

## Communication and Support

ROLE	RESPONSIBILITIES
Staff Services  CEO to identify and appoint who has the responsibility	<ul style="list-style-type: none"> <li>• Ensure this procedure is included when relevant NWQICSS personnel receive their induction training and they acknowledge their understanding of this procedure;</li> <li>• Participate in <i>self-audits on the <a href="#">10 Child Safe Standards</a></i> and discuss at scheduled board and Safeguarding Committee meetings to provide ongoing monitoring of safeguarding procedures and practice;</li> <li>• Ensure that as feedback on the Risk Management Strategy (these procedures) are received, it is recorded and provided in a timely way to the Safeguarding Officer. For significant matters which may require an immediate revision of safeguarding procedures, the Safeguarding Officer must be immediately notified.</li> </ul>
All personnel	<ul style="list-style-type: none"> <li>• Ensure understanding of the priority to protect children and vulnerable adults, irrespective of what role it is within NWQICSS. Every paid staff member and volunteer has a responsibility in safeguarding and complying with this procedure;</li> <li>• Engage in constructive conversation as people make comment or raise questions or concerns about safeguarding procedures and encourage them to discuss with Management or Safeguarding Officer.</li> </ul>
Safeguarding Officer and CEO	<ul style="list-style-type: none"> <li>• Ensure that management are aware of their responsibility to provide leadership and governance in developing a strong safeguarding culture within NWQICSS;</li> <li>• Communicates updates and changes to this procedure in consultation with NWQICSS centers;</li> <li>• Encourage discussion and awareness of this procedure and to make time available to meet and discuss any concerns or feedback, working proactively and in partnership with NWQICSS centers;</li> <li>• Support all NWQICSS centers to embed a strong safeguarding culture across the organisation;</li> <li>• Continue to work collaboratively with all NWQICSS personnel, centers and Professional Standards colleagues.</li> </ul>

### 1. Communication and support - procedure outline:

- 1.1. NWQICSS has appointed a fulltime Safeguarding Officer to ensure safeguarding policies and the Risk Management Strategy are effectively communicated, supported, and embedded across all programs, services, and facilities;
- 1.2. Ongoing consultation occurs with all service areas in applying and continually improving the Safeguarding Children and Vulnerable Adults Policy. This includes documented meetings, regular reviews, and the completion of self-audit checklists aligned with relevant safeguarding standards, [10 Child Safe Standards](#)
- 1.3. The Risk Management Strategy for the safeguarding of children and vulnerable adults is available on the organisation's website: [NWQICSS](#)
- 1.4. Safeguarding policy and procedures are reviewed annually, with feedback gathered and coordinated by the Safeguarding Manager. This occurs through:

- Consultations, involving children, young people, vulnerable adults, safeguarding representatives (where appointed), service leaders, community leaders, survivor advocates, and relevant committees;
- Agency meetings and self-audits and formal safeguarding committee processes;
- Participation in inter-agency and statewide safeguarding network meetings.

## 1.5. Safeguarding Representatives

- 1.5.1. Safeguarding Representatives play a supportive role in embedding safeguarding practices across the organisation. While their appointment is not mandatory, it is recommended to assist in effective implementation, communication, and the promotion of a strong safeguarding culture;
- 1.5.2. This is a voluntary role, but existing paid staff may undertake it alongside their duties. Key responsibilities include:
- Understanding and applying organisational safeguarding policies and procedures;
  - Supporting managers, supervisors, and administrators in implementing safeguarding practices;
  - Ensuring all personnel who work with children or vulnerable adults understand their responsibilities to protect and report concerns;
  - Assisting with safe recruitment practices for paid staff and volunteers;
  - Ensuring third-party groups using organisational facilities are aware of safeguarding obligations.
- 1.5.3. The Safeguarding Representative should be:
- Reliable, a good communicator, trustworthy, discreet and sensitive to the needs of children and vulnerable adults;
  - Willing to assist and support in undertaking risk assessments for specific activities and events;
  - Must have a current Blue Card and National Criminal History Check.

## 1.6. Safeguarding Representatives in Centers

- 1.6.1. Centers must prioritise *Safeguarding by ensuring*:
- A Safeguarding Policy (or similar policy) which is approved and publicly available;
  - Ensuring that a Safeguarding Commitment Statement (or similar statement) is widely displayed and made publicly available;
  - A strong safeguarding culture is created and maintained by the center leadership;
  - Centers participate in the NWQICSS Safeguarding Committee;
  - A Safeguarding Representative (or similar position) is appointed with clearly defined safeguarding roles and responsibilities;
  - Personnel understand that good safeguarding practice is everyone's responsibility;
  - Governance arrangements are transparent and include safeguarding roles and responsibilities to ensure accountability is clear;
  - Centers have clear Code of Conduct behavioral standards;
  - Risk management strategy has a clear focus on preventing, identifying and mitigating safeguarding risks to children and vulnerable adults.