

Indigo Junction is committed to the safety and wellbeing of children and young people, recognising the importance of promoting a safe and supportive environment, to empower them and support them to reach their fullest potential.

All Indigo Junction Policies are to be read in conjunction with Indigo Junction's overarching policy commitment statement, the Specialist Homelessness Services (SHS) service standards, the Australian Charities and Not for Profits Commission Governance Standards and the Associations Incorporation Act 2015.

1.0 PURPOSE

This policy provides a framework for the application of the Safeguarding Children and Young People Procedure and Code of Conduct, developed in accordance with the National Principles for Child Safe Organisations, which sets out appropriate conduct and behaviours expected by all Indigo Junction staff when interacting with children and young people.

2.0 POLICY APPLIES TO:

This policy applies to and is a condition of engagement with Indigo Junction in any capacity including:

- All paid employees
- Board and Committee members
- Volunteers
- Trainees and Apprentices
- Contractors and Sub-Contractors
- Labour-hire employees.

3.0 WHAT I MUST DO

All Indigo Junction staff are required to sign the **Code of Conduct** (the **Code**) and be familiar with and adhere to the provisions of this Code and any related Indigo Junction policies, procedures and complete mandatory child safe training within designated timeframes.

Managers must be familiar with this Policy, Procedure and Code and seek assistance where necessary.

All staff must hold and maintain a valid Working with Children Check.

REMEMBER

Indigo Junction will take immediate action to deal with any breaches of this policy and Code which will include taking appropriate disciplinary action and reporting the matter to external authorities as required.

This document should be read in conjunction with Indigo Junction's **Safeguarding Children and Young People Policy** and **Code of Conduct**.

4.0 KEY TERMS

In line with child protection legislation, at Indigo Junction we define a Child or Young Person as anyone up to the age of 18 years.

We define Safeguarding as taking all actions necessary to ensure Children and Young People can feel safe and be safe. This includes in their homes, their communities and when in organisations, regardless of their age, sexuality, gender, ability, religion, political beliefs or socioeconomic background. Safeguarding also includes taking appropriate actions to restore a child or young person's sense of safety when they feel at risk.

5.0 NATIONAL PRINCIPLE ALIGNMENT

Indigo Junction confirms our commitment to the National Principles for Child Safe Organisations:

- 2.1 Child safety and wellbeing is embedded in the organisational leadership, governance and culture.
- 2.2 Children and young people are informed about their right, participate in decisions affecting them and are taken seriously.
- 2.3 Families and communities are informed and involved in promoting child safety and wellbeing.
- 2.4 Equity is upheld and diverse needs respected in policy and practice.
- 2.5 People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- 2.6 Processes to respond to complaints and concerns are child focused.

- 2.7 Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- 2.8 Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- 2.9 Implementation of the national child safe principles is regularly reviewed and improved.
- 2.10 Policies and procedures document how the organisation is safe for children and young people.

These principles guide all safeguarding activities and are embedded in Indigo Junction's culture, systems, and processes.

6.0 SCOPE

This **Safeguarding Children and Young People Procedure** includes the **Safeguarding Children and Young People Code of Conduct** and sets out appropriate conduct, acceptable behaviours and unacceptable behaviours, expected by all members of Indigo Junction, when interacting with children and young people.

Indigo Junction also acknowledges its responsibilities under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and is committed to providing fair, supportive, and trauma-informed responses to people who have experienced institutional child sexual abuse. The organisation will cooperate fully with the National Redress Scheme and ensure affected individuals are treated with dignity and respect.

7.0 COMPLAINTS

Indigo Junction commits to responding to all safeguarding concerns or complaints by:

- Ensuring that they are managed fairly
- Responding in a timely manner
- Always acting in the best interests of Children and Young People and obtaining their consent before sharing their information, unless the Child or Young Person is at risk of harm, or if required by law
- Sharing information and concerns to relevant bodies including the Department of Local Government, Sport and Cultural Industries Child Safeguarding Implementation Unit as well as external reporting agencies as per Western Australian legislation.

8.0 ROLES AND RESPONSIBILITIES

While the responsibility to protect people is shared by all who work at or with Indigo Junction, some individuals have specific obligations with which they must comply.

The members of the board of Indigo Junction are responsible for:

- a. Protecting all people who interact with, or are affected by, Indigo Junction;
- b. Ensuring there are appropriate and effective mechanisms for Indigo Junction to achieve this;
- c. Ensuring Indigo Junction meets obligations to relevant laws relating to safeguarding;
- d. Ensuring Indigo Junction takes a survivor-centric approach.

The Chief Executive Officer of Indigo Junction must:

- a. Ensure Indigo Junction has effective and appropriate mechanisms to manage safeguarding and legal compliance;
- b. Ensure the appointment of a Safeguarding Manager with appropriate skills and competency;
- c. Ensure that, within Indigo Junction's approach, reasonable steps are taken to protect people;
- d. Ensure reports to external parties are made where required.

The Safeguarding Manager of Indigo Junction must:

- a. Manage reports of abuse, neglect or exploitation;
- b. Ensure all staff, contractors, and volunteers are aware of relevant laws, policies and procedures, and Indigo Junction's Code of Conduct;
- c. Ensure all staff, contractors and volunteers are aware of their obligations to report suspected incidents of abuse, neglect or exploitation;
- d. Provide support for staff, contractors and volunteers in undertaking their responsibilities.

All Managers of Indigo Junction must:

- a. Promote a positive culture towards safeguarding;
- b. Implement this policy and procedure in their area of responsibility;
- c. Ensure the risks of incidents have been considered in their area of responsibility;
- d. Ensure there are appropriate controls in place to prevent, detect and respond to incidents;
- e. Facilitate the reporting of any suspected abuse, neglect or exploitation;
- f. Take a survivor-centric approach to potential incidents and ensure any incident is dealt with transparently and accountably.
- g. Ensure staff under their supervision are supported to meet safeguarding expectations.

All Staff and Volunteers of Indigo Junction must:

- a. Comply with the relevant laws, the Code of Conduct, policies and procedures for safeguarding;
- b. Obtain a National Police Clearance and Working with Children check;
- c. Complete National Principles for Safeguarding Children and Young People Modules on induction and other training as requested;
- d. Report any incident to the appropriate authority when it is reasonable to suspect a person's safety or welfare is at risk;
- e. Report any suspicion a person's safety or welfare may be at risk to the appropriate authority; and
- f. Provide an environment that is supportive of everyone's emotional and physical safety.

All partners and contractors of Indigo Junction must:

- a. Adhere to this policy and Indigo Junction's procedures in their dealings with Indigo Junction;
- b. Report any suspicion an incident may have taken place, is taking place, or could take place promptly.

9.0 MANAGING SAFEGUARDING RISK

Indigo Junction's approach to managing the risks of safeguarding are:

- a. Holistic. Indigo Junction and its stakeholders will work to prevent, detect and take action on incidents.
- b. Risk-based and proportionate. Indigo Junction will regularly assess the risks to people in its operations and develop proportionate controls to mitigate those risks.
- c. Survivor-centric. Indigo Junction will put survivors at the heart of its approach to safeguarding.
- d. Lawful. Indigo Junction will ensure it understands and complies with the law in everything it does, in all jurisdictions in which it works.

Indigo Junction's mechanisms for managing the risk of safeguarding include:

- a. Having up-to-date and documented risk assessments;
- b. Maintaining a register of Indigo Junction's legal obligations for safeguarding and workplace health and safety in all the jurisdictions in which it operates;
- c. Having an action plan that sets out how it will manage safeguarding;
- d. Adhering to this Safeguarding Policy, Procedure and Code of Conduct;
- e. Completing due diligence checks for staff, volunteers and third parties;
- f. Implementing policies, procedures and systems that introduce controls to reduce the likelihood and consequence of incidents;
- g. Conducting awareness-raising for stakeholders on risks, expectations, and individual responsibilities;
- h. Maintaining two reporting processes: the confidential reporting process, and the overt reporting process;
- i. Having an incident response plan;
- j. Monitoring and reviewing the effectiveness and proportionality of its safeguarding approach.

10.0 INCIDENT MANAGEMENT

Harassment, abuse, neglect and exploitation are all serious misconduct and Indigo Junction reserves the right to:

- a. Take disciplinary action against those it believes are responsible, which may include dismissal;
- b. Take civil legal action;
- c. Report the matter to law enforcement.

Reporting suspected incidents

All staff, volunteers and third parties must, as soon as practicable, report any suspicion an incident has taken place, may be taking place, or could take place.

They may do this through direct reporting to:

- a. Their Manager or Supervisor
- b. The Safeguarding Manager;
- c. The Chief Executive Officer;
- d. Any member of the board;.

If a person wants to report confidentially, including with anonymity, they may use the confidential Indigo Junction Incident Management reporting system or via email to incidentreporting@indigojunction.org.au

If a person believes another person is at risk of immediate harm or the victim of a criminal offence, they must dial 000.

Support for survivors and reporters

Indigo Junction will support access to:

- Counselling or other support requirements (external)
- Employee Assistance Program (EAP)
- Case Management Support

Responding to suspected incidents

All suspected, perceived, potential or actual incidents will be managed through the incident response plan which includes:

1. Immediate risk assessment;
2. Survivor and reporter safety planning;
3. Report externally to relevant authorities and/or regulators (where required);
4. Appropriate records management;
5. Internal investigation;
6. Disciplinary or remedial action;
7. Incident closure.

11.0 BREACHES AND REPORTING

In instances where breaches of this code are suspected, staff are to act promptly and in the best interest of children and young people to ensure their safety. Breaches, or suspected breaches, to this Code of Conduct are to be reported immediately to Management, as per Indigo Junction's Whistle Blower Policy and Procedure (GO0005).

Management, or the Board, will take immediate action to address the concern in line with Indigo Junction's policy and procedures relating to Complaints, Grievances, and Disputes (HR1024) and external reporting avenues.

Serious breaches of this Code may result in disciplinary action, up to and including termination of employment or engagement. Where required, matters will be referred to external authorities in line with legal obligations. Any breach of this code that is of a legal nature will be addressed in accordance with relevant Commonwealth, State or Local Government laws.

Indigo Junction will support any person who comes forward with disclosures of historical child sexual abuse. Where relevant, we will cooperate with the National Redress Scheme and provide guidance on how survivors can access support services and submit applications under the Scheme.

For more information, visit the [National Redress Scheme website](#) or speak with the CEO.

Privacy and data protection

All personal information will be handled per the Privacy and Confidentiality Policy (GO0001), unless there is a risk to someone's safety. Confidentiality is maintained except where disclosure is necessary to protect individuals.

Associated Indigo Junction documents:

- All Indigo Junction policies, procedures and guidelines

Policy Context: This policy and procedure relates to:

Applicable standards or other external obligations	Safe and Supported: The National Framework for Protecting Australia's Children 2021–2031 SHS Standard 5 – Client Rights and Responsibilities
Applicable legislation	Family Law Act 1975 (Cwth) Australian Human Rights Commission Act 1986 (Cwth) Community Protection (Offender Reporting) Act 2004 (WA) Working with Children (Criminal Record Checking) Act 2004 (WA) Australian Charities and Not-for-profits Commission Act 2012 (Cwth) National Redress Scheme for Institutional Child Sexual Abuse Act 2018 Equal Opportunity Act 1984 (WA) Privacy Act 1988 (Cth) Work Health and Safety Act 2020 (WA) National Principles for Child Safe Organisations
Applicable contractual obligations	

Policy Contact Person: Chief Executive Officer

Approval Signature	
Date of Approval	May 2025

Policy number: GO006 Version: 2	Scheduled review date: May 2028 Responsible Authority: Board
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DECLARATION

All Indigo Junction staff are responsible for supporting and promoting the safety of children and young people and must be familiar with their responsibilities in relation to safeguarding them.

ACCEPTABLE BEHAVIOURS

As a staff member of Indigo Junction, I will:

- Behave in a respectful, courteous and ethical manner towards children, young people and their families, regardless of their age, gender, race, culture, vulnerability, sexuality, disability or ethnicity.
- Listen and respond to the views and concerns of children, young people and their families, regardless of how big or small they are, especially if they communicate that they do not feel safe or well either verbally or non-verbally.
- Create an environment that is welcoming, culturally safe, and inclusive that encourages participation and promotes the human rights, safety and wellbeing of children, young people and their families.
- Act in a way that is professional and respectful of boundaries, both personally and professionally.
- Act in accordance with Indigo Junction's child safety and wellbeing policies and procedures at all times, including communicating with children, record keeping and information sharing.
- Involve children and young people in decision making around activities, policies, procedures and processes that concern them wherever possible.
- Respond and report suspected or disclosed concerns or complaints of child harm or abuse in line with Indigo Junction's relevant complaints and reporting processes and be aware of signs that may indicate harm or abuse.
- Take all reasonable steps to protect children and young people from all forms of abuse.
- Discuss any areas of concern I have with my immediate supervisor as soon as possible, even if I am not sure the Code or Policy has been breached.

UNACCEPTABLE BEHAVIOURS

As a staff member of Indigo Junction, I will not:

- Display behaviours or engage with children and young people in a way that is unlawful or likely to cause physical, emotional, or sexual harm to them.
- Ignore, disregard, or discount any suspected or disclosed child harm or abuse.
- Discriminate against any child, young person, or their family members on account of their age, gender, race, culture, vulnerability, sexuality, disability, or ethnicity.
- Be alone unnecessarily with a child or young person.
- Arrange personal contact, or communicate directly or online, with a child or young person through personal or private means, including any social media platforms, emailing, texting and instant messaging, for a purpose unrelated to Indigo Junction's activities.
- Work with children or young people while under the influence of alcohol or prohibited drugs.
- Use inappropriate language in the presence of a child or young person.
- Show, provide with or provide access to inappropriate images or material to a child or young person.
- Develop any special relationships that may be viewed as favouritism or inappropriate gift-giving.
- Exhibit behaviours that could be construed as unnecessarily physical.
- Initiate unnecessary physical contact, with a child or young person, or do things of a personal nature that a child can do for themselves.
- Disclose personal or sensitive information about, or images of, a child or young person, unless child, parent or legal guardian consent has been sought, or unless required to do so by Indigo Junction, for legal reporting in line with policies and procedures.
- Photograph or video a child or young person using a personal device.

Indigo Junction Staff Member to complete:

- ☐ I confirm I have read, understood and agree to comply with Indigo Junction's Safeguarding Children and Young People Policy, Procedure and Code of Conduct..

Name	Click or tap here to enter text.
Signature	Click or tap here to enter text.
Position	Click or tap here to enter text.
Date	Click or tap here to enter text.