



# Safety and Wellbeing of Children and Young People Policy

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## Overview

Purpose	This policy establishes The Salvation Army (TSA) position as a child safe organisation and its commitment to ensuring the provision of a safe and inclusive environment for children and young people where they feel respected, safe, valued and encouraged to reach their full potential.
Who does this apply to?	<p>This policy applies to:</p> <ul style="list-style-type: none"><li>▪ All personnel engaged by and with TSA, across all of its mission expressions, irrespective of whether or not they are involved in child related activities</li><li>▪ All TSA personnel engaged in international development activities or other mission delivery supported by the Australian Territory overseas; and</li><li>▪ Anyone who engages with TSA</li></ul>
Effective date	24/07/2025

## Policy Statement

### Safety and Wellbeing of Children and Young People

TSA is a child safe organisation and provides an environment that is safe and inclusive for children and young people\*, where they feel safe, respected, valued and encouraged to reach their full potential.

TSA is committed to protecting children from all forms of abuse, neglect, harm and risk of harm (zero tolerance). TSA's commitment to the safety and wellbeing of children is a shared priority and responsibility of all TSA personnel.

TSA embraces the strengths and individual characteristics of children regardless of their age, ability, culture, gender and gender identity, language, racial origin, religious belief and/or sexual identity.

TSA is committed to ensuring children and their families are encouraged and supported to contribute and participate in decisions that affect them and are provided with opportunities to actively participate in building an organisational culture that is safe for them. TSA recognises the diverse strengths and vulnerabilities of specific groups of children, such as Aboriginal and Torres Strait Islander children and children who are unable to live at home and commits to working with them in a child centred way to empower them to participate more effectively in decisions that affect them.

TSA creates a culture, adopts strategies and acts to promote the safety and wellbeing of children, and commits to the continuous review and development of its policies, procedures and processes that support this culture.



\* The phrase 'children and young people' hereafter referred to as 'children'.

### Safety and Wellbeing of Children and Young People Framework

TSA Safety and Wellbeing of Children and Young People Framework (the 'Framework') defines the organisation's culture, strategies and actions that promote child safety and wellbeing.

The foundation of the Framework is a zero-tolerance approach to all forms of abuse, neglect, harm and risk of harm to children. The Framework supports and empowers children to contribute and actively participate in building an organisational culture that is safe for them.

The Framework is based on the fundamental principles that every child who participates in activities or is engaged in the mission of TSA has a right to be free from physical, sexual, emotional and spiritual abuse, neglect, exploitation, and bullying.

The Framework adopts the National Principles for Child Safe Organisations as its foundation:

1. Child safety and wellbeing is embedded in TSA leadership, governance and culture
2. Children are informed about their rights, participate in decisions affecting them and are taken seriously
3. Families and communities are informed and involved in promoting child safety and wellbeing
4. Equity is upheld and diverse needs respected in policy and practice
5. TSA personnel working with children are suitable and supported to reflect child safety and wellbeing values in practice
6. Processes to respond to complaints and concerns are child focused
7. TSA personnel are equipped with the knowledge, skills and awareness to keep children safe through ongoing education and training
8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children to be harmed
9. Implementation of the national child safe principles is regularly reviewed and improved

Policies and procedures document how TSA is safe for children

Our child safety approach ensures we comply with the State/ Territory Child Safe Standards as required in Australia.

The Framework supports a proactive and seamless child-centred approach to continuous review and improvement of this policy, and associated processes and practices across:

- Workforce
- Systems and Processes
- Monitoring and Evaluation

- Continuous Improvement
- Governance
- Mission Delivery



Refer to the Safety and Wellbeing of Children and Young People Framework.

## Safety and Wellbeing of Children Culture

This Policy commits all TSA personnel, irrespective of whether or not they work with children, to engage actively and take deliberate steps to protect children from all forms of abuse, neglect, harm and risk of harm and strive to make TSA's worship and mission activities, including international development projects, safe and welcoming for all children and their families.

The Framework promotes and advocates the safety and wellbeing of children as the responsibility of every individual. The Framework drives an organisational culture that supports safety and wellbeing practices across all aspects of TSA. The Framework recognises that promoting child safety and wellbeing is an ongoing process that is embedded in every aspect of TSA.

The Framework represents a whole of organisation cultural approach to the safety and wellbeing of children. The Framework places children at the centre of our thoughts, values and actions, demonstrated by:

- The genuine engagement with and valuing of children; and
- Ongoing review, analysis, critical appraisal and improvement of our child safety and wellbeing practices

TSA leadership and all personnel champion and model child safety and wellbeing at all levels, and through all activities within TSA.

## Zero Tolerance

TSA adopts a zero-tolerance approach to all forms of abuse, neglect, harm or risk of harm to children. Under no circumstances will TSA accept any form of abuse, neglect or harm or risk of harm to occur between, with or in the presence of children.

TSA does not tolerate or condone abuse, neglect harm or risk of harm of any kind:

- Within any of its worship, mission and enterprise expressions, environments and activities including international development project activities; or
- By any person working for or with; or
- By any person within the community, including communities associated with international project activities.

TSA will not knowingly engage personnel to be in direct or indirect contact with children if they pose an unacceptable risk to children's safety or wellbeing and will take immediate action upon report of any suspected child abuse or exploitation.

TSA personnel will report concerns, disclosures and allegations of child abuse and harm internally as per TSA Responding to Safeguarding Concerns Procedure, Feedback and Complaints Policy and Incident Management Policy and will report to relevant external authorities as required under legislative and/or contractual obligations.

TSA personnel must respond immediately to any complaints or allegations of abuse, misconduct or breach of TSA's Code of Conduct Policy and Code of Conduct Standard and will undertake appropriate management of any issues to remove and/or reduce the risk of harm to children.

## Reporting Obligations

TSA will be proactive in preventing abuse, neglect, harm and risk of harm to children by removing and/or reducing risks as they are identified and/or reported.

All TSA personnel must ensure the safety of all individuals by taking immediate and appropriate action to remove and/or reduce the risk to a child, including the immediate notification of abuse, neglect, harm and risk of harm (including reasonable suspicion) to a Senior TSA representative and the relevant statutory authority.

All TSA personnel are expected to report to a Senior TSA representative any concern or incident of abuse, neglect, harm or risk of harm in accordance with the Responding to Safeguarding Concerns Procedure, and the Incident Management Policy if:

- They have a reasonable suspicion of belief or become aware of any alleged or actual incident of child abuse, neglect, harm or risk of harm, including reports of historical abuse and harm, within TSA or within the community
- They have a concern for the safety of a child in our services or in the community
- They notice any member of TSA personnel whose practice or behaviour is contrary to the expectations of TSA or in violation of legislative or regulatory guidelines

Note: Safeguarding matters raised as complaints or via feedback will be re-categorised and recorded as incidents and managed under the Client Incident Management Policy.



Failure to report or 'concealment' of certain crimes is itself considered an offence in many states/territories and can result in penalties or imprisonment.

## Risk Management

TSA recognises that there are multiple causes (risk factors) that may give rise to safeguarding risk – being the risk that abuse/ harm may be caused to children – within the context of TSA's program and service delivery. These causes and their consequences are set out within the Enterprise Risk Management Policy and Standard (ERM) and supporting documentation.

TSA also recognises that safeguarding risk exists and has to be managed in a proactive, preventative as well as a responsive manner following an incident of alleged abuse/ harm.

In line with the ERM and other policy frameworks, TSA has systems in place to proactively and also responsively manage risk by identifying, analysing and evaluating, mitigating, monitoring and reporting on as well as appropriately consulting on safeguarding risk.

Accordingly, in line with TSA policy frameworks, TSA requires that all programs and associated activities which involve children have a current risk assessment which considers and effectively mitigates the identified causes of safeguarding risk.

In addition, safeguarding risk is incorporated into TSA risk registers from Enterprise level through to program level as relevant.

Within TSA's international development projects, the risk management processes described above are mirrored with implementing partner territories in program design and implementation.

## Quality and Continuous Improvement

TSA Quality and Safeguarding Department supports the development and implementation of child safe and wellbeing practices and reports directly to the Assistant to the Chief Secretary.

The Quality and Safeguarding Department undertakes regular review of child safety practices, incidents, complaints and compliance with policies and processes to support continuous improvements and ensure remedial action plans are implemented in response to any review outcomes.

Quality and Safeguarding Department monitors and reports on TSA child safety and wellbeing performance to the Assistant to the Chief Secretary and Committees of the Board including:

1. Quality and Safety Committee, and
2. Professional Standards Committee

Internal audits of The Children and Youth People Safety and Wellbeing Framework are reported to the:

1. Audit and Risk Committee

Relevant findings from internal reviews and systemic audits of child safety practices and processes are considered and implemented to improve TSA's safeguarding practices in relation to children.

## Legislative Frameworks

TSA takes its legal and moral responsibilities seriously, and this includes its:

- Responsibility to Protect
- Responsibility to Disclose
- Responsibility to Report

TSA is subject to mandatory legislative and regulatory reporting requirements in relation to the protection of children from abuse neglect, harm or risk of harm.

Nothing in this Framework will remove or diminish any individual and/or organisational responsibilities as stipulated in state, territory, federal and/or international partner territory legislation, including labour laws in relation to child labour. TSA complies with state, territory and/or federal funding body reporting requirements.

TSA personnel travelling overseas on internal development and mission-based activities and projects are to adhere to the requirement of this policy as well as the local regulations and legislation of the country in which they are based.

TSA adheres to privacy legislation and national privacy principles and information sharing legislation.

## Roles and Responsibilities

The roles associated with execution of this policy are indicated in the table below.

Roles	Responsibilities
<b>Quality and Safeguarding</b>	The Quality and Safeguarding Department: <ul style="list-style-type: none"><li>▪ Monitors compliance with Safety and Wellbeing of Children and Young People Policy and processes, and reports to the Professional Standards Committee of TSA Board</li><li>▪ Monitors compliance with all state/territory and federal legislative child safe requirements</li></ul>
<b>Professional Standards Committee</b>	The Professional Standards Committee: <ul style="list-style-type: none"><li>▪ Defines and promotes TSA as a safe and child friendly organisation with a zero-tolerance approach to abuse, neglect, harm or risk of harm to children; and</li><li>▪ Defines and promotes an evidence-based best-practice response to the disclosure and management of allegations of abuse, neglect, harm and risk of harm; and</li><li>▪ Ensures TSA is actively enhancing child safety within the Australian community.</li></ul>
<b>Quality and Safety Committee</b>	The Quality and Safety Committee's role is to define and promote a culture of continuous quality improvement and consumer safety that aligns with TSA values and meets legislative and regulatory obligations. The Committee will review reports and make recommendations to the Board about culture, resourcing and performance of TSA quality and consumer safety systems against agreed standards/ indicators.
<b>Audit and Risk Committee</b>	The Audit and Risk Committee ensure the integrity of the financial statements, the risk management framework and the system of internal controls, such that these align with The Salvation Army's values and meet its legislative and regulatory obligations. The Committee review enterprise risk and audit reports and make recommendations to the Board about resourcing and performance to ensure consumer safety systems meet regulatory and legislative compliance and align with TSA values.

## Related Documents and References

### Related Policy Documents

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Safety and Wellbeing of Children and Young People Policy  
Safety and Wellbeing of Children and Young People Framework  
Safety and Wellbeing of Children and Young People - Procedure Link Document  
Approved Authorities Policy  
Code of Conduct Policy  
Code of Conduct Standard  
Compliance Policy  
Digital Communications and Social Media Policy  
Diversity and Inclusion Policy  
Enterprise Risk Management Policy  
External Reporting Requirements Guidelines  
Client Feedback and Complaints Policy  
How to Manage Disclosures of Abuse Guidelines  
Incident Management Policy  
Managing a Person of Concern Procedure  
Person of Interest (Safeguarding) Policy  
Recruitment and Onboarding Policy  
Responding to Safeguarding Concern Procedure  
Safeguarding Investigations Procedure  
Whistleblower Protections Policy  
Work Health and Safety Policy  
IHQ Orders & Regulations - applying to officers, soldiers, local officers and Corps Council  
IHQ Child Protection Framework 2021

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<b>Related Legislation</b>	<p><i>Crimes Act 1914 (Cth)</i>  <i>Children and Young People Act 2008 (ACT)</i>  <i>Crimes Act 1900 (ACT)</i>  <i>Working With Vulnerable People (Background Checking) Act 2011 (ACT)</i>  <i>Reportable Conduct and Information Sharing Legislation Amendment Act 2016 (ACT)</i>  <i>Children and Young Persons (Care and Protection) Act 1998 (NSW)</i>  <i>Criminal Records Act 1991 (NSW)</i>  <i>Child Protection (Working with Children) Act 2012 No 51 (NSW)</i>  <i>Child Protection (Working With Children) Regulations 2012 (NSW)</i>  <i>Ombudsman Act 1974 Part 3A (NSW)</i>  <i>Care and Protection of Children Act 2007 (NT)</i>  <i>Domestic and Family Violence Act 2007 (NT)</i>  <i>Working with Children Clearance Notices (Ochre Card) Policy</i>  <i>Child Protection Act 1999 (Qld)</i>  <i>Criminal Law (Rehabilitation of Offenders) Act 1986 (QLD)</i>  <i>Working with Children (Risk Management and Screening) Act 2000 (QLD)</i>  <i>Child Safety (Prohibited Persons) Act 2016 (SA)</i>  <i>Child Safety (Prohibited Persons) Regulations 2016 (SA)</i>  <i>Children's Protection Law Reform (Transitional Arrangement and Related Amendments) Act 2017 (SA)</i>  <i>Children and Young People (Safety) Act 2017 (SA)</i>  <i>Criminal Law Consolidation Act 1935 (SA)</i>  <i>Spent Convictions Act 2009 (SA)</i>  <i>Children, Young Persons and their Families Act 1997 (Tas)</i>  <i>Child and Youth Safe Organisations Act 2023 (Tas)</i>  <i>Registration to Work With Vulnerable People Act 2013 (Tas)</i>  <i>Children, Youth and Families Act 2005 (Vic)</i>  <i>Child Wellbeing and Safety Amendment (Child Safe Standards) Act (Vic) 2015</i>  <i>Worker Screening Act 2020 (Vic)</i>  <i>Child Wellbeing and Safety (Child Safe Standards Compliance and Enforcement) Amendment Act 2021</i>  <i>Victorian Crimes Act 1958 (Vic) (Section 49B, 49C, 327)</i>  <i>Children Legislation Amendment (Reportable Conduct) Act 2017 (VIC)</i>  <i>Children and Community Services Act 2004 (WA)</i>  <i>Commissioner for Children and Young People Act 2006</i>  <i>Working With Children (Criminal Record Checking) Act 2004 (WA)</i>  <i>Parliamentary Commissioner Amendment (Reportable Conduct) Act 2022 (WA)</i>  <i>Privacy Act 1988 (Cth)</i>  <i>Privacy Amendment (Private Sector) Act 2000 (Cth) (Privacy Act)</i>  <i>Crimes Act 1914 (Cth)</i>            International:  <i>United Nations Convention on the Rights of the Child including Optional Protocol the on sale of Children, Child prostitution and Child Pornography; and the Optional Protocol on the involvement of Children in armed conflict.</i>  <i>Geneva Declaration of the Rights of the Child (1924)</i>  <i>International Labour Organisation Convention 182 Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour.</i>            SAID commits to complying with international partner country local child protection and child labour laws and ratified international laws.</p>
<b>Other Relevant Documents /Resources</b>	<p>Australian NGO Accreditation Guidance Manual (2018), Department of Foreign Affairs and Trade, Australian Government            External Conduct Standards, Australian Charities and Not-for-profits Commission            Child Protection Policy (2018) Department of Foreign Affairs and Trade, Australian Government            National Principles for Child Safe Organisations (2019)            Child Safe Standards – Victoria (2022)            Child Safe Scheme – New South Wales (2022)            Child and Youth Safe Organisations Framework – Tasmania (2023)</p>

## Definitions

Definitions are located in the [Glossary of Terms and Definitions](#).

Term	Definition
<b>Child Abuse</b>	<p>Child abuse involves the abuse of children's rights and includes all forms of violence against them.</p> <p><b>Unborn child abuse</b> exists when an unborn child's continued survival is at risk or will be placed at risk once born. Factors which place an unborn child at risk include the mother being homeless, using alcohol or other drugs, living in a household where there is family violence, has significant and unmanaged mental or physical health issues or is not accessing necessary medical care to allow for safe delivery of the child.</p> <p><b>Physical abuse</b> is the use of physical force, which is deliberate or reckless and is not done to prevent a greater harm to a child, which results in or is likely to result in harm to a child. Intimidation and threats of physical abuse can also be considered physical abuse and can include getting into a child/young person's personal space and shouting aggressively or throwing objects at or near a child which could frighten them.</p> <p><b>Sexual abuse</b> is the exposure to or involvement of a child in any sexual activity by an adult (or another child). Sexual abuse can also include the engagement of a child in sexual activity by another child, who by the nature or their age of development has greater power. Sexual abuse includes but is not limited to: 'fondling genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, fondling of breasts, voyeurism, exhibitionism and exposing a child to pornography or child-abuse material'.</p> <p><b>Exploitation</b> refers to committing or coercing another person to commit an act of abuse against a child; having any dealings in child abuse material; committing or coercing another person to commit an act of grooming; using a child for profit, labour, sexual gratification or some other personal or financial advantage.</p> <p><b>Emotional/psychological abuse</b> is anything which undermines a child's self-esteem. It may involve forcing them to do things that are not in the child's best interests and do not meet their needs. This type of abuse may include scapegoating, belittling, withholding emotional warmth/affection unreasonably or having expectations of a child which are unreasonable for the child's stage of development.</p> <p><b>Neglect</b> refers to a failure by a caregiver to provide the basic requirements for meeting the physical and other developmental needs of a child. Neglectful behaviours include a failure to provide adequate protection from serious risks, access to education, food, shelter, clothing, supervision, hygiene or medical attention.</p> <p><b>Danger to self or others</b> where a child poses a serious risk to themselves or those around them and is beyond the ability of the parent/guardian to manage that risk or behaviour. Examples of this include where a child has serious mental health issues, such as being at risk of dying by suicide; is causing domestic violence; is at risk due to gang membership; frequently absconds from a safe place or is being sexually exploited by an adult or is believed to be having contact with a suspected sex offender.</p> <p><b>Spiritual abuse</b> is the denial or use of spiritual or religious beliefs and practices to control and dominate a person. Spiritual abuse can impact on someone's self-esteem and confidence, make them feel guilty, damage their spiritual experiences and isolate them.</p> <p><b>Carer concerns</b> exist if a carer parent/carers is exposing a child to family violence; has alcohol and other drugs misuse issues; has serious mental health concerns which are believed to be unmanaged by professional support; relinquishes</p>



Term	Definition
	<p>care/abandons a child; abduction/kidnapping; Female Genital Mutilation (FGM) is planned to occur; planned/actual honour-killing; forced marriage/where the child is too young for the marriage to be legal.</p> <p><b>Child Labour</b> is defined as work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that is mentally, physically, socially or morally dangerous and harmful to children and often interferes with their education and recreation. In its most extreme forms, child labour includes slavery, trafficking, sexual exploitation and hazardous work that put children at risk of death, injury or disease.</p> <p><b>Child Trafficking</b> relates to any role in the recruitment, transportation or receipt of children for the purpose of exploitation, by means of threat, force or other forms of coercion.</p>
<b>Child/Young Person</b>	<p>Any individual under 18 years of age.</p> <p>The term 'children', 'child' or 'young person' is used to refer to all people who are under 18.</p>
<b>Child related role or activity</b>	<p>Child related refers to any paid or unpaid work that:</p> <ul style="list-style-type: none"> <li>▪ In Victoria, New South Wales, Queensland and Western Australia, is directed mainly towards children and/or involves contact with children that is a normal part of the work and not incidental.</li> <li>▪ In Australian Capital Territory and Tasmania, is directed mainly towards vulnerable people including children and/or involves contact with vulnerable people including children that is a normal part of the work and not incidental.</li> <li>▪ In South Australia, would reasonably be expected to have contact with children.</li> <li>▪ In Northern Territory, may potentially involve contact with children.</li> </ul> <p>In an international setting, is an activity or in a position that involves or may involve contact with children, either under the position description or due to the nature of the work environment.</p>
<b>Contact with Children</b>	<p>Contact with children can include direct physical contact, oral communications, written communications and/or online contact with children. Contact with children may also be Indirect contact such as use of children's images or accessing personal information about children.</p>
<b>Grooming</b>	<p>A pattern of behaviour with the intent of making it easier to engage a child or young person in sexual activity. This behaviour can be targeted toward the child or towards a person who is responsible for the child's care and supervision, such as a parent, a youth worker, a program leader. Examples of grooming behaviour include:</p> <ul style="list-style-type: none"> <li>▪ Inappropriately extending a relationship outside of a work or organisational role</li> <li>▪ Giving gifts or special attention to a child, young person or parent/carer</li> <li>▪ Making close physical contact for example tickling, wrestling or play fighting</li> <li>▪ Pretending to accidentally expose a child or young person to nudity.</li> </ul> <p>Grooming can also occur online. When a child is groomed online, groomers may hide who they are by sending photos or videos of other people, often representing themselves as someone younger to gain trust. Like direct grooming behaviours, online groomers will use tactics such as giving individual attention to a child, buying gifts, isolating child from friends and family to make the child feel dependent on them and giving the groomer power and control, introducing the</p>

Term	Definition
	<p>idea of 'secrets' to control, frighten and intimidate. Online groomers may target one child online or contact lots of children quickly and wait for them to respond. A groomer will use the same sites, games and apps as young people, spending time learning about a child's interests and use this to build a relationship with them.</p> <p>Children can be groomed online through:</p> <ul style="list-style-type: none"> <li>▪ Social media networks</li> <li>▪ Text messages and messaging apps</li> <li>▪ Email</li> </ul> <p>Text, voice and video chats in forums, games and apps.</p>
<b>Harm and Risk of Harm</b>	Includes physical harm or psychological harm (whether caused by an act or omission) and includes harm caused by sexual, physical, emotional abuse, exploitation and neglect.
<b>Principles</b>	<p>A fundamental truth or proposition that serves as the foundation for a system of belief or behaviour or for a chain of reasoning (Oxford Dictionary); a basic rule or belief about what is right and morally good, that influences the way people behave and the way people treat each other (Macmillan Dictionary).</p> <p>In this Framework, this term refers to the National Principles for Child and Youth Safe Organisations.</p>
<b>Vulnerable people</b>	Any person aged under 18 or other individuals who may be unable to take care of themselves or are unable to protect themselves against harm or exploitation.

## Document Control Information

<b>Theme</b>	Governance	
<b>Category</b>	Legal, Risk and Compliance	
<b>Policy Owner</b>	Governance Lead – Office of the Chief Secretary	
<b>Policy Implementer</b>	Head of Quality and Safeguarding	
<b>Approval Authority</b>	Australia Territory Board	
<b>Review Date</b>	July 2025	
<b>Next Review Date</b>	July 2028	
<b>Document History</b>	<b>Date</b>	<b>Summary of Changes</b>
	08/08/2019	Inaugural version
	04/04/2022	Inclusion of harm and risk of harm
	10/06/2022	Policy updated in line with Department of Foreign Affairs and Trade (DFAT) Child Protection Policy Minimum Standards
	24/07/2025	Inclusion of compliance with state and territory Child Safe Standards in Australia. Inclusion of failure to report or concealment of incidents. Additions to relevant document/resources and relevant legislation.