

Creative Community Concepts

Prevention of Abuse Client Protection Policy & Procedure

Policy Number:	R9	Version Number:	V 3
		Approved by Board:	05/04/2024
Review Date:	December 2025	Scheduled review date:	December 2026

INTRODUCTION

Creative Community Concepts is committed to providing a safe environment for all its employees, members, visitors, volunteers and particularly to children and vulnerable people. Creative Community Concepts acknowledges the diversity of the children and young people who participate in the organisation.

This policy aims to reduce the risk of abuse occurring and to ensure that a caring and appropriate response is taken should abuse occur.

This Client Protection Policy will be reviewed annually at the Annual Board Meeting. The organisation will inform all interested parties the date of the review for written submissions and recommended changes. These will be submitted to the meeting for consideration.

Creative Community Concepts as a responsible organisation will treat all people with fairness and dignity.

Creative Community Concepts is committed to and are bound by all relevant legislation both Federal and State.

Creative Community Concepts regard the following, whilst not abuse but as unacceptable behaviour:

- Conversations of a sexual nature
- Coarse Language
- Suggestive gestures or remarks
- Jokes of a sexual nature
- Inappropriate touching
- Inappropriate literature
- Recording or filming without consent and
- Acts of violence committed by an employee or volunteer in the course of activities.

Creative Community Concepts governing body will ensure that high standards of conduct are always maintained.

DEFINITIONS

Acceptable behaviour, for the purpose of this policy, is behaviour that promotes cultural safety and inclusion, taking all reasonable steps to protect children from abuse, treating all persons with respect, working in an open and transparent way, provide a supportive and positive environment for employees, members, visitors, volunteers and particularly children and vulnerable people.

Unacceptable behaviour, for the purpose of this policy, is behaviour that a reasonable person, having regard to all the circumstances, would consider having a negative impact, discriminate, harm, offend, humiliate, or intimidate other employees, members, visitors, volunteers and particularly children and vulnerable people.

Abuse can consist of 1 or more, but not restricted to:

- **Elder Abuse** – a single or repeated act, occurring in any relationship where there is an expectation of trust, which causes harm or distress to an older person.

- **Physical Abuse** – any non-accidental physical injury resulting from practices such as hitting, punching, kicking, shaking, burning, biting, pulling out hair, alcohol, or other drug administration.
- **Sexual Abuse** – any assault or abuse of a sexual nature, sexual molestation, indecent exposure, sexual harassment, or intimidation.
- **Emotional Abuse** – the chronic attitude or behaviour of one person which is directed at another person, or the creation of an emotional environment which erodes a person's self-esteem and social confidence over time. Behaviours may include insulting, bullying, devaluing, ignoring, rejecting, corrupting, isolating, terrorising or other extreme acts in a vulnerable person's presence.
- **Child** – any person under the age of 18.
- **Leader** – any person (paid or unpaid) over the age of 18 who is responsible for the control of safety of members placed in their care whilst holding a formal position in a named organisation. A leader could include activity coordinators, small group leaders, youth leader, volunteers, club leader and sports coaches and organisers.
- **Member** – any person including children who attend or participates in the named organisations activities, objectives, or strategic plan.
- **Organisation** – Creative Community Concepts located at 19 Cooper Street Cootamundra 2590.
- **Volunteer** – unpaid person over the age of 16 who is invited to assist in the care of vulnerable people.
- **Vulnerable Person** – any person who is or may need community care services by reason of mental, other disability, age, or illness.

POLICY & PROCEDURE

Creative Community Concepts will screen prospective employees, volunteers involved in activities or programs with children. Prior to commencement of employment the following will occur –

All employees must complete a form requesting details of relevant past experience, positions held, details of 2 referees and permission to contact them, all short-listed candidates must undertake a formal interview, a police check and Working with Children Check (17 years and 9 months or above) which complies with legislation will be requested and show the individual is not precluded from working with children.

Where it is identified the applicant has previously committed an offence, they will not be considered for employment with Creative Community Concepts.

All new employees and volunteers will be issued with a copy of this policy and receive training on an annual basis.

Creative Community Concepts will arrange whenever possible for employees to work in pairs to reduce the risk of abuse. No employee will be alone with clients while they are changing clothes. All aspects of every program will be open to observation by family, friends, and guardians.

It is not the responsibility of Creative Community Concepts to discipline a child. If a child does not abide by the rules they will be referred back to their parent or guardian. At no time will a leader administer any form of physical, emotional, or mental discipline.

Creative Community Concepts actively encourages the reporting of abuse, including sexual abuse and building an environment where either a victim or employee feels free to report such abuse.

Employees and volunteers must report reasonable suspicions to management. An independent person will be appointed by Creative Community Concepts for handling allegations of abuse. The details of those reporting abuse will be kept confidential.

REPORTING ABUSE

A documented reporting process has been established for handling allegations of abuse.

Procedures:

- The automatic suspension from all work or other duties while under investigation by Creative Community Concepts or the Police.
- The automatic termination of employment if found guilty of committing abuse, whether by internal investigation or by the court.

If there is reasonable suspicion that a member has been or is suffering abuse, the police and the insurer will be contacted immediately.

If a disclosure of abuse is made, the person receiving the information will maintain care to the one making the accusation by:

- Treating each allegation seriously
- Not pushing the member to disclose details or attempt to investigate
- Assure the member they are understood and being taken seriously, that what has happened is not their fault and
- They are correct in disclosing it
- Reporting the abuse to police and the insurer
- Not contacting the perpetrator
- Maintaining confidentiality.

Any disclosures and all details of the subsequent investigation will be promptly documented, and the documents held in a secure location.

The consumption of alcohol or drugs during an activity is not allowed. Any member found under the influence of alcohol or illegal drugs will be asked to leave.