



we

william campbell  
foundation

# A Child Safe Organisation

Our commitment is to the safety and well-being of  
children and young people

# Our vision

Through Christ-centred care we are committed to supporting and creating positive opportunities to empower children, young people, individuals and families.

# Our values

**Compassionate** - we have an all-heart attitude and always work with the best interests of those we support.

**Christianity** - love, hope and righteousness.

**Accountability** - we are responsible and accountable for our actions and decisions.

**Respect** - accepting other's rights, needs and differences as okay.

**Reflective** - what is working well, what doesn't and what may we need to change.

**Stability** - stable families are the best place for children and young people to grow up in.

# **William Campbell Foundation is a child safe organisation**

William Campbell Foundation is a dedicated trauma informed child safe organisation committed to the safety and well-being of children and young people.

As a child safe organisation, William Campbell Foundation has developed Child Protection Policies and Procedures which guide the organisation's day to day practices relating to child protection and the safety of children and young people.

William Campbell Foundation is proactive and responsive in its work around child protection and acknowledges that safety does not just happen. As a child safe organisation, William Campbell Foundation takes action to protect children and young people from physical, sexual, emotional, psychological and cultural abuse and neglect.

Our child safe approach means we focus on the education and supervision of staff, carers, guardians and volunteers to ensure consistent, appropriate and acceptable conduct towards children and young people.

**Our commitment to child protection and safety is embedded in our culture at William Campbell Foundation.**

# Empowering children and young people

## What we do at William Campbell Foundation

When a child or young person's safety is at risk our team at William Campbell Foundation are proactive in investigating any abuse or neglect claims that may involve a staff member, carer, guardian or volunteer.

To minimise the risk of abuse and neglect of vulnerable children and young people, our staff are trained to identify the signs of abuse and neglect to be able to react to issues before they occur.

By being proactive, the risk to children and young people can be reduced or eliminated.

## Our expectations of you

As a staff member, carer, guardian or volunteer at William Campbell Foundation, it is expected that you will prioritise the safety and well-being of children and young people at all times. You will need to have a clear understanding of what is illegal, unacceptable and concerning behaviour that puts children and young people at risk.

# Our Code of Conduct

William Campbell Foundation's Code of Conduct applies to all staff, carers, guardians, board members and volunteers.

Our Code of Conduct sets agency standards and governs our child safety and well-being responsibility to all children and young people, who are supported by our organisation.

The Code of Conduct influences the following:

- Recruitment of staff, carers and volunteers
- Training of staff, carers and volunteers
- Support for staff, carers and volunteers
- Reportable Conduct processes
- Policies and procedures
- Privacy and confidentiality
- Accountability for staff and carers

## Complaints

William Campbell Foundation has a formal complaints system to allow service users and external parties to voice concerns they have over the management and care of Children and Young People. Complaints are managed by our Workforce Development Manager and will be responded to efficiently and in line with the William Campbell Foundation Complaints Policy, which can be accessed through our website.

**[www.wcfoundation.org.au/policies](http://www.wcfoundation.org.au/policies)**

# **We give children and young people a voice**

A child or young person in care has the right to be kept informed, express their views and participate in decisions that affect their lives. A child or young person also has the right for others to listen to those views and take them into account when making decisions.

At William Campbell Foundation we actively encourage children and young people to participate in decisions that directly affect their life by:

- Providing information about decisions that need to be made
- Explaining in a language that they can understand
- Allowing them to freely express their views
- Providing information about how their views will be recorded and considered in decision making processes
- Providing information regarding decisions that are made ,and reasoning behind those decisions
- Allowing them to respond to the decisions

When children and young people are given a voice it makes them feel empowered in a situation that may make them feel powerless.

**We are committed to ensuring that all children and young people have a voice.**

# Privacy and Confidentiality

William Campbell Foundation respects the privacy and confidentiality of all children, young people, individuals and families as well as those who provide any information of a sensitive nature to our organisation.

Policies and procedures are in place to ensure information collection, use, access and disclosure is kept confidential at all times. All reports of abuse and neglect are handled in a confidential matter that ensures the protection, safety and well-being of the child or young person.

# Risk Management

William Campbell Foundation is committed to ensuring all children, young people, carers and staff feel safe in all their activities and connections with the organisation. This is directly reflected in our policies and procedures.

To prevent and inhibit any risks in the workplace, William Campbell Foundation's WH&S Officer ensures all offices have effective safety implementation practices to ensure safe work at all times.

Carers are required to undergo a House Safety Checklist which is completed by the Carer Recruitment team during the assessment process. This checklist ensures that all risks are identified and eliminated before a child or young people is placed into their care.

# Child Protection

For the purpose of protecting children and young people from any further harm after coming into care, William Campbell Foundation has a dedicated Reportable Conduct Manager who is highly trained and experienced in child protection. This role includes the investigation into all allegations against employees, carers, guardians and volunteers.

Our Reportable Conduct Manager is trained in ensuring that all allegations are handled sensitively, responsively and within the legislative requirements. All investigations are supported by confidentiality policies and assessments are made to ensure that risk to children and young people, the subject of allegations and the agency are minimised or eliminated, where possible.

The principles of our investigation process are:

- Impartiality
- Avoiding Conflict of Interest
- Confidentiality
- Procedural Fairness

For further information, please obtain a copy of our booklet 'Reportable Conduct and the Investigation Process for Employees' or visit our website [\*\*wcfoundation.org.au/policies\*\*](http://wcfoundation.org.au/policies).



# Reportable Conduct

## What is Reportable Conduct?

Section 25A of the Ombudsman Act defines 'Reportable Conduct' as:

- Any sexual offence, or sexual misconduct, committed against, with or in the presence of a child (including a child pornography offence or an offence involving child abuse material), or
- Any assault, ill-treatment or neglect of a child, or
- Any behaviour that causes psychological harm to a child, whether or not, in any case, with the consent of the child

**Sexual Offence** - any sexual contact of any nature with a child is illegal. This includes indecent assault, sexual assault, aggravated sexual assault, possessing, creating or exposing children to pornography, sexting and prostituting children.

**Sexual Misconduct** - sexually explicit comments, overt sexual behaviour, grooming and crossing professional boundaries are all examples of sexual misconduct.

**Physical Assault** - Physical assault includes hitting, kicking, grabbing, pushing or throwing objects at a child. Physical assaults can include threats of assault on a child.

**Serious Physical Assault** - this includes a child being injured beyond a minor scratch, bruise or graze. Other examples of serious assault can include a minor injury that is a result of aggravated or reckless behaviour of the adult.

**Ill Treatment** - examples of ill treatment include excessive demands on a child, hostile use of force against a child and degrading comments. Unreasonable behaviour, that does not necessarily leave physical marks on a child, may fall under the category of ill treatment if it has the potential to cause serious emotional or developmental damage to a child.

**Neglect** - Examples of neglect including failing to adequately supervise a child, leaving them alone for long periods of time, deprivation of basic needs, failure to protect from abuse or leaving them in the care of another child.

**Behaviour that causes Psychological Harm**- Can include acute or cumulative exposure to domestic violence or the exacerbation of existing mental health issues, such as depression or anxiety.

While not all conduct meets the threshold for reporting, the agency may consider any breaches of Professional Standards, Code of Conduct or Foster Care Agreements when assessing the allegations.

# The consequences of Reportable Conduct

When allegations of Reportable Conduct meet the threshold for reporting, William Campbell Foundation follows our legislated responsibilities of reporting this to the NSW Ombudsman and Family and Community Services (FaCS).

Additionally, where there are allegations of a criminal nature, the agency will notify the NSW Police, Joint Investigation Response Team (JIRT) and/or the Office of the Children's Guardian.

Notification to the Office of the Children's Guardian can have ramifications for a person's Working with Children Check and their status on the NSW Carers Register.

In some cases, William Campbell Foundation are required to notify other parties of allegations – including other child related employment a staff member, carer, guardian or volunteer may be engaged with.

Information regarding Reportable Conduct has been taken from the NSW Ombudsman website [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) and fact sheets.

# We are all accountable

Being a part of our trauma informed team at William Campbell Foundation means you take child safety and well-being seriously.

As a William Campbell Foundation staff member, carer, guardian or volunteer, the work you do to support children and young people makes a positive difference in their lives. Acting in the best interests of the children and young people you support is your priority. You will be made accountable if your behaviour does not meet the standards expected of you.

If you have any questions we encourage you to visit our website or call us on 1300 000 WCF to speak with our Workforce Development Manager.

Further information can also be accessed at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) and [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au).



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