

## Safeguarding Roles and Responsibilities Procedure — 2025

As an associated document to the Safeguarding Children and At-Risk Adults Policy, the Safeguarding Roles and Responsibilities Procedure outlines the behaviours expected from all staff (employees, contractors, Board Directors and other volunteers, visitors, and other stakeholders involved with the Y NSW) when interacting with children and at-risk adults in our care. Role-specific expectations are also provided. The safe behaviours below provide clear, practical actions to ensure all staff understand what respectful, empowering, and appropriate behaviour looks like in everyday situations. By consistently applying these behaviours, the Y NSW will continue to build environments that protect the safety, dignity, and rights of children and at-risk adults, while also supporting their autonomy and active participation in decisions that affect them.

Y NSW staff are required to always meet the below behaviours, that have been grouped under the Y NSW values: **SAFE**, **CONNECT**, and **THRIVE**.

Safe Behaviours
Safe
<p><b>Safety and Voice</b></p> <p><b>Listen actively and consider all forms of communication</b></p> <ul style="list-style-type: none"> <li>Children and at-risk adults may express discomfort or harm through behaviour, body language, or emotions rather than direct disclosure. Staff must listen attentively, validate feelings, and reassure individuals that their voice is heard and taken seriously.</li> </ul> <p><b>Take prompt action</b></p> <ul style="list-style-type: none"> <li>If a child or at-risk adult raises a concern, staff must follow Y NSW procedures and mandatory reporting laws. Remember, it is not staff's role to investigate, but to ensure the concern is documented and escalated appropriately.</li> </ul> <p><b>Empower participation and decision-making</b></p> <ul style="list-style-type: none"> <li>Encourage children, at-risk adults, and their families, when appropriate, to contribute to decisions about their safety and wellbeing. This may include setting shared expectations or co-developing rules for a group activity or program, fostering a sense of ownership and inclusion.</li> </ul>

## Professional Boundaries

### Maintain clear professional boundaries

- All interactions must remain within the context of staff's professional role. Y NSW staff must not give or receive gifts from children, at-risk adults, and families unless approved in accordance with the Y NSW's *Anti-Fraud and Corruption Policy*, nor offer or engage in private arrangements with families met through their role. Any prior personal relationships must be declared in accordance with the Y NSW *Conflict of Interest Policy*.

### Respect physical boundaries

- Staff must be clearly identifiable and avoid physical contact that could be perceived as inappropriate. Where physical contact is necessary—such as for first aid or in the context of coaching responsibilities—it must always be appropriate, respectful, and kept to a minimum. Wherever possible, the individual's consent should be sought. Physical restraint should only ever be used as a last resort, solely to prevent immediate risk of harm, and must be proportionate to the situation. Any such incident must be clearly documented and reported in line with safeguarding procedures.

### Follow supervision policy and procedures

- Avoid one-to-one interactions in private or isolated settings. Adhere to relevant supervision policies when looking after children. This includes the two-adult supervision model implemented across Y NSW's outside school hours care (OSHC) services. When supervising use of bathroom or change room facilities, staff must ensure privacy and safety, avoid undressing or entering occupied facilities, and never use these areas when children or at-risk adults are present.

## Legal and policy compliance

### Meet all legal obligations

- Comply with relevant child safety and safeguarding legislation, including mandatory reporting, Working With Children Check (WWCC) requirements, and other applicable regulations and legislation, including the *Ageing and Disability Commissioner Act 2019* (NSW). When in doubt, seek clarification immediately.

### Follow internal policies and procedures

- Adhere to all Y NSW policy and procedures, including those related to safeguarding, risk management, incident management, and privacy. Y NSW staff are required to apply them consistently across all roles, programs, and services.

### **Proactive risk recognition and response**

#### **Identify early signs of harm**

- Be alert to physical, emotional, or behavioural indicators that may suggest abuse, neglect, or distress in children or at-risk adults. Remain observant and engaged in day-to-day interactions.

#### **Report concerns without delay**

- All concerns must be reported immediately in line with the Y NSW policy and procedures. Ensure clear and factual documentation of observations, disclosures, and actions taken.

#### **Support investigations professionally**

- Cooperate fully and honestly with any investigation processes, prioritising the safety and wellbeing of the affected person.

### **Responsible use of technology**

#### **Use technology safely and professionally**

- Only use Y NSW-approved devices and platforms when taking or sharing photos, videos, or other media in line with Y NSW policy. Ensure content is respectful, secure, and aligns with consent protocols.

#### **Obtain informed consent for media use**

- Always obtain written consent from parents/carers or, in the case of at-risk adults, the individual or their guardian, before capturing or sharing any media.

#### **Respect digital boundaries**

- Do not connect with children or at-risk adults on personal social media or messaging apps. All digital communication must be through approved, monitored platforms.

### **Transport, excursions, and camps**

#### **Secure consent and plan safely**

- Written parental or guardian consent must be obtained before transporting children. At least two adults should be present during transport.

### **Conduct risk assessments for offsite activities**

- Assess and document all risks before excursions, camps, or overnight stays, including environmental, supervision, and participant-specific factors.

### **Supervise consistently and respectfully**

- Ensure continuous supervision during all activities. Maintain appropriate staff-to-participant ratios and conduct regular headcounts in line with relevant standard operating procedures.

### **Ensure safe overnight arrangements**

- Staff must not share rooms with children or at-risk adults. Sleeping arrangements must be communicated in advance to parents/carers. Staff must respect privacy when individuals are bathing or dressing and maintain appropriate standards of dress and behaviour at all times. Individuals must not be left in the care of unauthorised persons and must be able to contact someone they trust if they feel unsafe. Overnight stays must be approved by an Executive Leader and the relevant parent or guardian.

## **Connect**

### **Appropriate communication**

#### **Use respectful and inclusive language**

- Speak in a supportive, age-appropriate, non-stigmatising, non-discriminatory, and non-judgmental manner. Avoid sarcasm, ridicule, or language that could be hurtful, dismissive, or discriminatory.

#### **Maintain boundaries in communication**

- Never engage in personal or inappropriate communication with children or at-risk adults, whether in person, online, or via phone. Do not share personal contact information.

#### **Use approved communication platforms**

- Only use Y NSW-approved systems for communication. Any images, videos, or information shared must align with internal policy and safeguarding protocols.

## Thrive

### **Respect, inclusion, and cultural safety**

#### **Value individual identity and lived experience**

- Recognise and respect the diverse backgrounds, identities, and abilities of children and at-risk adults. Promote dignity, comfort, inclusion, and opportunities for every person to express themselves freely, authentically, and safely.

#### **Foster inclusive environments**

- Actively build welcoming, respectful, accessible, and non-discriminatory spaces. Address any incidents of bullying, exclusion, or prejudice promptly and supportively.

#### **Support cultural safety**

- Respect cultural practices, values, and the historical context that individuals may bring. Create culturally safe environments for everyone.

### **Empowerment and autonomy**

#### **Encourage self-agency**

- Support children and at-risk adults in making decisions about their own wellbeing, promoting independence and responsibility in line with their age, maturity, and capacity.

#### **Respect consent for personal care**

- For any personal care activities, such as assistance with toileting or dressing, obtain explicit consent from the individual and, where appropriate, from their parent or carer. Allow for choice and privacy wherever possible.

It is acknowledged that **managers and leadership** have additional responsibilities in relation to monitoring, supporting and reinforcing these behaviours and embedding the practices at every level of the organisation. The **Executive Leadership Team and Directors** must continue to champion a culture of accountability and continuous improvement and provide staff with the necessary training, resources, and guidance.

Role	Control	Detail	Frequency
Managers and supervisors	Risk management	Conduct regular risk assessments and implement controls. Oversee implementation of safeguarding policy and procedure.	Ongoing
	Training and education	Participate, oversee and facilitate necessary completion of safeguarding training and education.	Induction and annual
	Incident management	Follow safeguarding incident management procedures and manage and support impacted staff.	Ongoing
Leadership team	Monitoring and review	Regularly monitor and review safeguarding performance and identify risks, gaps and the required resources to mitigate those identified.	Quarterly
Risk and Innovation Team	Compliance support	Assist in complying with safeguarding legislation and promoting staff capability, collaboration and wellbeing.	Ongoing

	Incident management	Effectively manage Y Australia's Critical Events Policy and provide support on complex or significant safeguarding incidents.	Ongoing
	Communication and consultation	Lead on critical safeguarding events and provide advice to the Executive Leadership Team (ELT)	Ongoing
	Monitoring and review	Undertake audits of practice and ensure actions taken or changes made to policy and practice are data driven and informed by staff consultation.	Ongoing
<b>Chief People Officer (CPO)</b>	Training and education	The CPO will provide safeguarding training to all staff, including induction training for new staff and regular refresher courses.	Induction and annual
<b>Chief Risk and Innovation Officer (CRIO)</b>	Training and education	Ensure staff are aware of their safeguarding roles and responsibilities and reporting requirements.	Ongoing
	Monitoring and review	Review and update the Safeguarding Children and At-Risk Adults Policy, as necessary	Bi-annual

		Report on safeguarding performance to the ELT and Board.	Quarterly
<b>Executive Leadership Team</b>	Monitoring and review	Understand the business operations and associated risks. Discuss safeguarding performance and drive accountability.	Ongoing
	Risk management	Allocate necessary resources to enable staff to deliver expected safe behaviours and to uphold safeguarding policy and procedures.	Ongoing
	Communication and consultation	Champion the implementation of safeguarding excellence practices both internally and externally.	Ongoing
<b>Board Directors and Chief Executive Officer (CEO)</b>	Strategic oversight	Set the overarching vision for safeguarding and ensure alignment with the broader Y Movement.	Ongoing
	Strategic oversight	Maintain knowledge of safeguarding matters and ensure processes are in place for compliance, excellence, and risk management.	Ongoing

	Monitoring and review	Approve the Safeguarding Children and At-Risk Adults Policy and monitor safeguarding performance.	Bi-annual and quarterly
	Resource allocation	Ensure resources and processes are provided to minimise safeguarding risks.	Ongoing

**Document Control**

<b>Document owner</b>	Chief Risk and Innovation Officer
<b>Document issue date</b>	30/09/2025
<b>Version number</b>	1.3
<b>Date due for review</b>	2 years from date of publication. The procedure may be reviewed and updated prior to this date in response to need or new legislative and regulatory requirements.