

ROYAL LIFE SAVING CHILD SAFE COMMITMENT CHARTER

NSW, ACT & TAS ONLY
August 2022



ROYAL LIFE SAVING
NEW SOUTH WALES



ROYAL LIFE SAVING
AUSTRALIAN CAPITAL TERRITORY



ROYAL LIFE SAVING
TASMANIA

CHILD SAFE COMMITMENT CHARTER

This organisation is committed to being a Child Safe Organisation. Putting child safety and wellbeing at the centre of everything we do.

This Charter is our commitment to being a Child Safe Organisation that recognises, respects and promotes children's rights.

About us

Royal Life Saving (RLS) provide services and programs that impact vast communities across Australia.

Our vision is to achieve a nation free from drowning through high quality aquatic safety, swimming, and survival related agendas.

To effectively achieve this vision, our people come into direct contact with children and young people from diverse backgrounds and cultures.

RLS is committed to building a stronger Child Safe framework to safeguard and protect the safety of its members, clients, and community participants.

Our commitments to child safety

We will:

- Create an environment where all children, young people and their families feel safe and supported.
- Create a culture in which the individual requirements of each child to be and feel safe are understood and met.
- Teach children about their rights and give them an effective voice in their own safety.
- Conduct regular monitoring of our online environment to ensure child safe use and access to our resources.
- Ensure all staff are equipped with adequate knowledge and resources to foster positive relationships with children.
- Equip our workplaces with practices and equipment designed to protect children from harm.
- Ensure we recruit people who meet the required standards to work with children.
- Ensure that all staff and families are informed about our Child Safe Policy, Practices and Code of Conduct.
- Take immediate action on complaints in accordance with our complaints process.
- Monitor our child safe policies to ensure they are effective and up to date.
- Monitor and report on both our complaint management performance.

For more information on our commitments

www.drowningprevention.org.au

Doing your part

You can help us by:

- Learning about the Child Safe principles and the policies and practices RLS has in place to protect children in our care.
- Supporting our staff when they are implementing our Child Safe policies and procedures.
- Abiding by our codes of conduct when attending or assisting at RLS events.
- Communicating with RLS any suspicions or concerns you have about any potential harm to a child.

Complaints Management & Reporting

RLS is committed to ensuring children & young people feel safe and respected. To achieve this, RLS ensures that all child safety complaints are taken seriously and responded to promptly.

We will NOT penalise or inflict adverse consequences on any person for making a genuine complaint.

Talk to our staff. We understand that there are different types of concerns and complaints. Where not a direct child safety issue, they will try and resolve your concern or complaint.

Call 02 9634 3700
Email whs@royalnsw.com.au

If we receive a child safety complaint, we will:

1. Take immediate action if it appears there is high risk of harm, neglect, or abuse
2. Acknowledge the complaint in writing.
3. Contact you, or someone important to you, to help us better understand your complaint.
4. Listen and take your complaint seriously.
5. Keep you informed about the progress of your complaint. RLS will strive to be as transparent as possible whilst respecting the privacy of parties and supports a safe disclosure of risks of harm to children, through the complaint process.
6. Protect your information. RLS will treat all personal information obtained throughout the complaints process in accordance with the law.

Further information on our Royal Life Saving Child Safe Complaints Management and Reporting process, visit our website at www.drowningprevention.org.au

Legislation, policies, and documents

We will ensure our policies and procedures are designed to meet the relevant standards, legislative requirements; and are effectively implemented.

For a complete list of the relevant RLS policies, guidelines and legislation www.drowningprevention.org.au

Risk Management

RLS understands that certain physical environments can pose a risk to children & young people.

We will:

- Undertake regular child safe risk assessments of events and activities where children & young people may be at risk of harm.
- Communicate and consult with all stakeholders involved, including staff, families, children, and young people (where appropriate) to ensure that all possible risks are identified, and that effective and practical management procedures are in place.
- Ensure that information about risks and their management are reported and used as a basis for decision making.

Record Keeping

We will:

- Keep complete and accurate records of all incidents, responses and decision-making relevant to child safety and child wellbeing for a period of 40 years.
- Not disclose sensitive personal information to third parties without permission or instruction from the individual, unless required by law to do so.
- Ensure that all staff are aware of and understand their rights regarding the collection of data, information sharing and recording keeping.

Continuous Improvement

RLS is committed to ensuring the Child Safe Policy and associated child safe practices are continuously reviewed and improved.

We will:

- Undertake a regular review process to ensure that the RLS Child Safe Framework and related policies are compliant with legislation, reflective of community expectation and implemented throughout the organisation.
- Welcome feedback from all stakeholders involved, including staff, families, children, and young people (where appropriate); to inform continuous improvement.
- Report regularly on RLS Child Safe activities and reviews to the relevant governance or management committees.

What can we do better?

You're important to us.

If you would like further information, to provide some feedback, or share your experience, please contact us. whs@royalnsw.com.au

Endorsed by: Michael Ilinsky
Role: Chief Executive Officer

FOR MORE INFORMATION IN NSW

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