

This compliance statement outlines our commitment, actions and values regarding the safety and wellbeing of all children and young people attending our indoor sports centre, ICA Sportzworx Stepney 'ICA'

Commitment to the safety of children and young people

We are committed to providing a safe environment to all children and young people. Our policy complies with the Children and Young People (Safety) Act 2017, the Child Safety (Prohibited Persons) Act 2016 and aligns with the National Principles for Child Safe Organisations. We welcome, value, respect, and do not tolerate the bullying or harassment of children and young people regardless of their abilities, gender, socioeconomic or cultural background.

Policy Scope

This policy applies to all of ICA employees, umpires, coaches and work experience students referred to throughout the policy collectively as '**workers**'.

Communication

Our child safe policy and related documents are available on ICA's website, on request and displayed in the staff room/office.

This child safe policy and related documents are provided to all workers as part of their ICA employment welcome pack and available via ICA's rostering/communication app.

Our child safe policy and related documents are available on ICA's website, and this link is emailed to all participants of child related sporting programs.

We encourage and respect the views of children and young people and involve them in decision making as appropriate. We provide clear age-appropriate or developmentally appropriate explanations to children and young people including their right to safety, their right to be listened to and that they can provide feedback or make a complaint if they have a concern, to any worker or ask their parent/guardian to do this on their behalf. We will listen to and act upon any complaints or concerns that a child or young person raises with us.

Code of Conduct

All workers are responsible for promoting the safety and wellbeing of children and young people. To ensure this code of conduct is adhered to, all workers:

- adhere to ICA's child safe policy at all times and take reasonable steps to ensure the safety and protection of children and young people
- provide a safe environment for and treat everyone with respect, regardless of race, ethnicity, gender, gender identity, religion, sexual orientation, age, social class, physical ability or attributes
- provide appropriate instructions to children and young people, encouraging and educating them as to how to participate and interact in a safe and inclusive manner
- be a positive role model to children and young people in all conduct with them
- establish clear boundaries and exhibit appropriate behaviour with children and young people
- listen and respond to the views and concerns of children and young people in an appropriate manner
- must be alert to bullying, as well as potentially harmful behaviour/situations, and respond promptly and appropriately
- ensure an/another adult is always present or in sight when conducting one to one consulting, coaching, instruction or other activity
- keep alert to children and young people who have been harmed, or may be at risk of harm and reporting this to the Child Abuse Report Line (13 14 78)
- respond quickly, fairly and transparently to any complaints made by a child, young person or their parent/guardian
- encourage children and young people to 'have a say' on issues that are important to them.

Workers must not:

- engage in rough physical games
- exhibit any special relationships, such as favouritism including the offering of gifts or special treatment to children and young people
- discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.

Any breaches or suspected breaches of the Code of Conduct should be reported to management either in person, by telephone on 08 8362 8808, or email at info@icastepney.com.au. Breaches or suspected breaches of the Code of Conduct will be taken seriously and dealt with quickly, fairly and transparently.

Recruitment

To ensure we engage the most suitable people to work with children and young people we have the following recruitment practices in place:

- our commitment to child safety is included in all job advertisements
- clear position descriptions that include our commitment to child safety and wellbeing

In accordance with the Child Safety (Prohibited Persons) Act 2016, ICA Sportzworx Stepney (Petcraky Pty Ltd) is registered with the DHS Screening Unit. We request that all workers between the age of 14-17 years, even if not providing services directly to children or young people, hold a current, not prohibited WWCC issued by the Screening Unit of the Department of Human Services. It is mandatory for any of our workers over the age of 18 to hold obtain an WWCC. All workers must provide evidence of their WWCC prior to employment and renew the WWCC every 5 years. We will verify the accuracy of all WWCCs in the DHS Screening unit portal as required by law.

We will immediately contact the Department of Human Services Screening Unit when we become aware of assessable information regarding any person involved with our organisation, including any serious criminal offence, child protection information, or disciplinary or misconduct information.

Training, supervision and support for workers

The Manager of ICA is responsible for reminding staff about providing a child safe environment during their shifts.

All workers have access to a copy of this document in the staff room and via ICA's rostering/communication app.

Workers are aware that if there are any issues they are to be reported to the Manager immediately and the reporting and responding procedures are to be followed.

Reporting and responding to harm or risk of harm

An incident report form is available for Managers and Supervisors to access in an event of an incident. Other workers (not in a supervisor role) can complete this report in the presence of the Manager.

The Manager:

- will contact the involved parties to respond, discuss and take any necessary action as required.
- has a legal obligation to report a suspicion that a child or young person has been harmed or is at risk of harm direct to the Child Abuse Report Line (CARL) on 13 14 78 or if at immediate risk, report to South Australia Police (SAPOL) on 000
- will support any worker who has reported an incident to CARL/SAPOL

- will continue to monitor the circumstances of the children, young people and their families after a report to CARL/SAPOL has been made, by keeping in contact with all involved as well as providing written communication.

The worker who identifies the harm or risk of harm is the person who makes the report to CARL/SAPOL and this is not reported internally for another worker to determine if it is a reportable matter. The Manager will provide support to the worker as required.

All adult workers have a legal obligation to report child sexual abuse by another worker to the police and to protect a child from sexual abuse by another worker. Failure to meet these obligations may be considered a criminal offence.

To ensure the safety of all children and young people at ICA, if a worker is reported to CARL/SAPOL regarding an allegation of harm to a child or young person, that worker will not be able to work for ICA until any reported matters are resolved.

Reporting and responding to general complaints or feedback

Providing opportunities for complaints and feedback ensures that children, young people and their families feel valued and respected and enables us to improve the quality of our service.

Compliments, complaints or feedback can be provided verbally to any worker or direct to management either by telephone on 08 8362 8808 or via email at info@icastpeney.com.au

ICA will deal with all complaints and feedback received promptly, sensitively and fairly and will:

- listen to the complaint/feedback
- the person receiving the complaint will make a record of it if received verbally
- advise the time expected for an outcome
- if a worker receives a complaint, they must forward it to management as soon as possible
- management will respond to the complainant with an outcome in a timely manner
- clearly document and securely store decisions and actions taken in response to complaints and feedback
- make sure that procedural fairness is followed at all times.

If the child, young person or their family is not happy with the outcome from the complaints process they can contact:

- Health and Community Services Complaints Commissioner 08 8226 8666
- Australian Human Rights Commission www.humanrights.gov.au / 1300 656 419
- South Australian Equal Opportunities Commission (for complaints relating to discrimination) www.eoc.sa.gov.au / 08 8207 1977.

Risk management

See attached *Risk Management*

Related policies and procedures

See attached *Risk Assessment*

Policy Review

ICA will, at a minimum, review this policy once every 5 years as required by the Children and Young People (Safety) Act 2017. ICA will also review this policy when:

- new or added risks are identified for children or young people within our venue
- a critical incident where a child or young person has experienced harm through involvement in the organisation
- concerns are raised by anyone involved about child safety or welfare
- awareness or compliance to this policy and/or related procedures is low
- legislative changes/requirements.

ICA will lodge a new child safe environments compliance statement with the Department of Human Services each time the policy is reviewed and updated.

Policy Date: 23 September 2024

Review Date: 23 September 2029