

The logo for CITC (Construction Industry Training Centre) features the letters 'CITC' in a bold, orange, sans-serif font.

CONSTRUCTION INDUSTRY TRAINING CENTRE

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**RTO Code 0647**

## **CITC 3.3 - Child Protection Policy**

Outlines the CITC's responsibility to minors and the processes involved in reporting concerns.

**Contents**

General Statement and Scope of Policy..... 3

Key Definitions ..... 3

Policy Responsibilities ..... 4

Policy Outcomes ..... 5

Key Responsibilities of Staff, Trainers, Contractors and Subcontractors ..... 5

Key Responsibilities of the CITC..... 5

Communication..... 5

Participation of Families, Children and Young People ..... 5

Code of Conduct ..... 5

Recruitment ..... 6

Supervision, Training and Support for Staff, Trainers, Contractors and Subcontractors ..... 6

Reporting and Responding to Reports of Harm or Risk of Harm ..... 7

Reporting and Responding to General Complaints or Feedback..... 8

Risk Management ..... 8

Reasonable Grounds ..... 9

SA Information Sharing Guidelines ..... 9

Assisting the Child ..... 9

Policy Review ..... 10

## **General Statement and Scope of Policy**

The CITC is committed to promoting and enhancing the safety and welfare of any child who is under 18 years of age who is attending training at the Construction Industry Training Centre (CITC). All staff, trainers, contractors and subcontractors must act with propriety to protect the children in their care.

This policy highlights the need for understanding the complexity of child harm or risk of harm and emphasises that staff, trainers, contractors and subcontractors must take action when child harm or risk of harm is suspected. The National Principles for Child Safe Organisations are embedded in our everyday practice. The CITC will not tolerate bullying and harassment. We treat everyone (this includes staff, trainers, contractors, subcontractor, volunteers, students, children, young people and parents) including those of different race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes and religious beliefs with respect and honesty and ensure equity is upheld.

All staff, trainers, contractors and subcontractors will be inducted into this policy as part of CITC 1.10 Trainer Induction Checklist and or CITC 1.26 Staff Admin Induction Checklist. Upon induction all staff, trainers, contractors and subcontractors must tick and sign the relevant Induction Checklist as of acceptance of this policy.

The CITC recognises the legal obligations under the Children and Young People (Safety) Act, 2017, Child Safety (Prohibited Persons) Act 2016, that all staff, trainers, contractors and subcontractors who work directly with persons under the age of 18 must have a valid, Not Prohibited Working with Children Check.

The CITC operates under the Standards for RTOs 2025 and Commonwealth, State/Territory legislation and regulatory requirements, as recognition of its legal obligations as an educational institution to provide a high level of Vocational Education Training in a fair, efficient and effective manner. See CITC 10.12 - External Documents, Legislation, Regulations and Policies for details.

## **Key Definitions**

Throughout this document:

- CITC – refers to Construction Industry Training Centre.
- CEO – refers Chief Executive Officer.
- Harm or risk of harm – refers to all aspects of abuse – neglect, physical, emotional and sexual.
- Child – refers to persons under 18 years of age.
- Staff – refers to all employed, contracted and subcontracted staff and trainers from fulltime management to casually employed administration.
- Parent – refers to parent, guardian and caregiver.
- CARL – refers to Child Abuse Report Line.
- SAPOL – refers South Australia Police.
- DCP – refers to Department for Child Protection.

This policy is based upon the following principles:

- ◆ The safety of children is the paramount consideration.

- ◆ Children are the most vulnerable members of our society.
- ◆ Children need to know and believe that they have the right to be safe at all times.
- ◆ Children are entitled to basic human rights regardless of special needs, cultural or socio-economic factors.
- ◆ Children are people in their own right deserving of respect, care and protection.
- ◆ Children are entitled to the support of a person to act as an advocate on their behalf.

It is an expectation of the CITC that all staff, trainers, contractors and subcontractors act in a positive way to develop a safe environment for children in their care and will take the action required to fulfil their duty of care.

### **Policy Responsibilities**

All staff, trainers, contractors and subcontractors are accountable to the CITC's CEO who is responsible for:

1. Education of staff in the protection of children.
2. Ensuring access to counselling for staff, trainers, contractors and subcontractors who experience distress in dealing with child harm or risk of harm.
3. Ensuring all staff, trainers, contractors and subcontractors understand roles and responsibilities in mandatory reporting procedures.
4. Ensuring the privacy and confidentiality of any matter of child harm or risk of harm.
5. Ensuring all staff, trainers, contractors and subcontractors are informed of all any changes to legislation in a timely manner.

All staff, trainers, contractors and subcontractors are responsible for:

1. Understanding their legal obligations under the Children and Young People (Safety) Act, 2017 and Child Safety (Prohibited Persons) Act 2016.
2. Understanding the correct procedure when notifying suspicion of child harm or risk of harm.
3. Reviewing their legal obligations at least annually to ensure currency.
4. Actively participate in any training and education offered for the handling of disclosures and notifications.
5. Ensuring the presentation of a Working with Children Check if applicable upon employment at the CITC and for arranging renewal prior to expiry.

All staff, trainers, contractors and subcontractors including the CEO are responsible for:

1. Understand obligations by law to report child harm or risk of harm if suspicion is based on reasonable grounds.
2. Understand obligations by law to report child harm or risk of harm if the suspicion has been formed in the course of work and/or carrying out official duties.
3. Ensuring all children are treated with respect and dignity.
4. Child safety is addressed effectively.
5. Ensuring all children have access to child protection.
6. Actively encourage children to confide in them and give them the opportunity to do so.
7. Remain aware of behaviour changes that might indicate suspicion of child harm or risk of harm.

## **Policy Outcomes**

The CITC is committed to the following outcomes for the benefit of all children:

1. Ensure a safe environment, emotionally and physically for children at theCITC.
2. Staff, trainers, contractors and subcontractors are sensitive and responsive to changes in behaviour which may be indicative of child harm or risk of harm.
3. Staff, trainers, contractors and subcontractors understand their obligations and responsibilities as mandated notifiers.
4. Staff, trainers, contractors and subcontractors are aware of the mandatory reporting procedures for reporting child harm or risk of harm.
5. Staff, trainers, contractors and subcontractors are aware of support mechanisms to assist them.
6. Staff, trainers, contractors and subcontractors participate in training and development.

## **Key Responsibilities of Staff, Trainers, Contractors and Subcontractors**

### Responsibilities

- Exercise a duty of care to protect children and keep them safe.
- Report suspicion of child harm or risk of harm.
- Provide children with information on child protection and harm prevention programs.

## **Key Responsibilities of the CITC**

To fulfil these responsibilities the following activities are essential:

### **Communication**

- This policy is available on our website at [www.citc.com.au](http://www.citc.com.au) and/or on request. It is also referenced in CITC 9.8 Student Pre-Enrolment Information that is provided as part of the enrolment process.
- This policy is provided upon induction for all staff, trainers, contractors and subcontractors and accessible via our Student Management System aXcelerate.

## **Participation of Families, Children and Young People**

The CITC informs families, children and young people about their rights and encourages children and young people to participate and provide feedback by providing verbal and written information upon pre-enrolment, during enrolment and part of the course evaluation.

## **Code of Conduct**

Code of conduct for working with children and young people applies to all staff, trainers, contractors and subcontractors and is contained within CITC 2.44 Code of Conduct Policy.

## Recruitment

- Position descriptions with a commitment to child safety and wellbeing are created.
- Face-to-face interviews that include behavioural questions in relation to child safeguarding.
- At least two referee checks are conducted.
- The CITC meets the requirements of the *Child Safety (Prohibited Persons) Act 2016* which
  - requires that staff and volunteers have a current, 'not prohibited' Working with Children Check
  - issued by the DHS Screening Unit.
- The CITC will verify the accuracy of the Working with Children Check before employing them to work with children and young people, and for existing employees, we will verify they renew their Working with Children Check every 5 years and the status remains as not prohibited. Verification will be done online through the Organisation Portal via the DHS Screening Unit.
- The CITC will advise the Screening Unit when the organisation becomes aware of certain information regarding any person involved with the organisation, including any serious criminal offence, child protection information, or disciplinary or misconduct information.
- Provide ongoing training and development for staff, trainers, contractors and subcontractors to enable them to fulfil their key responsibilities.
- Establish supportive procedures for fulfilling mandatory reporting obligations.
- Establish, monitor and review child protection policies and harm prevention procedures.

## Supervision, Training and Support for Staff, Trainers, Contractors and Subcontractors

- Supervision
  - Regular on-the-job supervision sessions that include a focus on child safety and wellbeing.
- Support:
  - An induction process that includes new staff, trainers, contractors and subcontractors receiving a copy of this policy and that is clear on their responsibilities to children and young people, including record keeping, information sharing and reporting obligations.
  - Regular performance appraisals are conducted.
- Training
  - Ensure all staff, trainers, contractors and subcontractors read and understand the [Mandatory Notification Information Booklet \(see: \[https://dhs.sa.gov.au/data/assets/pdf\\\_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF\]\(https://dhs.sa.gov.au/data/assets/pdf\_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF\)\)](https://dhs.sa.gov.au/data/assets/pdf_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF)
  - Require mandated notifiers in our organisation to attend a 'Safe Environments: Through Their Eyes' training course every 3 years or Responding to Risk of Harm – Education and Care (RRHAN-EC) training every 3 years.
  - Require all staff, trainers, contractors and subcontractors to view the resources

Keeping our kids safe at developed by SNAICC at <https://www.snaicc.org.au/policy-and-research/child-safety-and-wellbeing/keeping-our-kids-safe/>.

- Access to web-based resources about issues concerning child safety and well-being. Professional development opportunities to build knowledge and skills regarding the wellbeing and development of children and young people.

### **Reporting and Responding to Reports of Harm or Risk of Harm**

For all staff, trainers, contractors and subcontractors working with children the following applies:

1. The staff, trainers, contractors and subcontractors member who identifies the child harm or risk of harm must report it immediately to the Child Abuse Report Line (CARL) on 13 14 78 or SA Police (SAPOL) on 000. Following a report to CARL/SAPOL, the staff, trainers, contractors and subcontractors must also report in person to the CEO or CITC Management. It is not the responsibility of the CITC or Management to decide whether the child harm or risk of harm needs to be reported to CARL/SAPOL.
2. Staff, trainers, contractors and subcontractors do not have to be able to prove that the child harm or risk of harm has occurred.
3. A statement must accompany your notification, it can be verbal describing your observations and factual information upon which the suspicion is based.
4. The CITC will be guided by CARL/SAPOL whether internal investigation is appropriate.
5. Staff, trainers, contractors and subcontractors are immune from civil liability for reporting suspicions in good faith.
6. Staff, trainers, contractors and subcontractors are entitled to feedback about the way their notification is managed by the Department for Child Protection (DCP).
7. It is the intention of the Act to keep the identity of a mandated notifier confidential.
8. Under the Act, your identity as the notifier will not be disclosed unless:
  - The disclosure is made in the course of 'official duties' to another person acting in the course of 'official duties'. For example, police acting in the matter of a criminal prosecution may need to take a statement for a staff member, trainer, contractor or subcontractor who has made the notification.
  - The court deems the identity of the notifier as evidence.
  - Staff, trainers, contractors and subcontractors have consented to the release of their name.
9. It is not necessary to know the identity of the alleged perpetrator or the relationship to the child to make a notification.
10. All reasonable suspicions MUST be reported to CARL/SAPOL without delay.
11. Under the new provisions of the Criminal Law Consolidations act 1935, the CITC staff, trainers, contractors and subcontractors must report any form of child sexual abuse to the Police. Failure to report child sexual abuse and failure to protect a child from sexual abuse is a criminal offence.
12. The CITC will offer ongoing support and assistance to a child/young person and their family after a report is made by referring the child/young person and their family to other appropriate services, we will continue to provide a service to the child/young person and their family and will monitor their circumstances.

13. If a staff member, trainer, contractor or subcontractor within the CITC has caused harm or risk of harm to a child/young person, then the person will be reported to the appropriate organisation and stood down until an investigation is carried out and completed.
14. If a staff member, trainer, contractor or subcontractor is found to have caused harm or risk of harm to a child/young person, then termination of the employment contract may occur.

### Reporting and Responding to General Complaints or Feedback

- Children, young people and their families are informed verbally prior to enrolment and via CITC 9.8 Student Pre-Enrolment Information that they can provide feedback or make a complaint and how to do this.
- All complaints and feedback will be addressed promptly, sensitively and fairly.
- The CITC will follow CITC 5.8 Student Grievance Procedure for general complaints/feedback.

### Risk Management

Physical contact	<ul style="list-style-type: none"> <li>• Any physical contact must be appropriate to the delivery of services being provided</li> <li>• Where physical contact is required, this is undertaken in a safe way by explaining why contact is required and what will happen, and asking the child/young person for their permission (or their family if this is more appropriate) before proceeding</li> <li>• Unnecessary physical contact is not allowed</li> </ul>
Supervision	<ul style="list-style-type: none"> <li>• If child/young person is not collected by parent/guardian at the end of training, two adults are to stay with the child/young person in the CITC reception area until they are collected</li> <li>• When providing one to one consultation with a child or young person, it will be in line of sight of another adult</li> </ul>
Taking images of children and young people	<ul style="list-style-type: none"> <li>• Consent of child young person and their parent/guardian required</li> <li>• Disclosure will be made as to how the image is to be used and consent must be provided by the child, young person and parent/guardian</li> <li>• Images must be presented in a way that de-identifies the child or young person</li> </ul>
Physical environment	<ul style="list-style-type: none"> <li>• Maintain a risk register that is reviewed annually to ensure effectiveness</li> <li>• Conduct risk assessments for all activities</li> <li>• Ensure all equipment is in good working order</li> </ul>

Privacy and confidentiality	<ul style="list-style-type: none"> <li>• All documents containing confidential information will be stored privately in a locked filing cabinet (or similar place with restricted access)</li> <li>• Digital files containing confidential information shall be protected electronically by restricting the access to only those requiring it to perform their duties</li> <li>• Organisational staff must not disclose information regarding any child or young person without written consent of the child, young person and their parent/guardian</li> </ul>
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- The CITC identifies any risks that are relevant to training, specific to children and young people prior to any training being undertaken.
- All staff, trainers, contractors and subcontractors are to be made aware of any risks relevant to training before its commencement by the CEO or CITC Management.

**CONTACT THE CHILD ABUSE REPORT LINE ON 13 14 78**

**Reasonable Grounds**

Reasonable grounds to notify suspected harm or risk of harm may include the following:

1. When a child tells you she/he has been abused.
2. When your own observations of a child’s behaviour and/or injuries or your knowledge of children generally leads you to suspect harm is occurring.
3. A child tells you she/he knows someone who has been abused but you suspect she/he is the one being abused.

When someone else tells you (perhaps a relative, friend, neighbour or sibling) who is in a position to provide reliable information.

**SA Information Sharing Guidelines**

If the behaviour or language of an adult student leads you to be concerned about the safety of a child who is not a student at CITC.

If you are concerned regarding the potential treatment of a minor as outlined in the [Information Sharing Guidelines](#), you must see the CEO, or the CITC Management Team. Only they are allowed to further this action.

**IF YOU ARE UNSURE – CONTACT THE CHILD ABUSE REPORT LINE FOR ADVICE**

**Assisting the Child**

When a child tells you that she/he has been subjected to harm or risk of harm she/he may be feeling scared, guilty, ashamed, angry and powerless. As a person you, in turn may feel a sense of outrage, disgust, sadness, anger and sometimes disbelief.

It is important to remain calm and in control and to reassure the child that he/she is doing the right thing by telling you her/his concern and you will do your best to support.

You can show you care by:

- Listening carefully.
- Telling the child you believe her/him.
- If this is the first time a child has informed anyone, be aware of the emotional distress that child may be experiencing.
- Approach the child in a sensitive and caring manner.

**Do NOT:**

- Make promises you cannot keep.
- Push the child into giving details of the abuse.
- Conduct an investigation which may prejudice any subsequent legal investigation.
- Indiscriminately discuss the circumstances of the child with others not directly involved.
- Disbelieve the child.
- Fail to make a notification to the department.

**Policy Review**

- The CITC will, at a minimum, review the policies and procedures once every 5 years as required by the *Children and Young People (Safety) Act 2017*.
- The CITC will review and update its policy when new or added risks are identified for children or young people, which may require a change in the policy or procedures.
- The CITC will lodge a new child safe environments compliance statement with Department of Human Services each time we review and update our policy.
- The next scheduled review date is May 2028.