



Children and Young People Safety Procedure

St John Ambulance Australia SA Inc.

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1. Guiding Principles

St John Ambulance SA (St John SA) is committed to best practice standards in protecting all volunteers, staff, children and young people from any form of harm during their involvement with St John SA.

St John SA will take all allegations of harm seriously and will act with authorities to ensure matters are heard and appropriately dealt with.

No policy or procedure is equipped to address every individual circumstance, but the utmost care has been taken to develop a safe environment which exceeds best practice and provides guidance to encompass our everchanging society. This procedure aims to enable adult Members of St John SA to carry out their responsibilities in ensuring a safe environment for children and young people engaging in St John SA's services, programs and activities for whom St John SA has a duty of care.

In establishing policies, processes and practices St John SA will be guided by the following:

- A zero-tolerance approach to harm will be adopted including all forms of harm
- All reasonable action to prevent harm and minimise the risk of harm occurring will be taken
- All adult Members are expected to uphold the standards set by the Children and Young People Safety Policy and Procedure
- Reports of or suspected criminal harm will be reported promptly to SA Police and the Department for Child Protection
- A supportive environment will be established for people affected by or reporting harm
- Incidents will be promptly and thoroughly investigated, but not so as to interfere with SA Police or Department for Child Protection investigations
- Members will be supported to develop understanding and skills to keep themselves and others safe
- Action will be taken against any Member who fails to meet standards set
- All reports, investigations and action taken will be properly documented

2. Procedure Statement

Breaches of this procedure and associated documents will result in disciplinary action and/or criminal charges, including possible suspension of membership or termination of employment /membership.

As an organisation working with, and supplying services to children, St John SA will:

- Create and maintain a culture with a focus on the protection and safety of children and young people under our care;
- Promote a safe and supportive environment for all children and young people participating in St John SA activities;
- Recognise children and young people as individuals who have the right to be treated with dignity and respect, free from emotional and physical danger, harm;
- Be committed to taking all reasonable steps to protect the safety and well-being of children and young people;
- Encourage and respect the views of children who access St John SA;
- Listen to and act upon any concerns that children or their families raise with St John SA;
- Ensure children and their families know their rights and how to access the complaints procedure available to them;
- Make all Members aware of their safeguarding responsibilities in regards to children; and
- Proactively cooperate with the Department for Child Protection and SA Police, particularly in the reporting of suspected cases of child abuse or neglect.

This procedure must be read in conjunction with the Policy.

3. Legislative Requirements

This policy complies with St John SA's obligations regarding screening checks and legal duty of care as mandated notifiers as per the:

- Children and Young People (Safety) Act 2017
- Child Safety (Prohibited Persons) Act 2016

4. Child Safety Officers

The St John SA appointed Child Safety Officers are able to provide general information and advice on child protection issues. Child Safety Officers are:

- Executive Director Operations and Community Services;
- State Cadet & Youth Officer;
- State Chaplain; and
- Director of Ceremonies

5. Protection from Liability

The *Children and Young People (Safety) Act 2017* protects a person who notifies the Department for Child Protection of a suspicion of child or young person harm provided they have acted in good faith.

St John SA Members also have the ability to make an allegation of wrongdoing without fear of retribution under the Whistleblower Policy. However, St John SA has no power to offer any person immunity against prosecution, nor does St John SA have authority to reduce the penalty applicable if the conduct disclosed is criminal or in breach of clinical guidelines.

6. Disciplinary Action

Breaches of this procedure will result in disciplinary action and/or criminal charges, including possible suspension of membership or termination of employment. SA Police will also be advised of suspected assault on children or young people.

Further information regarding the disciplinary process can be found in the Discipline Policy and supporting procedures.

7. Empowering Children and Young People

The ideas and opinions of children and key stakeholders (eg leaders, parents or guardians) will be sought in the development and/or review of child safety policy materials, organisational strategy and change.

Although we will not sway from our guiding principles and zero tolerance policy, we will use the best available evidence and feedback to improve how we deliver and maintain our safe practices. In the development and ongoing commitment to safe practices, we are committed to embedding consultation and feedback opportunities for our stakeholders. There are currently forums and feedback mechanisms so that children can have a voice on their care and the safety of their environments. These include:

- The Australian Youth Advisory Network
- Operations Branch Youth Engagement and Development Team

8. Safety Awareness for Children and Young People

It is an important part of any safe environment that children and young people should be empowered and made aware of the organisation's safety practices and their role.

St John SA has a responsibility to teach protective behaviours to children and young people. The St John Personal Safety Toolkit, amongst a range of other resources, has been developed for this purpose. The aim of any personal safety education program should be for children and young people to:

- Recognise situations that may result in harm;
- Be able to assert the right to resist an offender;
- Set up a network of trusted adults; and
- Feel confident that an adult will act to prevent further harm.

Without creating undue fear or alarm, children and young people should be made aware:

- Of potential dangers and how to avoid them;
- That, if in trouble, they can seek assistance from a trusted adult;
- Safe and unsafe touching, including body signals that indicate the child or young person is feeling worried, uncomfortable or scared;
- That they should not have to accept behaviours by others that makes them feel uncomfortable;
- The difference between good and bad secrets;
- That adults will listen to them and believe them if they reveal a secret; and
- Of their right to 'NO, GO, TELL' if someone (even someone they know well) tries to touch them in a way that frightens, confuses or makes them feel uncomfortable.

9. St John SA Board Responsibility

The St John SA Board is responsible to ensure that appropriate processes and procedures are in place to effectively manage organisational child protection requirements.

All members of the St John SA Board and Committees will be required to undertake the online Child Safety Awareness Training Course.

10. Child Related Employment Screening and Selection Practices

St John SA will take all reasonable steps to ensure that it engages the most suitable and appropriate candidates to work with children and young people. St John SA will employ appropriate measures and apply best practice standards in the screening, recruitment and employment of Members.

The *Child Safety (Prohibited Persons) Act 2016* provides that "A person must not work with children unless a Working with Children Check (WWCC) has been conducted in relation to the person within the preceding 5 years."

Government, non-government and local government organisations providing health, welfare, education, sporting or recreation, religious or spiritual, childcare or residential services wholly or partly for children are required to conduct a WWCC for all staff and volunteers.

To comply with the Act:

- The following Members, are required to have undertaken a child-related check by the Screening Unit of the Department of Human Services, (known as a current WWCC):
 - All Staff
 - All Volunteers
 - Cadets over the age of 14 years
- The WWCC must be updated every five years.
- All potential Members within the above categories must provide a 'not prohibited' WWCC prior to commencement. No Member within the above categories may commence active duties without a check being provided and verified by St John.
- All existing Members within the above categories must provide and maintain a valid 'not prohibited' and current check in order to continue to participate in active duties.

St John SA will:

- Include a statement of commitment to child and young person safety in all job advertisements, position descriptions, key selection criteria, workplace contracts and web pages;
- Make all new staff and volunteers aware that child and young person safety is a key responsibility in all position descriptions and contracts, regardless of role or service area;
- Potential candidates for roles within St John SA (whether paid or volunteer), including the promotion of existing adult Members, are subject to professional reference checks prior to appointment. At information sessions, potential volunteer adult Members are to be made aware of their obligations in relation to the protection of children and young people; and
- Job descriptions and selection criteria must be developed for each role in the organisation (including volunteer adult Members) and include the St John SA commitment to child and young person safety.
- Verify the accuracy of all WWCCs in the DHS Screening Unit portal prior to the person commencing work with children and young people
- Advise the Screening Unit when the organisation becomes aware of certain information regarding any member, including any serious criminal offence, child protection information or disciplinary or misconduct information.

A structured face-to-face interview conducted with two people will be undertaken for all paid roles. One to two people will also be present at face-to-face interviews for volunteer roles. Detailed questions, including those relevant to the protection of children and young people will be asked to all candidates, with an induction process and training required for the fulfilment of the specific role where child and young person safety will be a specific focus.

A minimum of two referee checks will be conducted that explores the candidate's child safeguarding practices and knowledge.

11. Preventative Supervisory Practices

All St John SA Members must take all reasonable measures to avoid potentially risky situations or opportunities for allegations or misunderstandings to occur. Such situations can, for example, occur in training or in the administration of first aid, working in the St John SA Youth Cadet Program or attending a division where Members under the age of 18 years are present.

It is recognised that adult Members providing services as caregivers of persons with disabilities may be unable to meet aspects of St John National Code of Conduct or these guidelines, by the very nature of this work. In these situations, adult Members must be selected with particular care and their interaction with clients or adult Members regularly reviewed by supervisors in a risk management framework.

Billeting of children and young people in St John SA is not permissible. It is St John SA's position that this practice could pose significant risk to the safety and wellbeing of children and young people.

When dealing with children and young people, Members must always have a second adult present at all times.

Transportation of children and young people is normally a requirement of the parent or guardian/carer but where this is not possible, the following guidance applies:

- Youth members must not transport other Youth in their private vehicles unless the children are siblings;
- Under no circumstances is a child or young person to be transported on a motorcycle;
- Two adult Members must be present at all times when a child or young person is transported by a Member (parental consent does not override this requirement);

- Where a parent or guardian fails to collect a child or young person, two Members must stay with the child or young person at the agreed meeting location. If unable to contact a parent or guardian, the Member should contact a Child Safety Officer for guidance – which may include a handover of custody of the child or young person to SA Police;
- In the event of emergency, guidance should be sought from a Child Safety Officer where it appears not to be possible for two Members to accompany a child or young person;
- Children or young people may only be permitted to make their way to and from meetings without an accompanying parent or adult, with the written consent from their parent or guardian.

When communicating with children or young people via tele-communications or social media, Members must:

- Abide by the obligations provided in the Social Media Policy;
- Include another adult Member in all communications via text message or social media; and
- Ensure emails include the copying of one other adult Member.

When considering Youth nominations for events, Leaders must:

- Ensure at least two adult Members have nominated and been accepted for the event (where possible, three adults are preferable to cover any absenteeism);
- When placed in a patrol or first aid room, Youth must be accompanied by a minimum of two adult Members at all times or at least one Adult and be in the line of sight of the second Adult at all times; and
- Any Youth member attending any event must have a Duty Allocation Form signed by a parent/guardian, with Youth attending larger or state events must have a CSA/13 form signed by a parent and the Divisional Superintendent or Officer Adminstrating Command.

When considering Juniors for events, Leaders must:

- Ensure that a request is made from the Youth Team Leader to the State Youth Officer for consideration. The State Youth Officer may approve attendance where the event is considered suitable and an appropriate number of adults are attending; and
- An event which a Junior attend, must have a Junior Supervisor rostered to the event, who is additional to the first aid compliment required.

All St John adult Members attending events at which Cadets/Juniors are present will have completed the Child Safety Awareness Training Course Online (excluding workbook) and the Department of Human Services Child Safe Environments - Through their Eyes (1-day, face-to-face workshop). Failure to comply will result in the member being placed on administrative hold.

12. Practices to be Avoided

There are a number of practices that should be avoided when working with Cadets and Juniors which include:

- Being in one-to-one situations with a child or young person in an enclosed space. Where such a situation is unavoidable, it is recommended that preventive practices be adopted;
- Transporting a child or young person in a one-to-one situation is not permissible;
- Running a division that involves Cadets and Juniors single-handedly – Members responsible for running a division must always ensure an appropriate balance of male and female adult leaders or helpers;
- Showing favouritism or singling out children or young people;
- Using inappropriate language and subject matter;

Using harmful techniques in managing the behaviour of children or young people including (but not limited to):

- Dismissing or trivializing;
 - Using bullying behaviour to manage children or young people or maintain discipline;
 - Verbal abuse, derogatory remarks or intimidation;
 - Corporal punishment; and
 - Use of excessive force (except in circumstances where doing so would protect the child or young person or others from harm).
- Participating in any conduct that would constitute 'grooming' (the practice of building an emotional connection with a child or young person to gain their trust, or the family members' trust, for the purposes of sexual harm, exploitation or trafficking. Grooming can occur face-to-face or in an online environment);
 - Ongoing familiarity with any one child or young person. Such behaviour on the part of an adult Member is questionable and requires immediate intervention and restraint. It is important that Members understand the difference between 'friendliness' and 'familiarity';
 - Taking a child or young person to a Member's home;
 - Doing things for a child or young person of a personal nature that the child or young person can do for themselves;
 - Engaging in sexually suggestive behaviour within a child or young person's sight or hearing;
 - Sharing or giving anything to a child or young person that may be construed as pornographic;
 - Allowing inappropriate or offensive language by a child or young person to go unchallenged;
 - Allowing bullying behaviour by another Member to go unchecked;
 - Unnecessary or inappropriate touching including kissing as this could be considered as sexual harm;
 - Use of rank and/or chain of command to influence a child or young person unreasonably or inappropriately;
 - Entering into a sexual relationship with a child or young person, to whom you are in a position of trust, and/or authority, even if they have given their consent; and
 - Letting any allegation or suspicion of harm go unrecorded or unreported.

13. Practices to be Adopted

There are a number of practices that should be adopted when working with Cadets and Juniors which include:

- When providing first aid treatment to a child or young person at an event or activity, ensure that a second adult is present at all times. This can be a parent/Guardian (patient who is a child or young person) or another adult Member
- Ensuring that a teacher is present within a reasonable distance when working in a school environment;
- Being aware of children or young people's sensitivities during first aid practical work including:
 - Giving prior notice so that children or young people can wear suitable clothing;
 - Avoiding touching the child or young person where possible – demonstrate on a colleague with their pre-arranged permission or ask an experienced participant to demonstrate with a peer, preferably of the same sex;
- Ensuring that in first aid training where physical contact is unavoidable, that another adult is present, the child or young person's consent is gained and private areas (such as the breast, buttocks and groin) are never touched;

- Where a child or young person is upset and in need of comfort, seeking ways to provide comfort and support without unnecessary physical contact;
- Giving thought to the arrival and departure of children or young people at St John SA events including:
 - Being present before children or young people arrive;
 - Ensuring that all children or young people have been collected before leaving the premises;
- Involving children or young people in establishing their own list of group rules or understandings, including outlining what is and what is not acceptable conduct;
- Ensuring Members conduct themselves in a manner consistent with their position, as a positive role model and in line with the St John National Code of Conduct, Child & Vulnerable Persons Handbook and child or young person safety policies and procedures;
- Ensuring, during camps or residential events, that a minimum of two supervisors (one male and one female if a mixed group) are on duty at all times. Supervisors will only go to a children or young person's sleeping quarters when accompanied by another responsible adult;
- Encouraging children or young person to question things they don't understand, without fear of repercussions;
- Encouraging children or young person to 'NO, GO, TELL' in situations where they feel unsafe, worried or uncomfortable;
- Ensuring that disciplinary methods are fair, consistent and unlikely to give rise to complaints of harassment or allegations of misuse of power/authority. It is recommended that responses to misbehaviour address why the behaviour was unacceptable, stipulate the consequences of the unwanted behaviour, and provide options for better behaviour choices in the future;
- Asking a child or young person about their welfare. This is part of keeping children safe and it is important to:
 - Ensure you do not probe or questions too deeply;
 - Minimize the need for the child or young person to re-tell the details of any reported harm, re-telling may cause further psychological harm; and
 - Use language the child or young person understands.
- Where being in a one-to-one with a child or young person in an enclosed space is unavoidable, ensure that a door is kept open and another adult is close by;
- Advising a Child Safety Officer where a Member:
 - Is concerned that a relationship is developing that may be an abuse of trust;
 - Is concerned that a child or young person is becoming attracted to a Member who supervises or works with a child or young person;
 - Believes a child or young person has misunderstood or misinterpreted something they have said or done;
 - Has been required to physically restrain a child or young person to prevent them from harming themselves or others; and
 - Has contacted CARL due to a suspicion of abuse or harm (eg a child or young person tells a Member they are being harmed, or a third party makes a report to a Member, or harm has been witnessed).

14. Reporting and Responding to Suspected Child or Young Person Harm or Neglect

St John SA Members will respond to all reports made regarding allegations, disclosures or suspicions of child or young person harm. All Members must report any suspected harm to a child or young person

under mandatory reporting requirements to the Department for Child Protection using their documented processes, as well as internally following the correct procedure.

Reports of suspected inappropriate child or young person related behaviour, harm or risk of harm to a child or neglect are to be made to the Department for Child Protection, Child Abuse Report Line (CARL) via phone on **13 14 78**. If a Member is unsure whether there are reasonable grounds to make a report, they can speak with the CARL Officer or consult with a Child Safety Officer. Noting that the Child Safety Officer cannot prevent that person from making a mandatory notification.

Where there is the possibility that a criminal offence has occurred, St John SA Members will refer the matter to SA Police and the Department for Child Protection regardless of any other considerations. Members are required to document all suspicions or allegations of child or young person harm accurately and factually,

Members will maintain confidentiality, telling only those persons or agencies that have a compelling need to know (ie the Child Safety Officer, CEO, Department for Child Protection and SA Police).

Members, through training, will familiarise themselves with methods of responding appropriately to a disclosure, allegation or suspicion of harm including gaining awareness that responding inappropriately may cause further psychological harm to the child or young person.

Where a disclosure has been made, Members will be trained to understand the importance of not pressuring the child or young person for additional information or asking intrusive questions, and will be made aware they must not approach the alleged offender.

Any member who has allegedly committed an offence relating to children or young people will be suspended and put on Administration hold while any internal enquiries or external investigation occurs.

In conducting any internal enquiries, nothing will be done by St John SA that may interfere or jeopardise an investigation by SA Police or the Department for Child Protection. St John SA will seek advice regarding any proposed course of action to ensure that any action St John SA takes will not jeopardise or interfere with an investigation.

Members will be made aware that it is not the role of Member/s to investigate allegations of harm, and that conducting an investigation can jeopardise any formal investigation.

15. When to Report Suspected Child or Young Person Harm or Risk of Harm

All St John SA Members have a legal obligation to protect a child from sexual abuse AND report sexual abuse to the police. Failure to meet these obligations may be considered a criminal offence (Criminal Law Consolidation Act 1935 (s. 64AS & s. 65).

Whilst performing duties, St John SA Members are also required to notify the Department for Child Protection, when there is suspicion on reasonable grounds that a child or young person is being harmed, or may be at risk of harm . Notification is done via the Child Abuse Report Line (CARL) by phoning **13 14 78**.

Suspicion on reasonable grounds may include:

- Physical signs or other indicators of harm (refer Appendix 1);
- A child or young person displaying other behaviours which may not be consistent with normal expectations and there is no other satisfactory explanation;
- A child or young person tells you she/he has been harmed;

- A child or young person tells you they know of someone who has been harmed;
- You hear about it from someone who is in a position to provide reliable information e.g. friend, neighbour, child or young person's relative or sibling; and/or
- A child or young person tells you they have been exposed to family violence.

If a Member is unsure whether there are reasonable grounds to make a report, they can consult with the Child Abuse Report Line staff on 13 14 78 or the Child Safety Officer.

In making a notification via CARL a Member will be asked to provide, where possible, the information listed below. It is not necessary to have all of the information to make a notification:

- Member's name, title, organisation, address and relationship to the child or young person;
- The child/ren or young person/people's name, age and address reason for suspecting harm or risk of harm;
- Alleged perpetrator's name, age, address and relationship to child/ren or young person/people;
- An assessment of the immediate risk to the child/ren or young person/people;
- Any arrangements that may exist for the care and protection of the child/ren or young person/people;
- A description of the injury, behaviour, or condition observed;
- Current whereabouts of the child/ren or young person/people; and
- Ethnicity, eg Aboriginal, kinship group, non-English speaking

Following notification to CARL, the Member must then report the suspected harm internally to the CEO or their delegate via email at childsafetyofficer@stjohnsa.com.au. This allows St John SA to work with Department for Child Protection and appropriate authorities on any actions required, as well as manage the allegation appropriately (i.e. suspension of member), and provide support and guidance to those involved.

In all circumstances where harm allegations are made pertaining to St John SA members, the organisation will cooperate fully with SA Police and/or Department for Child Protection. All notifications are managed in the strictest confidence.

The CEO, or delegate, will be responsible for overseeing the handling of the allegation, including confirming that it has been referred to SA Police/DCP and that all relevant information held by St John SA has been provided to relevant authorities.

The CEO must notify the Board of Directors of the allegation within 48 hours of receipt.

At the conclusion of the SA Police investigation, the CEO, or delegate will determine whether it is appropriate to undertake an internal investigation (for Members that are current in the organisation).

In all circumstances where a claim has been made and investigated, St John SA will undertake an internal review to determine if there is a need to amend any policies, procedures or processes. Reviews will be focused upon the identification and application of learning to minimise future risk.

16. Education and Training

St John SA is committed to training and educating all Members on the protection of children and young people. All adult Members of St John SA are required to complete child or young person safety awareness training. The type of training will be dependent on the roles and responsibilities of the Member's position.

- Child Safe Environments Training options include the following:
 - Child Safety Awareness Training Course Online ;
 - Department Human Services, 3-hour Child Safety Awareness Training (face to-face);

- Department of Human Services, Child Safe Environments – Through their Eyes (1-day, face-to-face); and
- Personal Safety Awareness education.

The Department Human Services courses are conducted by trained Safe Environments Facilitators.

Type of Member	On-boarding Training	Annual Refresher Training	Three-Yearly Requirement
<ul style="list-style-type: none"> - State Office Staff - Historic Society Volunteers - Band Volunteers - Board Directors - Committee Members 	Child Safety Awareness Training Online <i>To be completed within one month of appointment</i>	Child Safety Awareness Training Online	
<ul style="list-style-type: none"> - Volunteers <ul style="list-style-type: none"> ▪ Operational ▪ Non-Operational - Paid Event Health Services Staff - Commercial Trainers - Child Safety Officers - Youth Leaders - Paid Managers 	Child Safety Awareness Training Online <i>To be completed within one month of appointment</i> And DHS Child Safe Environments – Through their Eyes 1-day, face-to-face <i>To be completed within three months of appointment</i>	Child Safety Awareness Training Online (excluding accredited assessment)	DHS Child Safe Environments – Through their Eyes 1-day, face-to-face Or DHS Child Safety Awareness Training 3-hour face-to-face
- Volunteers aged under 18	Personal safety awareness education		

17. Risk Management

St John SA is committed to maintaining risk management processes which better equip the organisation to detect and prevent potential child or young person safety risks before they arise. St John SA expects all adult Members to prioritise the assessment and mitigation of risks, and will ensure that they have access to training and support which enables them to do this effectively.

St John SA recognises that we have a duty of care to prevent harm before it occurs, and will do its utmost to assess and mitigate the risks in relation to child or young person safety for all activities and programs.

St John SA are further committed to reviewing any serious incidents or breaches of policy to ensure that we are focused on strengthening child or young person safety within our organisation.

18. Member Response to Harmful Behaviour

Where a child or young person and/or adult's behaviour is potentially harmful to another Member or members of the public, St John SA Members will:

- Call **Triple Zero 000** in an emergency;
- Ensure the safety of all involved, including themselves and any child/ren or young person/people. This might involve removing themselves from the situation where practicable or calling Triple Zero 000 for assistance;
- Seek assistance from other adults;
- Avoid restraining a child or young person where possible (although circumstances may arise where this is the only option to prevent the child from harming themselves or others);
- Seek appropriate first aid or medical attention for anyone injured;
- Provide opportunity for the child or young person to reflect on the incident once the child or young person is calm (where appropriate);
- Report the incident to a supervisor or a Child Safety Officer;
- Undertake appropriate de-briefing with all involved, as appropriate;
- Inform parents or carers of the incident;
- Document the incident in line with incident reporting procedures.

19. Transition of Youth Members to Adult Membership

Youth Members transitioning to Adult Membership should follow the requirements of Transfer of Youth Members to Adult Membership Policy and Procedure.

20. Obtaining Consent

When working with children, it is important that valid consent is always obtained for participation in St John SA activities, programs and services. Consent might be, for example, from parents/carers for a child to take part in a specified St John SA activity, or consent given expressly from a child or parents/carers for a Member to provide first aid treatment.

Consent may also be signalled by a person's conduct, for example, where a person turns up to participate in an event voluntarily or a child or young person tells a leader it is ok to demonstrate a first aid practice on their person in a lesson.

Regardless of the method of obtaining consent, it is important that adult Members ensure the consent given is valid. To determine if consent given is valid, Members must consider:

- Whether the individual providing consent has the capacity to give that consent (eg that person can understand and weigh up the information needed to make the decision);
- Sufficient information has been provided to the individual to base their decision on, and the information is provided in an appropriate way; and
- The consent is given voluntarily and is free from coercion or repercussions.

Where a Member is concerned that consent given is not valid, it is important to seek the advice of a supervisor or a Child Safety Officer.

21. Documentation Retention and Recordkeeping

All incidents relating to child or young person safety concerns, allegations and disclosures should be reported and recorded on the Child Safety Incident Reporting form (Appendix 2).

All child or young person safety incident reporting forms, complaints and grievances will be securely and confidentially stored by St John SA for 100 years

A centralised register and/or file for all child or young person safety related complaints is held with the General Manager Operational Services. This register includes:

- Date and time of the complaint;
- Name of the complainant(s);
- Other parties to the complaint;
- Service area the complaint relates to;
- Responsible manager;
- Details of the complaint;
- Internal actions taken;
- External actions taken;
- Policy implications identified; and
- Reference to the date, version and/or year of all relevant policies and procedures corresponding to the complaint (so that they may be easily produced if required by legal process)

22. Review Date

This Procedure will be reviewed at least once in every three years or earlier as required by Section 115 of the *Children and Young People (Safety) Act 2017*, or if new or additional risks are identified. If the procedure is updated or modified, St John SA will re-lodge a Child Safe Environments compliance statement.

23. Additional Information

Additional information regarding child or young person protection can be accessed via the Department for Child Protection website at <http://www.childprotection.sa.gov.au>.

24. Related Documents

Children and Young People Safety Policy
Children and Vulnerable Persons Member Handbook

25. Appendix

Appendix 1 - Indicators of Abuse or Neglect table

26. Definition(s)

Administrative Hold: Mandated leave whereby the member must not engage with, or on behalf of St John. A member is not permitted to attend any St John premise, events, or training session while on Administrative Hold, unless it is to rectify the reason for an admin hold being applied.

Adult Member: Any person over the age of 18 (paid or voluntary) who conducts business for or on behalf of St John SA.

Assault: Assault includes all forms of harm and abuse. Assault is also defined as actions without the consent of the person or intentionally applying force (directly or indirectly) or intentionally making physical contact (directly or indirectly) or threatening to apply force.

Child or young person: A child is defined as any person under the age of 18.

- **Cadet:** Child Member aged between 12 and up to 18 years of age
- **Junior:** Child Member aged between 8-11 years of age

Cumulative Harm: Involves repeated and ongoing harm and/or neglect which detrimentally impacts a child's development and well-being.

Emotional Harm: A chronic attitude or behaviour directed at a child or young person which results in their self-esteem and social competence being undermined or eroded over time or the creation of an emotional environment which is determinantal to or impairs the child's psychological and/or physical development.

Exposure to Family Violence: Children or young people can be directly affected by being present or affected indirectly when they witness an assault occurring (eg pushing, hitting or twisting an arm); smashing of property; seeing or hearing ongoing harassment and intimidation or hearing the victim parent constantly crying from the trauma.

The impact on all children and young people living in this situation will result in some change in their behaviour. They could become aggressive or withdrawn and become overly anxious in situations, become depressed, develop low self-esteem and a range of other reactive or repressive behaviours.

Grooming: Grooming concerns predatory conduct undertaken to prepare a child or young person for sexual activity. Many perpetrators of sexual offences against children or young people purposely create relationships with children and young people, their families and carers in order to create a situation where abuse could occur. Examples of grooming behaviour include:

- Spending special time with a child eg in private settings, away from the organisation, online
- Isolating the children or young person from family and peers
- Giving gifts to a child or young person
- Showing favouritism

- Allowing the child or young person to step out of boundaries or rules
- Touching the child or young person
- Testing and breaking professional boundaries

Multi-dimensional Harm: Occurs when multiple harm types are experienced at the same time eg sexual abuse also involves physical and emotional harm.

Neglect: The failure to provide a child or young person with the basic necessities of life which may include food, clothing, shelter and supervision – to the extent that their health and development is placed at risk and/or harmed.

Physical Harm: Any non-accidental act inflicted upon a child or young person which results in physical injury to the child or young person. Physical harm results from practices such as hitting, punching, kicking, shaking, pulling hair, alcohol or other drug administration.

Racial, Cultural, Religious and Spiritual Safety: Is impacted through conduct that demonstrates contempt, ridicule, hatred or negativity towards a child or young person because of their race, culture, religion or spiritual beliefs. Such conduct may be overt, such as direct racial vilification or discrimination, or covert, such as demonstrating a lack of cultural respect (attitude and values) and awareness (knowledge and understanding) or failing to provide positive images about another culture. This conduct may result in significant emotional abuse of a child or young person.

Sexual Abuse of a Child or Young Person: Any sexual behaviour imposed on a child or young person. The child or young person concerned is considered to be unable to alter and/or understand the perpetrator's behaviour due to his/her early stage of development and/or powerlessness in the situation. Sexual abuse occurs when someone in a position of power to the child or young person uses his/her power to involve the child or young person in sexual activity. Behaviour can include:

- Sexual suggestions
- Exhibitionism, unwarranted and inappropriate touching
- Showing of pornographic material
- Using children or young people in the production of child abuse material
- Penile or other penetration of the genital or anal region
- Child or young person prostitution

Sexually Harmful Behaviour in Children or Young People: Refers to harmful behaviour perpetrated by a child or young person (17 years of age or younger) to another child or young person. Harmful behaviours in children or young people are often an indicator that they have experienced harm or neglect. Where sexually harmful behaviour occurs, organisations have a duty of care to both children and young people.

St John Personal Safety Toolkit: A resource guide used in the Youth and Cadet Divisions.

Work: Any action conducted by Members or others engaged by St John SA on behalf of St John SA.

Workplace: Any location where St John SA business is conducted, which includes (but is not limited to) St John SA properties, events (Operations), clients' homes (Community Care) and any other venue where a St John SA activity takes place.

Youth Member: A Youth Member, for the purpose of this document, is defined as any person from 16 up to 18 years of age.

Youth Program: Any program run for the education and development for young people under the banner of St John Ambulance SA.

Appendix 1

Indicators of Harm – the following chart summarises potential indicators of abuse and / or neglect.

There are many indicators of child or young person harm, although the examples provided are by no means exhaustive. The presence of a single indicator, or even several indicators, does not mean that harm has occurred. However, the occurrence of an indicator or multiple indicators should alert staff and volunteers to the possibility of child or young person harm. Equally, harm may occur without the presence of obvious indicators, so staff and volunteers should remain open and aware and utilise their professional judgment to assess risk.

Abuse Type of Harm	Indicators
Physical	<ul style="list-style-type: none"> ● Disclosure of harm ● Bruises, burns, sprains, dislocations, bites, cuts ● Pressure marks from fingers ● Bite marks ● Location and extent of injury do not fit the explanation given ● Fractured bones, especially in an infant where a fracture is unlikely to occur accidentally ● Poisoning ● Internal injuries ● Showing wariness or distrust of adults. ● Wearing long sleeved clothes on hot days (to hide bruising or other injury) ● Demonstrating fear of parents and of going home; running away ● Becoming fearful when other children or young people cry or shout ● Being excessively friendly to strangers ● Being very passive and compliant
Sexual Abuse and Exploitation	<ul style="list-style-type: none"> ● Child or young person telling someone that sexual harm has occurred ● Complaining of headaches or stomach pains ● Experiencing problems with schoolwork ● Sexually transmitted infections ● Genital injuries ● Bleeding ● Bite marks ● Pregnancy ● Displaying sexual behaviour or knowledge which is unusual for the child or young person's age ● Excessive masturbation which doesn't respond to boundaries ● Showing behaviour such as frequent rocking, sucking and biting ● Experiencing difficulties in sleeping ● Persistent soiling or bed wetting ● Having difficulties in relating to adults and peers ● Unexplained absences, unexplained gifts or money are often signs of sexual exploitation

Emotional	<ul style="list-style-type: none"> • Disclosure of harm • Developmental delays • Displaying low self esteem • Tending to be withdrawn, passive, tearful • Displaying aggressive or demanding behaviour • Being highly anxious • Showing delayed speech • Fear of the dark, sleep disturbances • Acting like a much younger child or young person, e.g. soiling, wetting pants • Displaying difficulties in relating to adults and peers • Avoiding home • Running away
Neglect	<ul style="list-style-type: none"> • Disclosure of harm • Frequent hunger • Malnutrition • Poor hygiene • Inappropriate clothing, e.g. Summer clothes in winter • Left unsupervised for long periods • Medical needs not attended to; ill more than average • Abandoned by parents • Stealing food • Staying at school outside school hours • Often being tired, falling asleep in class • Abusing alcohol or drugs • Displaying aggressive behaviour • Not getting on well with peers
Family Violence	<ul style="list-style-type: none"> • Disclosure of family violence • Physical injuries • Concentration difficulties • Adjustment difficulties • Anxious or nervous • Depression • Fear of a parent or partner of a parent • Isolation from friends and family • Unusual absences • Fear of conflict • Violent outbursts • Aggressive language • Headaches, abdominal pain, stuttering

For further information please refer to the Government of South Australia, Department for Child Protection website.