

CHILD SAFETY POLICY

QUALITY AREA 2 – VET STUDENT
SUPPORT

CHILD SAFETY POLICY

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PURPOSE

The purpose of this policy is to articulate Upskill U Pty Ltd's commitment to upholding the safety, wellbeing, and rights of children and young people who engage with the organisation. This policy ensures alignment with the National Principles for Child Safe Organisations (2019), which have been adopted across all Australian states and territories, and supports compliance with relevant state-based child protection legislation and vocational education obligations.

The policy outlines the standards of conduct, procedures, and responsibilities required to create and maintain child-safe environments across all Upskill U Pty Ltd's operations, including at delivery sites, during online learning, and at external events where the organisation is the lead provider. It establishes clear expectations for staff and representatives to proactively prevent harm, respond appropriately to concerns or allegations, and ensure that children and young people feel safe, supported, included, and heard.

By embedding child safety into its governance, culture, and daily practices, Upskill U Pty Ltd demonstrates its commitment to providing equitable, respectful, and protective environments for all children, including those from Aboriginal and Torres Strait Islander backgrounds, culturally and linguistically diverse communities, and children with disability.

SCOPE

This policy applies to all persons employed by or representing Upskill U Pty Ltd, at delivery locations and at events on external premises where Upskill U Pty Ltd is the lead organisation. This policy aligns with the *National Principles for Child Safe Organisations*, introduced in 2019, which have been and continue to be adopted by each state and territory. The principles include:

1. Child safety and wellbeing is embedded in organisational leadership, governance and culture.
 2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
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3. Families and communities are informed and involved in promoting child safety and well-being.
 4. Equity is upheld, and diverse needs are respected in policy and practice.
 5. People working with children and young people are suitable and supported to reflect child safety and well-being values in practice.
 6. Processes to respond to complaints and concerns are child-focused.
 7. Through ongoing education and training, staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe.
 8. Physical and online environments promote safety and well-being 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 the organisation is safe for children and young people.
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POLICY STATEMENT

All persons employed by or representing Upskill U Pty Ltd must observe the National Principles for Child Safe Organisations when in the company of children. The organisation seeks to maintain an environment that allows children to be safe and uninterrupted in their growth by:

- Being informed on indicators of child abuse and effective actions to take all reasonable steps to protect children from abuse.
- Listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another child.
- Promoting the cultural safety, participation and empowerment of Aboriginal children.
- Promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
- Promoting the safety, participation and empowerment of children with a disability.
- Ensuring, as far as practicable, that adults are not left alone with a child.
- Reporting any allegations of child abuse to the Chief Executive Officer & Upskill U Pty Ltd management, and ensure any allegation to reported to the police or child protection.
- Reporting any child safety concerns to the Chief Executive Officer & Upskill U Pty Ltd management.
- If an allegation of child abuse is made, ensure as quickly as possible that the child or children are safe.
- Encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.

All persons employed by or representing Upskill U Pty Ltd must not:

- Initiate or maintain 'particular' relationships, that can be perceived as favouritism, with any of the children who come within their care.
 - Use physical force with children, particularly in a manner that may be considered 'rough' or unnecessary.
 - Cause or be complicit in the abuse of a child.
 - Ignore suspected or reported instances of child abuse.
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- Perform personal tasks for a child that they are capable of doing for themselves.
- Have conversations or communications containing content that is unsuitable for children, that can be seen or heard – this includes using vulgar language, to or in the presence of children.
- Promote personal beliefs on themes such as race, sexuality or cultures in the presence of children.
- Discriminate against any child, including because of culture, race, ethnicity or disability.
- Conduct organised contact with a child or their family outside of our organisation without our Chief Executive Officer’s knowledge and/or consent.
- Have inappropriate online interactions with a child or their family.

By observing these standards, all staff acknowledge individual responsibility to immediately report any breach of this code to the Chief Executive Officer & Upskill U Pty Ltd management.

STAFF AND VOLUNTEER SCREENING AND TRAINING

All staff, volunteers, and contractors who work with children and young people will undergo thorough background checks, including Working with Children Checks (WWCC) (or equivalent), Police checks and thorough Reference checks. All staff and volunteers will receive child safety training, which discusses understanding and identifying signs of abuse and neglect, reporting procedures and mandatory reporting obligations and ensuring appropriate interactions with children and young people.

REPORTING AND REPORTING TO CONCERNS

Upskill U Pty Ltd encourages staff and students to report any concerns they have about the safety or wellbeing of children and young people, whether it is related to a student, staff member, or external party. All concerns will be treated seriously, investigated promptly, and handled with confidentiality. Reports will be escalated to the appropriate authorities, including child protection services or law enforcement, if necessary. A dedicated Chief Executive Officer will be available to guide staff, students, and others in reporting any incidents or concerns, and to take appropriate action in a timely manner.

- Support or sensitivity needs must be ascertained and provided to the appropriate level, should persons involved require assistance due to language barrier, disability (physical or intellectual), Aboriginal/Torres Strait Islander background or other cultural background factors
- Specialised assistance may need to be sourced externally. Psychologists, for example, could prove of great value, depending on the ascertained support needs of the child, in relation to the incident.

RESPONSE PLAN

“Children are to be seen AND heard.”

In all care, support or education spaces, children or young people must be valued.

The following actions are to be actioned by persons who fall within the scope of responsibility for this policy, in circumstances where there is reasonable suspicion or observation of abuse.

An accurate record must be kept of the incident and the response taken.

RESPONSE 1: Urgent Action

If the circumstances do not pose an urgent risk, RESPONSE 2 should be the starting point.

If there is an urgent risk of harm:

- Secure the alleged victim of abuse by calmly separating them from others
- Calling 000 for medical/police assistance

- Alerting the Child Safety Officer to be present to liaise with emergency response staff.

RESPONSE 2: Securing Support

Once urgent support has been provided and the environment is secure, proper reporting must take place. This may be the opportune time to engage with the relevant Child Protection authority.

RESPONSE 3: Contacting Responsible Persons

Child Protection Services should be consulted for guidance as to what information can be relayed to parents/guardians of the affected. It may even be that their professional advice would exclude notifying the parents/guardians. The best interest of the child and their protection is a priority.

RESPONSE 4: Ongoing Support

Ongoing support in the form of Individual Support Plans, with sourced counselling/psychological services, should be set up for the child. Further steps may need to be enforced for the child's physical safety, as part of a safety plan.

SUPERVISION AND SAFETY DURING ACTIVITIES

Children and young people will be supervised at all times during training and other related activities. Sufficient staff or responsible adults are present during face-to-face training sessions. Appropriate online supervision will be provided for students involved in online courses or webinars. Clear boundaries for interactions, both online and face-to-face, must be established to ensure students are not exposed to inappropriate or unsafe environments.

PHYSICAL AND EMOTIONAL SAFETY

Upskill U Pty Ltd is committed to ensuring that training and learning environments, both physical and online, are safe and respectful. A zero-tolerance policy exists for bullying, harassment, or any other forms of abuse or discrimination. Conflicts or challenging behaviour will be managed to ensure that any issues related to bullying or harassment are addressed immediately. Where necessary, accommodations will be made for students with disabilities or other special needs to ensure they are able to participate fully and safely in training.

ONLINE AND MEDIA SAFETY

Upskill U Pty Ltd is committed to ensuring that training and learning environments, both physical and online, will ensure that all online platforms used for training and communication with students are secure and comply with privacy and safety standards. Clear guidelines will be provided to students about appropriate online behaviour, and staff will monitor interactions to ensure no inappropriate contact takes place. Online delivery will be structured to minimise risks related to online abuse or exploitation, with clear communication and student engagement protocols.

FAIRNESS IN INVESTIGATION

During the organisation's internal investigations into impropriety or abuse, Upskill U Pty Ltd staff or representatives subject to the investigation will be afforded fair and just treatment. The primary concern must be surrounding the child or children.

LEADERSHIP AND ACCOUNTABILITY

The Chief Executive Officer in Upskill U Pty Ltd is responsible and allows students, trainers, assessors, parents, caregivers and concerned persons to have a point of contact to provide information and receive advice in regard to any situations of concern that may arise.

The Chief Executive Officer can be contacted on 0433 664 523.

GOVERNANCE REVIEW

This policy will be reviewed annually, or as needed, to ensure it reflects any legislative changes, feedback from staff and students, or incidents that may arise. Staff and student feedback will be actively sought regarding the implementation of the Child Safety Policy and any concerns they may have about its effectiveness.

CONTINUOUS IMPROVEMENT

Upskill U Pty Ltd will continually improve its child safety practices, ensuring that all training and learning environments remain safe and supportive.

RISK MANAGEMENT

Upskill U Pty Ltd will conduct regular risk assessments to identify potential hazards related to child safety within training environments (including face-to-face and online delivery).

Control measures will be implemented to minimise risks, including ensuring safe and appropriate training venues, clear policies on staff-student interactions, and strict access control measures to prevent any unauthorised individuals from interacting with children or young people.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on child safety requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of Upskill U Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILITIES
<p>Management Team</p>	<ul style="list-style-type: none"> • Is the Accountable Officer. Oversees compliance with certification requirements and this Policy. • Oversee the implementation and resourcing of continuous improvement practices. • Approve major changes resulting from continuous improvement actions. • Ensure alignment of improvements with strategic direction and compliance requirements.
<p>Admin Team</p>	<ul style="list-style-type: none"> • Monitor compliance with Outcome Standards for NVR RTOs 2025. • Ensures the certification process is aligned to the AQF Issuance Policy, Outcome Standards 2025, and regulatory instruments. • Collect, analyse, and report on internal audit outcomes, complaints, feedback, and survey data. • Initiate improvement processes based on compliance breaches or audit findings.
<p>Trainer and Assessors</p>	<ul style="list-style-type: none"> • Identify process inefficiencies and report them to relevant managers. • Support data collection efforts related to student feedback and compliance reporting. • Responsible for processing, issuing, and filing AQF documentation. The Student File Completion Checklist must be utilised during issuance.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Sarah Nicholson
Date Effective	04/07/2025
Review Date	04/07/2023
Version Number	1

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, upholds quality training and assessment practices, and meets our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- [Age Discrimination Act 2004](#)
- [Australian Human Rights Commission Act 1986](#)
- [Competition and Consumer Act 2010](#)
- [Disability Discrimination Act 1992](#)
- [Disability Standards for Education 2005](#)
- [Education and Training Reform Act 2006](#)
- [National Principles for Child Safe Organisations 2019](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
- [Privacy Act 1988](#)
- [Racial Discrimination Act 1975](#)
- [Racial Hatred Act 1995](#)
- [Sex Discrimination Act 1984](#)

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, Upskill U Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance

framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Chief Executive Officer for consideration as part of our continuous improvement practices.