Safety and Wellbeing of Children and Young People Policy

Contents

Overview

Purpose	This policy establishes The Salvation Army (TSA) position as a child safe organisation and its commitment to ensuring the provision of a safe and inclusive environment for children and young people where they feel respected, safe, valued and encouraged to reach their full potential.
Who does this apply to?	This policy applies to: ▪ All personnel engaged by and with TSA, across all of its mission expressions, irrespective of whether or not they are involved in child related activities, services or ministry within Australia and internationally on behalf of TSA ▪ Anyone who engages with TSA
Effective date	21/10/2019

Definitions

Term	Definition
Child Abuse	Child abuse refers to and includes: **Physical abuse** is the use of physical force against a child that results in or is likely to result in harm to a child. Physically abusive behaviour can include but is not limited to "hitting, beating, kicking, shaking, biting, strangling, scaling, burning, poisoning and suffocating". **Sexual abuse** is the exposure to or involvement of a child in any sexual activity by an adult. Sexual abuse can also include the engagement of a child in sexual activity by another child who by the nature or their age of development has increased power. Sexual abuse includes but is not limited to: "fondling genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, fondling of breasts voyeurism, exhibitionism and exposing a child to or involving a child in pornography". **Psychological abuse** is typically characterized by distorting someone's sense of reality. This is also called 'gaslighting' (a form of psychological manipulation in which a person seeks to sow seeds of doubt in a targeted individual or in members of a targeted group, making them question their own memory, perception, and sanity). The goal of the psychological abuse is to convince the victim that they are crazy or incompetent. Psychological abuse distorts facts with the intent of undermining confidence and making an individual more pliable. **Emotional abuse** aims to manipulate other people by undermining their self-esteem or resorting to coercive behaviours. Emotional abuse may include: ▪ Shouting or name-calling, ▪ Acting in a disparaging or patronizing way to make a person feel stupid or incompetent, ▪ Presenting ultimatums, such as telling someone what to do, ▪ Blaming the individual for their own emotional reactions or blame them for their own unhappiness, ▪ Withholding affection until they get their way, ▪ Invading an individual's privacy by going through a person's private belongings or reading text messages. **Neglect** refers to a failure by a caregiver to provide the basic requirements for meeting the physical and emotional developmental needs of a child. Physically neglectful behaviours include a failure to provide adequate food, shelter, clothing, supervision, hygiene or medical attention. **Spiritual Abuse** is the denial or use of spiritual or religious beliefs and practices to control and dominate a person. Spiritual abuse can impact on someone's self-esteem and confidence, make them feel guilty, damage their spiritual experiences and isolate them. **Exposure to family violence** is generally considered to be a form of psychologically abusive behaviour, where a child is present (hearing or seeing) while a parent or sibling is subjected to physical abuse, sexual abuse or psychological maltreatment, or is visually exposed to the damage caused to persons or property by a family member's violent behaviour. **Exploitation** refers to committing or coercing another person to commit an act or acts of abuse against a child; possessing, controlling, producing, distributing, obtaining or transmitting child exploitation material; committing or coercing another person to commit an act or acts of grooming or online grooming; using a child for profit, labour, sexual gratification or some other personal or financial advantage.

Term	Definition
Child Abuse *(continued)*	**Bullying** occurs when people use words or actions repeatedly against an individual or a group, causing distress and risk to their wellbeing. Bullies are usually in a position of power or influence over the person they bully. They usually want to make the person feel less powerful or helpless. It can happen anywhere, including at school, at work, at home, online, or via text messaging or email. ▪ **Face-to-face bullying** (sometimes referred to as direct bullying) involves physical actions such as punching or kicking or direct verbal actions such as name-calling and insulting. ▪ **Covert bullying** (sometimes referred to as indirect bullying) is less direct, but just as painful. It means bullying which isn't easily seen by others and is conducted out of sight, such as excluding people from groups or spreading lies or rumours. Because it is less obvious, it is often unacknowledged by adults. ▪ **Cyberbullying** occurs using information or communication technologies such Instant Messaging or chat, text messages, email and social networking sites or forums. It has many similarities with offline bullying, but it can also be anonymous, it can reach a wide audience, and sent or uploaded material can be difficult to remove. Most people who cyberbully also bully off-line. **Grooming** refers to a pattern of behaviour aimed at engaging a child as a precursor to sexual abuse. Grooming can be conducted online, in person or both by a stranger or someone known to the child. It includes establishing a 'special' friendship/relationship with the child. Grooming can include the conditioning of parents and other adults to think that the relationship with the child is 'normal' and positive. The process can take as little as a few days or as long as months or even years. **Online grooming** When a child is groomed online, groomers may hide who they are by sending photos or videos of other people, often representing themselves as someone younger to gain trust. Like direct grooming behaviours, online groomers will use tactics such as giving individual attention to a child, buying gifts, isolating child from friends and family to make the child feel dependent on them and giving the groomer power and control, introducing the idea of 'secrets' to control, frighten and intimidate. Online groomers may target one child online or contact lots of children quickly and wait for them to respond. A groomer will use the same sites, games and apps as young people, spending time learning about a child's interests and use this to build a relationship with them. Children can be groomed online through: ▪ Social medial networks, ▪ Text messages and messaging apps, ▪ Email, ▪ Text, voice and video chats in forums, games and apps.
Child, children, young people	A child or young person refers to any individual under 18 years of age. Within this Policy, the term 'children' or 'child' is used to refer to all children and young people.
Child safe organisation	The Royal Commission into Institutional Responses to Child Sexual Abuse defines a child safe organisation as: "Institutions that create culture, adopt strategies and take action to prevent harm to children, including child sexual abuse. A child safe institution is one that consciously and systematically creates conditions that reduce the likelihood of harm to children, creates conditions that increase the likelihood of identifying and reporting harm, and responds appropriately to disclosures, allegations or suspicions of harm." *(Royal Commission into Institutional Responses to Child Sexual Abuse. Final Report: Vol 6 – Making Institutions child safe, Pg.12)*

Term	Definition
Engaged	Any individual or entity with a formal or informal relationship with The Salvation Army including but not limited to suppliers, service recipients and members of the community.
Equity and Diversity	Equity ensures everybody has an equal opportunity and is not treated differently or discriminated against because of their characteristics.
	Diversity considers the differences between people and respects the diversity of perspective and contribution of all people.
	TSA values the diverse skills and perspectives people bring to its operations, mission expressions, and the workplace through their gender, gender identity, age, language, ethnicity, cultural background, disability, religious belief, sexual orientation and marital status.
Mission Enablers	Services that support and enable Mission Delivery at the front-line.
Mission Expression	Ministries or services of The Salvation Army that provide holistic mission and serve people in local communities.
	This includes Corps, Social and Community programs, Chaplaincy and Mission Enterprises.
	Examples include but are not limited to Corps meetings and programs, accommodation services, Doorways and Salvo Stores.
Personnel, TSA	A person who may be an officer, territorial envoy, aux-lieutenant, cadet, candidate, person serving under officer conditions, employee, volunteer, a contractor or subcontractor, employee of a contractor or subcontractor, employee of a labour hire company, trainee or student on placement that is engaged in any TSA mission delivery or expression or is a Board or Board Committee member.
Policy Owner (PO)	The Policy Owner is the delegate to ensure that all policies, procedures and supporting documents are developed, amended, rescinded, implemented and reviewed according to the Policy Management Policy (GO_LR_POL_TPMP) and the Policy Lifecycle Procedure (GO_LR_PRO_TPMP).
	The Policy Owner is responsible for managing the following four stages of the Policy Lifecycle: 1. Identify and Plan 2. Develop, Consult and Approve 3. Implement 4. Monitor and Review
Principles	A fundamental truth or proposition that serves as the foundation for a system of belief or behaviour or for a chain of reasoning (Oxford Dictionary); a basic rule or belief about what is right and morally good, that influences the way people behave and the way people treat each other (Macmillan Dictionary).
	In this Framework, this term refers to the National Principles for Child and Youth Safe Organisations.
Senior TSA Representative	A Senior Manager or above in your direct line of management authority or equivalent.
	A Senior Manager, as defined by the Approved Authorities Policy (GO_LR_POL_TAAP) is a position that reports to a Head of Department, National Director of a Mission Enterprise or a Divisional Commander.
The Salvation Army (TSA)	The Salvation Army in Australia inclusive of all Mission Expressions and Mission Enablers.
📋	This symbol indicates either a special note or an attachment.

Policy Statement

Safety and Wellbeing of Children and Young People	TSA is a child safe organisation and provides an environment that is safe and inclusive for children and young people*, where they feel safe, respected, valued and encouraged to reach their full potential.
	TSA is committed to protecting children from all forms of abuse and harm (zero tolerance). TSA's commitment to the safety and wellbeing of children is a shared priority and responsibility of all TSA personnel.
	TSA embraces the strengths and individual characteristics of children regardless of their age, ability, culture, gender and gender identity, language, racial origin, religious belief and/or sexual identity.
	TSA is committed to ensuring children and their families are encouraged and supported to contribute and participate in decisions that affect them and are provided with opportunities to actively participate in building an organisational culture that is safe for them. TSA recognises the diverse strengths and vulnerabilities of specific groups of children, such as Aboriginal and Torres Strait Islander children and children who are unable to live at home and commits to working with them in a child centred way to empower them to participate more effectively in decisions that affect them.
	TSA creates a culture, adopts strategies and acts to promote the safety and wellbeing of children, and commits to the continuous review and development of its policies, procedures and processes that support this culture.
	* The phrase 'children and young people' hereafter referred to as 'children'.
Safety and Wellbeing of Children and Young People Framework	TSA Safety and Wellbeing of Children and Young People Framework (the 'Framework') defines the organisation's culture, strategies and actions that promote child safety and wellbeing.
	The foundation of the Framework is a zero-tolerance approach to all forms of abuse and harm to children. The Framework supports and empowers children to contribute and actively participate in building an organisational culture that is safe for them.
	The Framework is based on the fundamental principles that every child who participates in activities or is engaged in the mission of TSA has a right to be free from physical, sexual, emotional and spiritual abuse, neglect, exploitation, and bullying.
	The Framework adopts the National Principles for Child Safe Organisations as its foundation:

1. Child safety and wellbeing is embedded in TSA leadership, governance and culture

2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously

3. Families and communities are informed and involved in promoting child safety and wellbeing

4. Equity is upheld and diverse needs respected in policy and practice

5. TSA personnel working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

6. Processes to respond to complaints and concerns are child focused

Safety and Wellbeing of Children and Young People Framework
(Continued)

7. TSA personnel are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training

8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

9. Implementation of the national child safe principles is regularly reviewed and improved

10. Policies and procedures document how TSA is safe for children and young people

The Framework supports a proactive and seamless child-centred approach to continuous review and improvement of this policy, and associated processes and practices across:

- Workforce
- Systems and Processes
- Monitoring and Evaluation
- Continuous Improvement
- Governance
- Mission Delivery

Refer to the Safety and Wellbeing of Children and Young People Framework (GO_LR_PRO_TSWC).

Safety and wellbeing of children culture

This Policy commits all TSA personnel, irrespective of whether or not they work with children, to engage actively and take deliberate steps to protect children from all forms of abuse and harm and strive to make TSA's worship and mission activities safe and welcoming for all children and their families.

The Framework promotes and advocates the safety and wellbeing of children as the responsibility of every individual.

The Framework drives an organisational culture that supports safety and wellbeing practices across all aspects of TSA. The Framework recognises that promoting child safety and wellbeing is an ongoing process that is embedded in every aspect of TSA.

The Framework represents a whole of organisation cultural approach to the safety and wellbeing of children. The Framework places children at the centre of our thoughts, values and actions, demonstrated by:

- The genuine engagement with and valuing of children; and
- Ongoing review, analysis, critical appraisal and improvement of our child safety and wellbeing practices.

TSA leadership and all personnel champion and model child safety and wellbeing at all levels, and through all activities within TSA.

Zero tolerance	TSA adopts a zero-tolerance approach to all forms of harm and abuse to children. Under no circumstances will TSA accept any form of abuse or harm to occur between, with or in the presence of children.
	TSA does not tolerate or condone abuse of any kind:
	▪ Within any of its worship, mission and enterprise expressions, environments and activities; or ▪ By any person working for or with TSA; or ▪ By any person within the community.
	TSA personnel must respond immediately to any complaints or allegations of abuse, misconduct or breach of TSA's Code of Conduct Policy (GO_LR_POL_TCOC) and Code of Conduct Standard (GO_LR_PRO_TCOC) and will undertake appropriate management of any issues to remove and/or reduce the risk of harm to children.
	TSA personnel will report concerns, disclosures and allegations of child abuse and harm internally as per TSA Feedback and Complaints Policy (GO_QA_POL_TFBK) and Incident Management Policy (GO_QA_POL_TCIM) and will report to relevant external authorities as required under legislative and/or contractual obligations.
Reporting obligations	TSA will be proactive in preventing abuse and harm to children by removing and/or reducing risks as they are identified and/or reported.
	All TSA personnel must ensure the safety of all individuals by taking immediate and appropriate action to remove and/or reduce the risk to a child, including the immediate notification of harm or abuse to a Senior TSA representative.
	All TSA personnel are expected to report to a Senior TSA Representative any concern or incident of abuse or harm in accordance with the Incident Management Policy (GO_QA_POL_TCIM) if:
	▪ They become aware of any alleged or actual incident of child abuse or harm, including reports of historical abuse and harm, within TSA or within the community ▪ They have a concern for the safety of a child in our services or in the community ▪ They notice any member of TSA personnel whose practice or behaviour is contrary to the expectations of TSA or in violation of legislative or regulatory guidelines

Quality and continuous improvement	TSA Professional Standards and Quality (PSQ) Department supports the development and implementation of child safe and wellbeing practices and reports directly to the Assistant Chief Secretary.

PSQ undertakes regular review of child safety practices, incidents, complaints and compliance with policies and processes to support continuous improvements and ensure remedial action plans are implemented in response to any review outcomes.

PSQ monitors and reports on TSA child safety and wellbeing performance to the Assistant Chief Secretary and Committees of the Board including:

1. Quality and Safety Committee, and
2. Professional Standards Committee.

Relevant findings from internal reviews and systemic audits of child safety practices and processes will be reported to TSA personnel and made publicly available.

Legislative frameworks	TSA takes its legal and moral responsibilities seriously, and this includes its:

- Responsibility to Protect
- Responsibility to Disclose
- Responsibility to Report

TSA is subject to mandatory legislative and regulatory reporting requirements in relation to the protection of children from abuse and neglect.

Nothing in this Framework will remove or diminish any individual and/or organisational responsibilities as stipulated in state, territory and/or federal legislation. TSA complies with state, territory and/or federal funding body reporting requirements.

Nothing in the Framework will remove or diminish any individual and/or organisational responsibilities of TSA personnel travelling overseas on mission-based activities and projects to adhere to the local regulations and legislation of the country in which they are based.

TSA adheres to privacy legislation and national privacy principles and information sharing legislation.

Roles and Responsibilities

Policy Owner	See the detail under Definitions (Section 2)
Professional Standards and Quality Department (PSQ)	The Professional Standards and Quality Department: ▪ Monitors compliance with Safety and Wellbeing of Children and Young People Policy (GO_LR_POL_TSWC) and processes, and reports to the Professional Standards Committee of TSA Board ▪ Monitors compliance with all state/territory and federal legislative child safe requirements
Professional Standards Committee	The Professional Standards Committee: ▪ Defines and promotes TSA as a safe and child friendly organisation with a zero-tolerance approach to child abuse and harm; and ▪ Defines and promotes an evidence-based best-practice response to the disclosure and management of allegations of abuse and harm to children; and ▪ Ensures TSA is actively enhancing child safety within the Australian community.
Quality and Safety Committee	The Quality and Safety Committee's role is to define and promote a culture of continuous quality improvement and consumer safety that aligns with TSA values and meets legislative and regulatory obligations. The Committee will review reports and make recommendations to the Board about culture, resourcing and performance of TSA quality and consumer safety systems against agreed standards/indicators.

Risk and Compliance

Obligation	All personnel under the terms of their service, employment, engagement or contract must comply with all TSA policies, procedures and supporting documents. In addition to the above, Officers must comply with the relevant TSA Orders and Regulations.
Consequences of non-compliance	Failure to comply with this policy may result in disciplinary action and, in serious cases, termination of employment or engagement with TSA.

Location

Repository	[Territorial Policy Application](#)

Feedback

Feedback is encouraged	Feedback is used to improve and enhance the impact of this policy and will be considered when reviewing and updating the document. TSA commits to seeking feedback from children, families, the community, TSA personnel and key stakeholders in consultation and review processes to support the continuous review of policy, procedures and practices that keep children safe.
Who is feedback provided to?	All feedback is to be forwarded to the Manager Safeguarding Policy via email to professionalstandards@salvationarmy.org.au.

Related Documents and References

Related Policy Documents	Safety and Wellbeing of Children and Young People Framework (GO_LR_PRO_TSWC) Approved Authorities Policy (GO_LR_POL_TAAP) Code of Conduct Policy (GO_LR_POL_TCOC) Code of Conduct Standard (GO_LR_PRO_TCOC) Compliance Policy (GO_LR_POL_TCOM) Feedback and Complaints Policy (GO_QA_POL_TFBK) Incident Management Policy (GO_QA_POL_TCIM) – *to be developed* Digital Media Policy (GO_PR_POL_TDIG) - *to be developed* Diversity and Social Inclusion Policy (GO_MS_POL_TDSI) – *to be developed* Duty of Care Policy (GO_LR_POL_TDOC) to be published Recruitment and Onboarding Policy (BS_HR_POL_TROB) Enterprise Risk Management Policy ((GO_LR_POL_TERM) Whistleblower Protections Policy (GO_LR_POL_TWBP) Work Health and Safety Policy (GO_WH_POL_TWHS) IHQ Orders and Regulations - as they apply to officers, soldiers, local officers and Corps Council Former AUE - Social Media Policy (SMC 0717) Former AUS - Social Media Policy (GO_PR_POL_SMP)
Related Legislation	*Child Safety (Prohibited Persons) Act 2016* (SA) *Child Safety (Prohibited Persons) Regulations 2016* (SA) *Children's Protection Law Reform (Transitional Arrangement and Related Amendments) Act 2017* (SA) *Children's Protection Act 1993* (SA) *Spent Convictions Act 2009* (SA) *Care and Protection of Children Act 2007* (NT) *Domestic and Family Violence Act 2007* (NT) *Working with Children Clearance Notices (Ochre Card) Policy* *Child Protection Act 1999* (Qld) *Criminal Law (Rehabilitation of Offenders) Act 1986* (QLD) *Working with Children (Risk Management and Screening) Act 2000* (QLD) *Children and Young People Act 2008* (ACT) *Working With Vulnerable People (Background Checking) Act 2011* (ACT) *Reportable Conduct and Information Sharing Legislation Amendment Act 2016* *Children and Young Persons (Care and Protection) Act 1998* (NSW) *Criminal Records Act 1991* (NSW) *Child Protection (Working With Children) Amendment (Statutory Review) Act 2018* (NSW) *Ombudsman Act 1974 Part 3A* (NSW) *Children, Young Persons and their Families Act 1997* (Tas) *Registration to Work With Vulnerable People Act 2013* (Tas) *Children, Youth and Families Act 2005* (Vic) *Child Wellbeing and Safety Amendment (Child Safe Standards) Act* (Vic) *2015* *Victorian Crimes Act 1958* (Vic) *(Section 49B, 49C, 327)* *Working With Children Act 2005* (Vic) *Children Legislation Amendment (Reportable Conduct) Act 2017* *Children and Community Services Act 2004* (WA) *Commissioner for Children and Young People Act 2006* *Working With Children (Criminal Record Checking) Act 2004* (WA) *Privacy Act 1988* (Cth) *Privacy Amendment (Private Sector) Act 2000 (Cth) (Privacy Act)* *Crimes Act 1914* (Cth)

Funding Agreement Requirements	N/A	
Governance/ Accreditation/ Certification Standards	N/A	
Audit Report Findings	N/A	
Other Relevant Documents /Resources	N/A	

Document Control Information

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Previous Documents	**AUE -** CPP 0517 Safeguarding Children/Vulnerable Persons Policy, CPP 0617 Safeguarding Children/Vulnerable Persons Procedure
	AUS - KCS Keeping Children Safe Policy, RCA Reporting Child Abuse Policy
	NAT – N/A

Document History	Version	Date Approved	Summary of Changes
	1-0	08/08/2019	Inaugural version