities and open spaces.
- b. Creation of innovative and attractive playable spaces that are inclusive of all children and young people.
- c. Involving children and young people across appropriate stages of the design cycle.
- d. Focusing on what children and young people would like to do and what they would like to have within their spaces including play space.
- e. Monitoring the impact of the built environment on children and young people over time.

6. Children and Young People at Events

- 6.1 Council often organises events for the community across Cumberland where children and young people are present. Though Council is not responsible for the supervision of children and young people where parents and carers are present, all staff and representatives have a duty of care to ensure that they act appropriately in all situations that may arise and continually monitor their surroundings.
- 6.2 It is recommended that all lost children cases should be handled by Police at large events. Risks should be assessed around if an announcement should be made and what information is shared. This decision should be advised by Police.
- 6.3 Council staff and representatives should wear easily identifiable vests or clothing which signifies that they are a member of staff so that all members of the community, particularly children and young people, can approach them to seek help or advice.
- 6.4 Council events with an audience number of 10,000 and above should endeavour to provide a 'quiet space' (where site layout allows) where members of the community, particularly children and young people, can go to if they need some time in a calm space. It is important to ensure that Council events use inclusive practices to provide opportunity for engagement and participation regardless of age, gender or ability.
- 6.5 At no time are Council staff and representatives responsible for the supervision and care of children and young people at events. Parents and carers must supervise their children at all times.

- 6.6 Council employed photographers should first obtain authority from the child's parent or guardian before photographing children or young people. Photography release forms must be used to record the authority. Refer to section 8. Photography of Children and Young People below for more information.

7. Commitment to Risk Management

- 7.1 Council is committed to providing a safe and supportive environment for all children and young people attending Council programs, services, and facilities.
- 7.2 Council staff and representatives are responsible for identifying, reporting, and minimising risks to children and young people. This includes;
- a. Actively minimising opportunities and situations where children or young people could be harmed.
 - b. Implementing strategies to minimise and prevent risk.
 - c. Ensuring the safety and wellbeing of children and young people at all stages of project development.
 - d. Ensuring all preventative measures are taken when new risks are identified.
 - e. Communicating and consulting with stakeholders to promote commitment to the safety of children and young people whilst ensuring compliance.

8. Photography of Children and Young People

- 8.1 Council adheres to *The Privacy and Personal Information Protection Act 1998* in relation to photographs and videos of children and young people. Council staff and representatives should ensure that permission is obtained by the legal parent or guardian before any identifiable photographs are taken.
- 8.2 All photographs of children and young people must be taken in a manner that is respectful and safe. Photographs should only be taken by an authorised person related to the child or organisation, who has a suitable reason for the photography.
- 8.3 Council staff and representatives should;
- a. Plan ahead for events where photographers will be present.
 - b. Seek permission from the parent, guardian, child or young person before taking a photograph where children or young people can be identified.
 - c. Provide opportunity for children and young people who do not wish to be photographed to identify themselves.
 - d. Not photograph children and young people in inappropriate settings such as toilets or change rooms.
 - e. Take particular care when photographing children and young people in vulnerable circumstances such as children and young people living out of home.
 - f. Never store any images on personal computers or phones but in a secure location to protect from damage or misuse.

9. Children and Young People's Records

- 9.1 Council has a responsibility to ensure that all records are kept private and confidential and in particular, those that contain information and details about children and young people. In order to maintain confidentiality and ensure their safety and wellbeing, access to children and young people's records is limited to specific staff and representatives.
- 9.2 Generally, Council staff and representatives in child-related roles have access to the records of children and young people who they work with.
- 9.3 Staff and representatives that have access to children and young people's records must;
- a. Respect confidentiality and feedback provided by children and young people on the confidential compliments and complaints material received (Refer to section 12).
 - b. Respect the confidentiality and privacy rights of all persons.
 - c. Ensure that information stored is not divulged or communicated either directly or indirectly, to anyone other than permitted staff or individuals required by any act, law or legislation.
 - d. Only access records or information for the purpose of work.
 - e. Never misuse information in any way.
 - f. Ensure the appropriate use of images of children and young people.
 - g. Consult Council's Records Department for further information or concerns.
- 9.4 Access to records involving children and young people vary dependent on the type of record. Staff and representatives should consult Council's Records Department if they are unsure of the record level.
- 9.5 Archived files are maintained and stored safely and securely from unauthorised access. The retention and disposal of files will adhere to the NSW State Archives and Records following their approval by the Board of the State Archives and Records Authority.
- 9.6 Council staff and representatives who have access or contribute to children and young people's records should adhere to the following recommendations from the Royal Commission into Institutional Child Sexual Abuse Final Report;

Recommendation 8.4-

1. *Creating and keeping full and accurate records relevant to child safety and wellbeing, including child sexual abuse, is in the best interests of children and should be an integral part of institutional leadership, governance and culture.*
2. *Full and accurate records should be created about all incidents, responses and decisions affecting child safety and wellbeing, including child sexual abuse.*
3. *Records relevant to child safety and wellbeing, including child sexual abuse, should be maintained appropriately.*
4. *Records relevant to child safety and wellbeing, including child sexual abuse, should only be disposed of in accordance with law or policy.*

5. *Individuals' existing rights to access, amend or annotate records about themselves should be recognised to the fullest extent.*

10. Children and Young People in Council Facilities

- 10.1 Council aims to ensure that all children and young people remain safe while in Council facilities and utilising Council services.
- 10.2 Council believes that it is the primary responsibility of parents and caregivers of children and young people to ensure their safety and wellbeing; however, Council has implemented strategies across Council venues to protect children and young people from abuse, harm and exploitation.
- 10.3 Council believes one of the most effective ways of preventing child abuse is to increase the awareness amongst Council staff, representatives and the community.
- 10.4 With the exception of Council-run education and care services, the following guidelines should be followed for children and young people within Council facilities;

Supervision:

- a. While in Council facilities and in the care of their parents and carers, children should not be supervised by Council staff or Council representatives.
- b. While in Council facilities, children should be supervised by their parents and carers.
- c. Where third parties (e.g. service providers, leasees, hirers or community groups) are providing activities for children or young people, they are to ensure adequate and compliant supervision of children and young people at all times. See section 13 below for further details.
- d. A child or young person left unattended in a public place such as Council libraries, parks and pools may be classed as a child or young person at risk of harm in accordance with section 23 of the *Children and Young Persons (Care and Protection) Act 1998*. Whether or not staff and representatives are mandatory reporters, where a child is left unattended and is at risk of harm, Council has a duty to respond to concerns. Refer to Council's mandatory reporting risk of harm guideline.

Age Restrictions:

- a. At some Council facilities, there are restrictions on the age of children and young people that are allowed entry without adult supervision. This includes:
 - swimming centres require individuals to be over 15 years of age.
 - libraries require individuals to be over 12 years of age.

Any age restrictions need to be communicated to the community in an effective manner.

Toilets and Change Rooms

- a. Unless in an Education and Care setting, children under the age of five must be accompanied and supervised by a parent or carer at all times while in the toilets and change rooms.
- b. If children are over the age of five but cannot go to their respective toilets or change rooms without supervision, parents and carers should be encouraged to use family rooms where possible.

11. Children and Young People’s Access to Information and Support

- 11.1 Council has an obligation to ensure that operational systems are in place that enable and encourage children and young people to access information and support as well as express their views: whether as a complaint, as feedback, comments or questions.
- 11.2 Council aims to communicate all initiatives that directly affect the lives of children and young people to them in an age appropriate manner which is easily understandable.
- 11.3 Council will implement, support, and maintain child friendly information access processes by:
- a. Providing children and young people with access to information about Council presented in a manner that is easy to understand and age appropriate.
 - b. Allowing children and young people to hear, see, and express themselves as well as their culture, languages and life experiences.
 - c. Providing children and young people with opportunity to affirm their sense of self, community and place through support and services.
 - d. Ensuring that children and young people are able to obtain information through a variety of platforms including social media, accessible media and online technologies.

12. Children and Young People’s Access to Compliments and Complaints Processes

- 12.1 Council has a responsibility to implement and maintain a child friendly compliments and complaints management system in adherence with the *Royal Commission into Institutional Child Sexual Abuse Final Report Recommendation (2017)* 1.4b “All children have access to information, support and complaints processes”.
- 12.2 Council supports children and young people and understands the benefits of listening to their views and establishing strategies to engage with them. Children and young people can be unlikely to speak up about their experiences or provide feedback if their participation is not valued across Council.
- 12.3 Council will implement, support, and maintain child-friendly compliments and complaints process that:
- a. Seeks feedback from children and young people on its services provided for children and young people as well as all child related policies and procedures.
 - b. Allow them to provide comment and feedback in a way that is most comfortable to them.
 - c. Clearly communicated reporting mechanisms for children and young people and their parents or caregivers.

- d. Allow children and young people to report and provide feedback through an accessible and age appropriate process safely and confidentially.

13. Leasing and Hiring Council facilities or venue

13.1 Council asks all leasees and hirers to comply with NSW legislation and regulations around child protection, reportable conduct, children's employment, child safe standards and working with children.

13.2 Council lease and hire agreements and terms and conditions should include the following information:

Child Protection

- a. Leasees/Hirers that provide activities which involve children and young people under the age of 18 years must comply with the requirements of relevant child protection legislation. At the time of this agreement the Leasee/Hirer warrants that they have complied with and at all times during the lease or hire period will comply with its obligations under the relevant child protection legislation, including;
 - Child Protection (Working with Children) Act 2012,
 - Children and Young Persons (Care and Protection) (Child Employment) Regulation 2015,
 - The Children's Guardian Act 2019,
 - Children and Young Persons (Care and Protection) Act 1998,
 - Children's Guardian Amendment (Child Safe Scheme) Bill 2021
 - Any other child protection law that applies to the Leasee/Hirer, the booking or the permitted use and activities being carried out at the venue or facility.
- b. Working with Children Check (WWCC) clearances and verifications must be sought to undertake child-related work. Leasees/Hirers are required to be able to provide, on request, all required WWCC numbers, names and dates of birth as well as evidence of verification. This information should also be available to potential customers or users of the activity. Failure to do so may result in Council cancelling the booking.
- c. Any services, activities or other operations being conducted or delivered by the Leasee/Hirer at the facility or venue are delivered independently and not on behalf of Council. Leasees/Hirers must disclose to potential customers and stakeholders that they 'the Leasee or Hirer' are an independent body from Council.
- d. The Leasee/Hirer is solely responsible to ensure adequate and compliant supervision of children and young people at all times, this includes ensuring parents/carers remain onsite where applicable.
- e. The Leasee/Hirer is solely responsible for determining its obligations under child protection legislation with respect to the facility, venue, the permitted use and any associated services, activities or other operations and in this regard the Leasee/Hirer must:

- contact NSW Police on '000' if a child or young person is in immediate danger of abuse or harm;
- contact the NSW Child Protection Helpline on '132 111' to report a child at risk of significant harm, where required under child protection legislation;
- promptly advise Council if any circumstances change which might prevent or limit the Leasee/Hirer from undertaking child-related work or complying with child protection legislation;
- provide evidence to Council of compliance with this clause, if requested.

14. Employment of Children and Young People

14.1 Council supports the *Children and Young Persons (Care and Protection) Act 1998*, *Children and Young Persons (Care and Protection) Regulation 2015* and guidelines from the Office of the Children's Guardian in relation to the employment of children and young people.

14.2 Children's employment, in this regard, refers to an organisation or individual that employs children or young people under 15 years of age for work in exhibition, entertainment, still photography or door-to-door sales or employs children or young people under 16 years of age for modelling work for payment or material benefit.

14.3 Council does not hold authority to employ children through the Office of the Children's Guardian and therefore cannot legally engage children or young people under the age of 16 years in employment.

Use the following link for further information regarding employment of children: [Office of the Children's Guardian- Children's Employment Regulation](#)

15. Contractors and Suppliers (WWCC)

15.1 Council engages contractors and suppliers on a regular basis across all directorates. Council aims to ensure that child protection is a central focus throughout all processes and procedures surrounding the recruitment and onboarding of relevant new suppliers and contractors. The WWCC is an important measure to help prevent people who pose a risk to the safety, welfare and wellbeing of children and young people from engaging in child-related work. A WWCC remains valid for 5 years from the date it is granted.

15.2 Council staff and representatives engaging child-related contractors and suppliers are required to request a WWCC before the individual commences engagement/work/service provision in compliance with the *Child Protection (Working with Children) Act 2012* and Council's Child Protection Policy (2021).

15.3 All WWCC's need to be verified. All staff must provide the last name, date of birth and WWCC number of the individual being verified.

15.4 Each time Council engage and re-engage child-related contractors or suppliers their WWCC must be verified. For example, if a children's entertainer is engaged for a Council event in January, their WWCC is verified during the planning phase for this event and a clearance must be obtained. This information is added to Council's WWCC Register and the contractor's services are delivered. If the same children's entertainer is then required for a Council event in June of the same year, despite Council having information of a WWCC clearance, it is a requirement to verify the WWCC again to ensure clearance before the contractor can undertake the further work.

16. Volunteers

16.1 Council is committed to ensuring that all children and young people are safe while in contact with any Council volunteers. All Council volunteers must attend the Organisational Child Protection information session as a part of their induction as well as any other child protection related training or modules necessary within their volunteer role.

16.2 Council volunteers over the age of 18 years who have direct contact with children in their volunteer role are required to have a Working with Children Check clearance in compliance with the *Child Protection (Working with Children) Act 2012* and Council's Child Protection Policy (2021).

16.3 All Council volunteers have a duty to respond to and escalate all child protection concerns as a part of their role within Council. They have a responsibility to comply with the Child Protection Policy, Guidelines and Procedures and report to their line manager or supervisor if any child protection concerns arise. Volunteers in child-related work are required to have an additional awareness of mandatory reporting.

17. Work Placement Students (under 18 years)

17.1 Schools and educational institutions engage Council for the purpose of arranging student placement or work experience at Council. This often means the student is under the age of 18 years. Council is committed to ensuring that all children and young people are safe while undergoing work placement at Council.

17.2 As a part of the work placement induction, a designated person must be responsible for and available to the student at all times in all areas that the student will be working in. If the student is staying in one area for the duration of the placement, at least two designated staff members should be responsible for and available to the student at all times.

17.3 All Council staff who have been selected as a designated responsible person for students on work placement should have completed relevant Council eLearning around child protection and consider the requirement for a Working with Children Check clearance in compliance with the *Child Protection (Working with Children) Act 2012* and Council's Child Protection Policy (2021).

17.4 While the student is on placement at Council, they are considered to be a Council representative and should be treated in a professional manner as outlined in Council's Code of Conduct (2020). All designated Council staff responsible for the student on work placement must take every possible measure to minimise child protection related risks to the student. This is inclusive of;

- a. Ensure the student is supervised at all times
- b. Ensure that the student is never uncomfortable and feels safe
- c. Ensure that the student is always working in an open area
- d. Ensure that the student has a safe place to have their lunch break
- e. Communicate any concerns regarding the student to HR.

ROLES & RESPONSIBILITIES

Council Staff and Representatives - All Council staff and representatives should adhere to the guideline and ensure that all elements of the guideline are followed while keeping the safety and wellbeing of children and young people at the forefront of their mind and work practices.

Supervisor/Manager- The Supervisor/Manager of staff and representatives is responsible and accountable for taking all practical measures to ensure that the guideline is followed. The Supervisor/Manager should ensure that staff and representatives within their teams act accordingly to the guideline and have child-safe work practices.

Mandatory Reporters- Council staff that are considered to be a mandatory reporter under *Children and Young Persons (Care and Protection) Act 1998* must respond accordingly if there are any suspicions, allegations or disclosures of a child or young person at risk of significant harm. If they are engaged to perform work at any Council facility they are required, as part of their contract, to comply with the Child Protection Policy and Guidelines.

Child Protection Team- The Child Protection Team are responsible for ensuring that Council's procedures and practices are child-safe and that the commitment to child protection is embedded in throughout Council's culture.

Cumberland City Council- Council is responsible and accountable for ensuring that all staff and representatives are equipped with the knowledge and skills through adequate training at induction and on an ongoing basis of how to respond to and report any child protection concerns. Council should ensure that staff and representatives are informed of any legislative changes or requirements regarding child-safe organisations and child protection as well as ensuring that the guideline is easily accessible.

RELATED LEGISLATION

- Advocate for Children and Young People Act 2014
- Children's Guardian Act 2019
- Children's Guardian Amendment (Child Safe Scheme) Bill 2021
- Child Protection (Offenders Prohibition Orders) Act 2004
- Child Protection (Offenders Registration) Act 2000
- Child Protection (Working with Children) Act 2012

- Child Protection (Working with Children) Regulation 2013
- Children and Young Persons (Care and Protection) Act 1998
- Children and Young Persons (Care and Protection) Regulation 2012
- Children’s Guardian Act 2019
- Commission for Children and Young People Act 1998
- Community Welfare Act 1987
- Crimes Act 1900
- Crimes (Domestic and Personal Violence) Act 2007
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2012
- Government Information (Public Access) Act 2009
- Young Offenders Act 1997

RELATED DOCUMENTS AND COUNCIL POLICY

- Cumberland Council Allegations Against Staff Guideline
- Cumberland Council Code of Conduct (2020)
- Cumberland Council Compliments and Complaints Management Policy (2020)
- Cumberland Council Compliments and Complaints Management Guidelines (2020)
- Cumberland Council Mandatory Reporting of Risk of Significant Harm Guideline
- Cumberland Council Recruitment & Selection Guidelines (2020)
- Cumberland Council Volunteer Policy
- Internal Ombudsman Shared Service Governance Charter
- Mandatory Reporter Guide (MRG) 2010
- Royal Commission into Institutional Responses to Child Sexual Abuse (2017)
- Royal Commission into Institutional Responses to Child Sexual Abuse Record Keeping and Information Sharing (2018)
- The Child Story Reporter Community
- The United Nations Convention on the Rights of the Child (1990)

AUTHORISATION & VERSION CONTROL

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