



**endED**  
there is HOPE

Our Statement of Commitment to  
Child Safety

Gathering here on this land together

We acknowledge the Traditional Owners of the Kabi Kabi and Jinibara Peoples. We honor and respect their continuing connection to land, waters and culture and pay our respects to Elders past, present and emerging

We pledge our ongoing solidarity with the traditional owners and all Aboriginal and Torres Strait Islander peoples, in their struggle for recognition of sovereignty, historical truths and justice.

## Vision

A world where everyone affected by eating disorders has access to treatment, resources, community connection and lived experience support to bring hope and enhance recovery.

## Mission

We create hope for recovery for anyone affected by eating issues or eating disorders in Australia through compassionate, lived experience support and community connection.

Community  
Connection  
Compassion



endED is a registered Charity  
ABN: 90 611 935 730

# Child Safe Organisation: About

Statement by [Child Safe Organisations: What is a child safe organisation](#)

A child safe organisation puts the best interests of children and young people first. Children can gain great benefits from being involved with organisations of various kinds – such as local sports clubs, pre-schools, schools or youth centres. Organisations can enable children to meet friends, learn new skills and be active participants in their community. The vast majority of organisations, staff and volunteers are motivated to do what is best for children and young people. Many organisations are already working to ensure child safety and wellbeing, for example, by having a child safety and wellbeing policy or screening workers for suitability to work with children.

The Australian community should be confident that all organisations working with children and young people provide safe environments where their rights, needs and interests are met.

Policies and procedures alone are not enough to keep children safe and well in organisational settings. A child safe organisation is one that creates a culture, adopts strategies and takes action to promote child wellbeing and prevent harm to children and young people.

A child safe organisation consciously and systematically:

- Creates an environment where children's safety and wellbeing is at the centre of thought, values and actions.
- Places emphasis on genuine engagement with and valuing of children and young people.
- Creates conditions that reduce the likelihood of harm to children and young people.
- Creates conditions that increase the likelihood of identifying any harm.
- Responds to any concerns, disclosures, allegations or suspicions of harm.

Australia ratified the United Nations Convention on the Rights of the Child (CRC) in 1990. Under the Convention, children, like adults, possess human rights. They also have the right to special protection because of their vulnerability to exploitation and abuse. Under the Convention, a child is defined as every human being **below eighteen years of age**.

National Principles for Child Safe Organisations, pg. 8



# National Principles for Child Safe Organisations

For more information and resources  
<http://childdsafe.humanrights.gov.au>

## One

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

## Six

Processes to respond to complaints and concerns are child focused.

## Two

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

## Seven

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

## Three

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

## Eight

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

## Four

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

## Nine

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

## Five

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

## Ten

Policies and procedures document how the organisation is safe for children and young people.



## Child Safety

endED prioritizes child safety in all aspects of decision making, program delivery, policy & staffing to ensure the safety and wellbeing of all young people who engage with the endED community. endED is committed to providing a child safe service in accordance with the Commonwealth Child Safe Framework. [1]

## Child Safe Culture

endED programs promote the participation, empowerment & belonging of children at all times. We take steps to ensure we are creating a child safe culture through the thoughtful selection of our staff and volunteer inclusion. To ensure efficacy in this process, endED employs a rigorous recruitment process; screening & values-based interviewing; ongoing processes of supervision & training oriented to best practice when working with children; escalating, responding to, and reporting suspected child abuse or harm immediately. [5]

## Child Safe Team

endED nurtures active involvement in regular attendance of professional development, supervised peer discussions, co-reflection sessions [internal], supervision [external], team training days and research discussions. endED staff are encouraged to diversify their professional development allocations, to explore a wide range of trauma-informed practice, alternative creative-based approaches, promotions of culturally safe environments and revisions of up-to-date policy and frameworks. [5,7, 10]

## Child Safe Workplace Practices

endED's staff and volunteers are oriented prior to any program offerings that involve working with children. endED has current systems for ensuring that all relevant staff and volunteers have current working with children checks or equivalent background checks. We also employ a balance of MHFA, First Aid and Yellow Card Team members present across the group settings. [1,5,7]

## Child Safe Mandatory Reporting

endED take all allegations of child abuse seriously, acting immediately, guided by the [Mandatory Reporting Guidelines](#), to support staff and volunteers through consultation with senior team members who support necessary escalations in line with endED's organizational policies & procedures. [1] endED aligns with the [four stepped process for the assessment of harm and risk of harm](#) from the [Commonwealth Child Safe Framework](#) across our intake engagement, our staff training, annual reviewing process & on-going care for young people engaged with our service. [1]

## Child Safe Feedback Mechanisms

endED is proactive in seeking feedback from all individuals who engage with us, as well as discourse with the wider community. endED is proactive in providing age-appropriate platforms to regularly seek children & young people's views and encourage participation in decision-making, including visually creative & engaging, user friendly, simple and effective online forms. Feedback seeks to capture; an individual's experience, planning and ideation, co-designing what a supportive space looks like for them, facilitator feedback, and creative prompts to distil how they are experiencing the offerings we provide. [2, 9]

## Child Safe Complaint Process

endED promotes transparency in its complaint process, with public transparency [website], in-house visual aids and regular discussion, building on our feedback mechanisms. endED create strength and unification of vision to endED's commitment towards child safety, providing visible reference to the United Nations Convention on the Rights of the Child, the agreement by countries who have promised to protect children's rights. endED provides resources created for young people, including the "Speak Up and Make a Complaint" poster as well as the guidelines that support our staff & volunteers to "Help children and Young People to Speak Up."

## Child Safe Complaint Approach

endED welcomes the child or young person to involve their identified support person, family member, or an impartial endED staff member to assist any complaint process. Through a collaborative and mindful approach, the young person or child informs the process for supporting their identified needs, and for any changes required within the organisation. Alternatively, if their decision is to no longer engage with us, we move into the process of “making a warm referral, contacting the agreed service for them and help them get an appointment” [Complaint Handling Guide: Upholding the rights of children and young people, 2019, 19]. [6]

## Child Safe Risk Mitigation

endED ensures that all staff and volunteers are proactive in identifying and mitigating physical and online risks. Regular, transparent conversations providing clarity around internal decision-making processes pertaining to the safeguarding of all individuals engaged in using chosen communication platforms are privileged. The employment of weekly ‘group agreement & guidelines’ are communicated to individuals, family members and identified supports, to promote the safety of the individual and the wider group. Parents and identified supports are invited to view and provide feedback about how communication is displayed. [8]

## Child Safe Inclusion

endED acknowledge and celebrate diversity of family units and respect the role that different family members may play in a child or young person’s life. endED respects that families and carers are best placed to advise about their children’s needs and capabilities. endED seeks information that supports our team to create a supportive and safe environment for each child or young person. [3]

## Child Safe Diversity

endED actively participates in knowledge, practice and key relationships that enhance a culturally safe organisation, embracing the willingness to learn, understand and respond to a diversity of cultures. endED acknowledges the strengths and individual characteristics of children, embracing all children and young people regardless of their abilities, sex, gender, or social, economic or cultural background. endED endeavours to create a welcoming space of gathering that is inclusive, open, curious and non-judgmental. [4]

## Child Safe Cultural Learnings

endED align with the cultural safety of Aboriginal and Torres Strait Islander peoples and those from culturally and linguistically diverse backgrounds. endED strive to learn *from and with* the community of those actively engaging with us. We promote internal and external supervision and continuing professional development, immersing our staff in learnings across the continuing development of creating a child safe culture. endED staff operate in line with the Lived Experience Framework, embodying qualities of; “mutuality, empathy, equitable relationships, advocacy and are fostering examples of hope” [Queensland Framework for the Development of the Mental Health Lived Experience Workforce, 2019, pg. 4].<sup>[4]</sup>

## Child Safe Diverse Community

endED proudly welcomes the community of LGBTQI+ individuals, including children who identify or are part of differing relationship structures. endED align with and are also represented by staff who identify as queer. Together we openly welcome all, celebrating diverse values, beliefs and world views and we “demonstrate that discrimination on the basis of a person’s sexual orientation, intersex status and gender identity won’t be tolerated” [Complaint Handling Guide: Upholding the rights of children and young people, 2019, 28].<sup>[4]</sup>

## Child Safe Environment

endED provides a safe and accessible environment for children with a disability, with multiple access points & bathroom facilities. endEDs, House of Hope, is located on wide-open acreage, providing opportunity for quiet reflection, regulation and support to take place in a safe and caring manner. endED use a range of sensory modulation tools, areas of low lighting, quiet spaces and soft, neutral furnishings to create therapeutic spaces. <sup>[4]</sup>

The following 'Do's and Don'ts' have been developed as a supplementary guide to the Child Safe Practices, to provide practical and tangible actions that can and should be followed by anyone involved [staff or volunteers] in the delivery of programs, offerings or events that involve the participation of children and young people..

### Professional Boundaries

Treat all children equally, regardless of their gender, culture, race or disability. Try to be identifiable (uniform/name badge) in your official role when engaged with an endED offering/event. Model professional physical and emotional boundaries. Be respectful to the child's needs or concerns and respond appropriately. Engage with children in a manner that would be seen by a reasonable observer as maintaining reasonable boundaries.

### Tone of voice

Use clear, direct, age-appropriate language. Use words, tone of voice, facial expressions and body posture to communicate calmness and respect. Focus on a child's positive behaviour to build self-confidence, as well as competence. Use language that is encouraging and supportive and that promotes a fun and inclusive environment. Address a situation when negative language or tone is being used by a child, parent/guardian or other person and reinforce that it is not appropriate.

### Positive Guidance

Set clear guidelines for expected behaviour. Provide guidance that is non-violent, solution-focused, respectful and based on child development principles. Address poor behaviour in a calm and firm manner. Help children to behave within the limits set. Create a 'safe space' for children to have a say and speak up if they feel unsafe or unsure. Encourage children to talk about their feelings and the possible reasons for their emotions. Only physically restrain a child in an emergency situation.

### Supervision

Ensure you are always able to observe each child, respond to their individual needs and immediately intervene if necessary. Ensure there are appropriate supervision ratios based on the age of the children and the size of the group. Avoid one-to-one unsupervised situations with children, except in an emergency. In these cases, make sure the situation is debriefed with relevant members of staff and family [if necessary] afterwards.

### Use of Electronic or Online Communication

When communicating with children you must ensure that the child's parent/guardian is included in all communication, until it is agreed that some communication will then reside in a confidential setting, as guided by our policy's on information sharing. Content is directly associated with your official role, with exception of building/strengthening of trust and personable connection. All communications will be transparent through the process of case notes and participant actions and updates. Communication that is inappropriate will be followed up by the senior staff member directly with the staff member or volunteer.

### Photographs

Obtain permission from the child's parent/guardian before taking any photos or videos. Ensure the context in which you are taking photos or videos of children is directly related to their involvement in an endED activity, offering or event and communicate clearly that it will only be used for official purposes [even if prior consent has been obtained]. Store images (digital or hard copy) in a way that prevents unauthorised access by others. Make sure images (digital or hard copy) are destroyed or deleted as soon as they are no longer required. Speak up if you see someone acting suspiciously.

# DON'Ts

## Sexual misconduct

Do not: Engage in unwanted or unwelcome sexual behaviour that would make a child feel offended, humiliated, or intimidated. Undress in front of or expose yourself in any way to a child. Flirt with, or make any innuendo or sexual connotations towards a child. Have inappropriate conversations or enquiries of a sexual nature (for example, questions about a child's sexuality, or their sexual relationship with others). Make jokes or innuendos of a sexual nature. Do any of the above-mentioned actions in person or online.

## Professional Boundaries

Do not: Provide any form of support to a child or their family unrelated to the scope of your role, where there is no existing social, personal, or family relationship (e.g. financial assistance, babysitting, provide accommodation). Engage in social activities outside the scope of your role/ Use your personal phone, camera or video camera to take images of children. Develop any special relationships with children that could be seen as 'favouritism'. Confide in, or share overly personal information with a child. Treat the child as an 'adult' under guise of maturity. Create an emotional dependency between yourself and the child.

## Tone of voice

Do not: Use stereotypes, innuendo or sarcasm when communicating with children. Shame a child or make derogatory or belittling comments. Use obscene gestures and language. Humiliate, intimidate or regularly criticise a child. Allow children to use inappropriate language unchallenged. Single out a child or denigrate them in front of peers or other members of staff/volunteers.

## Positive Guidance

Do not: Encourage activities or conversation that is inappropriate for the stage of psychological and physical development of the child. Impose any form of punishment that causes a child physical pain or discomfort. Isolate a child from the group as a form of punishment. Impose any form of punishment that is degrading, cruel or frightening. Force a child to do something against their will.

## Supervision

Do not: Leave children unsupervised during any endED offerings or events. Engage in unnecessary conversations with another adult, staff member or volunteer that may distract from effective supervision of the group. Be alone with a child, unless in the event of an emergency where assistance is not available. Text, talk or browse on a mobile phone when supervising children.

## Use of Electronic or Online Communication

Do not: Befriend the child on social media. Communicate privately with a child via phone, email or social media [unless part of your role/scope]. Request children keep online communication a secret from their parents/guardians or others. Use electronic communication to promote unauthorised 'social' activity or to arrange unauthorised contact. Use inappropriate language or language that is sexual in nature. Use any device's (including a mobile phone's) recording capabilities, including voice recording, still cameras and video cameras as part of any endED offerings or events.

## Photographs

Take photos or videos of children for personal use. Take or store images of children involved in your organisation on personal devices. Distribute or publish photos or videos for official purposes (annual report, website, social media) without permission from the child's parent/guardian. Forward, share or send on any photos or videos of a child. Send photos or videos of a child, directly to a child, or to another person.