



Protecting and supporting your community



Prevention of Abuse

Client Protection Policy

The Prevention of Abuse Client Protection Policy has been developed as a guide for use by organisations insured with Ansvar Insurance. The advice, information and procedures in this document are given in good faith and are based on our understanding of current legalities.

The document may be altered to more accurately reflect the users requirements but Ansvar Insurance does not accept any liability whatsoever for the document in its current form or any changes, errors or omissions which may result in injury, loss or damage, including consequential or financial loss.

It is the responsibility of each organisation, or any other person to ensure that they comply with their statutory obligations and any interpretation or implementation of this information is at the sole discretion of the organisation or other party who may read this policy.

Any terms or definitions referred to in this document apply only to the document and do not apply to insurance contracts, policies or any other documents provided by Ansvar Insurance Ltd.

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1. Introduction

1.1 Policy Statement

(*Organisation Name) is committed to providing a safe and secure environment for all its Employees, Members, Visitors, Volunteers and particularly to Children, Aged and Vulnerable People.

(*Organisation Name) Client Protection Policy aims to reduce the risk of Abuse occurring, and to ensure that a caring and appropriate response is taken should Abuse occur.

1.2 Scope

This Client Protection Policy applies to:

- All service organisations or subsidiary bodies authorised by or under the control of (*Organisation Name),
- All Employees, Members, Volunteers, Contractors and Visitors within (*Organisation Name) or engaged by (*Organisation Name).

1.3 Authority

This Client Protection Policy was adopted for use by (*Name of Organisation's governing body) on (*Date).

(*Name of the Organisation's governing body) are committed to implementing the Client Protection Policy and to training our Employees, Members, Contractors and Volunteers in its content and application.

1.4 Definitions

Abuse, can consist of one or more of but is not restricted to the following:

Elder Abuse, a single or repeated act, occurring in any relationship where there is an expectation of trust, which causes harm or distress to an older person.

Physical Abuse, any non-accidental physical injury resulting from practices such as:

- hitting, punching, kicking (marks from belt buckles, fingers), shaking, burning (irons, cigarettes), biting, pulling out hair, alcohol and/or other drug administration.

Sexual Abuse, any assault or abuse of a sexual nature, sexual molestation, indecent exposure, sexual harassment or intimidation.

Emotional Abuse, the chronic attitude or behavior of one person which is directed at another person, or, the creation of an emotional environment which erodes a person's self esteem and social confidence over time. Behaviors may include:

- Insulting, bullying, devaluing, ignoring, rejecting, corrupting, isolating, terrorising or other extreme acts in the aged or vulnerable person's presence.

Financial Abuse may include:

Activities by an attorney in violation of their powers, duties and responsibilities under an Enduring Power of Attorney (EPA),

- Misappropriation of money, valuables or assets,
- Forging signatures on cheques,
- Denial of access to personal assets,
- Accessing a person's funds electronically and/or
- Forced or unauthorised changes to legal documents.

Financial abuse may also occur where a person takes advantage of an older person who has already lost (or is losing) capacity, by coercing or arranging for the older person to sign an EPA in circumstances where the older person is unable to understand the nature and effect of the

document.

This raises questions about the actions of witnesses to EPA's.

Neglect, characterised by the failure to provide for basic needs.

Any serious omission or commission which jeopardises or impairs a person's health or development.

Child, any person under the age of 18.

Leader, any person (paid or unpaid) over the age of 18 who is responsible for the control and safety of members placed in their care whilst holding a formal position in a named Organisation. A leader could include but is not limited to:

- Activity Coordinators,
- Religious,
- Small group Leaders,
- Music, drama or other Leaders,
- Counselors,
- Youth Leaders,
- Teachers,
- Volunteers,
- Club Leaders,
- Sports Coaches and Organisers.

Member, any person, including children, who attends or participates in the named Organisation's activities, objectives or strategic plan.

Organisation, the (*Organisation's Full Name), located at (*Address)

Volunteer, any unpaid person over the age of 16 who is invited to assist in the care of Aged and Vulnerable people.

Vulnerable Personal, any person who is or may be in need of community care services by reason of mental or other disability, age or illness.

2. Policy Review

This Client Protection Policy will be reviewed annually at the (*Relevant Annual Meeting) meeting. The Organisation's governing body will inform all interested parties when the date of review will occur, and any changes recommended by the interested parties should be submitted in writing to the governing body for consideration one month before the review date.

Any proposed changes will be submitted to the (*Relevant Annual Meeting) for approval before being implemented.

3. Obligations

3.1 Responsibility

The core expectations of any responsible Organisation require us to treat all people with fairness and dignity and to care for those who are less powerful and in need of nurture and protection.

3.2 Legal

All relevant organisations within Australia are bound by Federal and State legislation and principles established through common law. (*Organisation's Full Name) is committed to adhering to all relevant legislation.

3.3 Ethical

Some actions may not be regarded as Abuse, but are unacceptable behavior for (*Organisation's Full Name). These include:

- Inappropriate conversation of a sexual nature.
- Coarse language, especially that of a sexual nature.
- Suggestive gestures or remarks.
- Jokes of a sexual nature.
- Inappropriate touching.
- Inappropriate literature (e.g. PG, M, MA, R or X rated material used with Elderly or Vulnerable Persons).
- Recording or filming with or without prior consent.
- Acts of violence committed by a Worker, Leader or Volunteer in the course of an activity.
- (*Organisation's Full Name) governing body will ensure that high standards of conduct are maintained at all times.

Note: The term 'residential care service' below means the same as 'aged care home'.

Each client of (*Organisation's Full Name) has the right:

To full and effective use of his or her personal, civil, legal and consumer rights;

- To quality care which is appropriate to his or her needs;
- To full information about his or her own state of health and about available treatments;
- To be treated with dignity and respect and to receive services without exploitation, abuse or neglect;
- To receive services without discrimination or victimization, and without being obliged to feel grateful to those providing his or her care and accommodation;
- To personal privacy;
- To live in a safe, secure and home like environment, and to move freely both within and outside any residential care service without undue restriction;
- To be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- To continue his or her cultural religious practices and to retain the language of his or her choice, without discrimination;
- To select and maintain social and personal relationships with any other person without fear, criticism or restriction;
- To freedom of speech;
- To maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the client has the right to accept, and that should then not be used to prevent or restrict those actions;
- To maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- To be involved in the activities, associations and friendships of his or her choice, both within and outside any residential care service;
- To have access to services and activities which are available generally in the community;
- To be consulted on, and to choose to have input into, decisions about the living arrangements of any residential care service;

- To have access to information about his or her rights, care, accommodation and any other information which relates to him or her personally;
- To complain and to take action to resolve disputes;
- To have access to advocates and to other avenues of redress; and
- To be free from reprisals, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

4. Selection & Screening

4.1 Employees, Agency Staff, Contractors & Volunteers

Employees, Agency Staff, Contractors and Volunteers involved in activities or programs with children, aged and/or vulnerable people must be carefully selected and screened. Prior to commencing employment or volunteer services, the following precautions will be taken:

- All employees and/or volunteers must complete an application form which requests details of relevant past experience, positions held, details of two referees and permission to contact them (see Appendix 2).
- Both referees will be checked and spoken to, using an agreed set of questions which have been drafted by (*Organisation Name).
- The questions will seek to establish the applicant's suitability for the role or position and the conversation will be documented and retained on file.
- All short-listed candidates must undertake a formal interview which includes an analysis of past experience working with children, the elderly or vulnerable people.
- A Police and/or Community Services check which complies with the legislative requirements of (*State where the Organisation is located) will be requested and received prior to the Employee or Volunteer commencing their proposed role. The check must show that the individual is not precluded from working in childcare or aged care.

Where the Organisation has identified that an applicant has previously committed a violent or sexually related offence, they cannot, under any circumstances, be considered for employment or engagement with (*Organisation Name).

5. Training

All new Workers/Employees, including Agency Staff, Contractors and Volunteers will be issued with a copy of this policy and receive formal training in;

- The content and application of the Organisation's Client Protection Policy,
- Reporting procedures and the associated legal requirements.

Refresher training courses based on current "best practice" and changes to legislation will be provided on an annual basis.

6. A Safe Environment

Incidents of Abuse are unlikely to take place in front of another person and the presence of a witness can assist in clarifying questionable allegations. For these reasons, working in pairs is the preferred method.

Two or more employees and/or volunteers will be present whenever an individual child or vulnerable person is being supervised or cared for. Where this is not possible, it should be done in a room which can be observed easily by others. In circumstances where one-on-

one care is provided, there must be measures in place to identify if abuse is occurring such as regular rotation of staff, client feedback framework and independent case workers.

Inexperienced staff/volunteers will always work with a more experienced staff member or volunteer when caring for a vulnerable person(s).

When transporting vulnerable clients, staff will avoid being alone with a client in a car. Where this is not practical, they should specifically confirm that they will take clients directly to and from arranged venues and not to spontaneously detour or make additional arrangements.

Staff will avoid one-on-one care with members of the opposite sex if possible. It is preferable to have another person present.

Workers will respect a client's feelings and privacy when engaging in physical contact of any kind.

Adults and Children are expected to respect each other's privacy during times that require undressing, dressing or changing clothes. Workers will set an example by protecting their own privacy in similar situations. No Worker will be alone in a room with a Child or an Elderly or Vulnerable person while any/either is changing.

Initiations and secret ceremonies are prohibited. All aspects of every program related to children, aged and vulnerable people will be open to observation by family, friends or guardians.

Workers have the right to ask people who do not have a valid reason to be present at such activities to leave. Police may be contacted if such persons refuse to comply with any reasonable request to leave.

7. Disciplining Children

Is not the responsibility of (*Organisation Name) or its Workers, Volunteers or Leaders to discipline a Child. If a Child does not abide by the rules set down by the Organisation, or becomes an obstruction to the care of other Children or Members, and may cause harm, the Child will be removed and referred back to their parent or guardian.

At no time will a Leader administer any form of physical, emotional, financial or mental discipline.

8. Reporting Procedures

(*Organisation Name) actively encourages the reporting of all abuse including Sexual Abuse.

(*Organisation Name) is committed to building an environment where either a victim or employee/volunteer feels able to report such abuse.

Employees and/or volunteers must report reasonable suspicions of abuse to the senior management of (*Organisation Name).

Reasonable Suspicion means fair and practical reason to believe an incident involving abuse has occurred based on either verbal communication, hearsay, rumor or observation of behavior.

An independent person will be appointed by (*Organisation Name) with the specific duty of dealing with any allegations of harm or abuse that may arise.

The details of those reporting abuse will be kept private and confidential.

A documented reporting process with escalating procedures has been established by (*Organisation Name) for handling allegations of abuse.

The escalating procedures will be as follows:

- The automatic suspension from all work or other duties within (*Organisation Name) of any person while under investigation by (*Organisation Name), or by the police, for committing abuse;

- The automatic termination of their employment, or involvement with (*Organisation Name) if found guilty of committing abuse, either by internal investigation or by a court.

If there is reasonable suspicion that a Member has been or is suffering abuse, the Police and the Organisation's Insurer will be contacted immediately.

The phone number for the Police is: (*Police ph no.)

The phone number for (*Organisation Name's) is: (*Organisation ph no.)

The Police will also be notified if a Member discloses an incident of Abuse that has occurred somewhere other than (*Organisation Name's) premises, (e.g. an outing).

If a disclosure of abuse is made, the person who receives the disclosure will maintain appropriate pastoral care to the one making the disclosure.

This will include:

- Treating each allegation seriously and not attempting to deny the allegation or minimise its impact on the alleged victim. The matter should not be swept under the carpet.
- Not pushing the Member to disclose details of the alleged assault or attempting to investigate the allegation.
- Assuring the Member that they are understood: that their disclosure is being taken seriously; that what has happened is not their fault, and that they are correct in disclosing the incident.
- Reporting the abuse to the police and (*Organisation Name's) insurer.
- Not making contact with the alleged perpetrator. If the Worker or Volunteer is already providing counsel to the alleged perpetrator, it may be advisable for another person to assume this responsibility for the duration of any investigation.
- If the alleged assault has taken place recently, clothing worn by the Member should be, if reasonably practical, retained and handed to the police for forensic examination.
- Maintaining confidentiality.

Any disclosures by a Member, reports of suspected abuse and all details of the subsequent investigation will be documented promptly and the documents will be held in a secure location where a breach of privacy cannot occur.

Client Protection Assistance

APPENDIX 1 - Further information to assist with Client Protection

(*Delete the following information that is not relevant to your Organisation)

The list below provides assistance contact details in your State or Territory.

Refer to the Department of Health and Ageing website for information regarding Residential Care Standards and Accreditation:

<http://www.health.gov.au/internet/main/publishing.nsf/content/ageing-rescare-standard.htm>

Every attempt has been made to ensure this information is accurate, however a review should be undertaken regularly to ensure the information remains correct and current.

Elder Abuse Prevention, advocacy and information telephone services:

- ACT - Elder Abuse Prevention Information Line 02 6205 3535
- NSW - The Aged Rights Service (TARS) Elder Abuse Helpline - 1800 700 600 FREE
- NT - Advisory Council on Ageing - 08 8999 2809
- QLD - Elder Abuse Prevention Unit 1300 651 192 or 07 3250 1955
- SA - Aged Rights Advocacy Service - 08 8232 5377 or 1800 700 600
- TAS - Department of Health and Human Services - 1300 135 513
- VIC - Seniors Rights Victoria 1300 368 821
- WA - Advocare Inc - 08 9479 7566

Child Protection information – who to contact

Below is a summary of child protection services relevant to your State or Territory

(*Delete the following information that is not relevant to your organisation)

1. Queensland

The Commission for Children and Young People and Child Guardian (CCYPCG) ceased operation on 30 June 2014.

Many of the Commission's functions moved to other agencies from 1 July 2014 as part of the implementation of recommendations from the Queensland Child Protection Commission of Inquiry (Carmody Review).

Reporting Authority:

Department of Communities Child Safety and Disability Services (link is external) Ph: (07) 3224 8045

Child Safety Services is the lead child protection agency in QLD. For information about the process of reporting concerns about a child's welfare in QLD refer to the Reporting Child Abuse page of the department's website.

The transfer of functions is outlined below:

- The blue card system has transferred to the Public Safety Business Agency. The [blue card website](#) and phone, fax and postal addresses remain the same.
- The Child Guardian has combined with the Adult Guardian to

form the Public Guardian, providing individual advocacy for children and young people in the child protection system. Visits to the most vulnerable children and young people in out-of-home care are now undertaken by the new [Office of the Public Guardian](#).

- The [Child Death Case Review Committee](#) has been replaced by a new child case review panel supported by the [Department of Communities, Child Safety and Disability Services \(DCCSDS\)](#), to consider reviews conducted by its Chief Executive.
- Child-related complaints are investigated by the relevant department with oversight by the [Queensland Ombudsman](#).
- Strategic oversight of the child protection system and promoting the safety, wellbeing and best interests of children and young children has transferred to the new [Queensland Family and Child Commission](#).

2. New South Wales

Report suspected child abuse or neglect to Family and Community Services (www.community.nsw.gov.au), or call the Child Protection Helpline on 132 111 (24 hours/7 days)

By law, Community Services must assess reports where a child or young person is or may be at risk of significant harm from abuse or neglect. Information about the process of reporting child welfare concerns in NSW can be found on the Department's webpage: Reporting Suspected Abuse or Neglect.

Resources for mandatory reporters are also recorded on the FCS website.

Child Protection Helpline: Ph: 13 21 11 (1800 212 936 FREE)

Non-imminent reports can also be made using eReporting

For urgent reports, mandatory reporters should phone 13 36 27

3. Australian Capital Territory

Care and Protection Services (CPS) is the statutory child protection agency which services the ACT region. CPS is situated within the Office for Children Youth and Family Support which is an area of the ACT Community Services Directorate.

Care and Protection Services has legislative responsibility for facilitating coordination across government for the care and protection of children and young people believed to be at risk of harm. Key tasks involve assessing risk and working with families and other professionals to resolve issues that compromise child safety and wellbeing. Care and Protection Services provides a continuum of service delivery to children and young people considered 'at risk' of serious abuse and harm.

CPS appraises reports of concern from the public which relate to the safety and well-being of children. Concerns may be related to

1. Physical abuse
2. Emotional abuse (including exposure to family violence)
3. Sexual Abuse
4. Neglect

In some instances, CPS make applications to the ACT Children's Court for care and protection orders and maintain an ongoing role with children and young people in foster, kinship or residential care placements. CPS work is underpinned by legislation. Case management practice in a Child Protection context includes updating and maintaining client information, in the form of written reports and electronic case notes.

CPS consists of several operational areas which work together to achieve better outcomes for children and young people. These operational areas consist of:

1. Centralised Intake Service (including After Hours Crisis Service)
2. Response Intervention Team
3. Care Orders Team
4. Practice Support Unit
5. Integrated Court Service

Information about these services can be found on the CPS website.

Mandated Reporters - Ph: 1300 556 728
 Fax: 6205 0641
 Email: childprotection@act.gov.au
 Email Child Protection Reports

General Public - Ph: 1300 556 729
 Fax: 6205 0648

After Hours Crisis Services - Ph: 1300 556 729

Contact Numbers for Care and Protection:

Centralised Intake Service - Ph: 62076956
 Fax: 6205 0648

Mandated Reporters - Ph: 1300 556 728
 Fax: 6205 0641

General Public After Hours - Ph: 1300 556 729
 Fax: 6205 0648

Crisis Service - 1300 556 729

Family Work Team - Ph: 6207 1466
 Fax: 6205 5684

Care Orders Team - Ph: 62071069
 Fax: 62071020

Adoptions and Permanent Care - Ph: 6207 1335
 Fax: 6207 8888

4. Victoria

Meeting the needs of children and making sure they are safe in the family is a shared responsibility between individuals, the family, the community and the government. When adults caring for children do not follow through with their responsibilities, are abusive or exploit their positions of power, then it is the child protection system that becomes responsible for taking action.

The Victorian Child Protection Service is specifically targeted to those children and young people at risk of harm or where families are unable or unwilling to protect them.

The main functions of child protection are to:

- investigate matters where it is alleged that a child is at risk of harm
- refer children and families to services that assist in providing the ongoing safety and wellbeing of children
- take matters before the Children's Court if the child's safety cannot be ensured within the family
- supervise children on legal orders granted by the Children's Court
- provide and fund accommodation services, specialist support services, and adoption and permanent care to children and adolescents in need

Mandatory reporting of child abuse

Some professionals such as doctors, nurses, police and school teachers are legally obliged to report suspected child abuse. In

addition, any person who believes on reasonable grounds that a child needs protection can make a report to the Victorian Child Protection Service. It is the Child Protection worker's job to assess and, where necessary, further investigate if a child or young person is at risk of harm.

Failure to disclose child sexual abuse offence

A new offence for failure to disclose child sexual abuse came into effect on 27 October 2014. The offence requires that any adult who holds a reasonable belief that a sexual offence has been committed in Victoria by an adult against a child (aged under 16) disclose that information to police. The offence applies to all adults in Victoria, not just professionals who work with children, unless they have a reasonable excuse.

Further information about the offence and how to report is available on the Department of Health & Human Services (DHHS) website.

Changes to child protection law

On Tuesday, 2 September 2014, the Victorian Parliament passed new laws that will strengthen the Victorian Government's response to children and young people in out-of-home care. These are important changes for children in out-of-home care, their parents and carers, and the services that support them.

Leaving children unattended

In Victoria it is an offence for a person responsible for a child to leave the child unattended for any longer than is reasonable, without making appropriate arrangements for the child's supervision and care. This includes leaving a child at home, or in a car, or anywhere else unattended.

Child Protection After Hours Service
 Tel: 13 12 78

5. Tasmania

To make an urgent notification about abuse or neglect to Child Protection Services, please ring 1300 737 639 at any time.

Child Protection Services prefer to talk to a notifier in order to aid them in gathering information. However, if it is after hours and you are a mandatory reporter, an online notification can also be made. See below.

The role of Child Protection Services is to protect children and young people who are at risk of abuse or neglect. In Tasmania, the protection of children and young people is covered by the Children, Young Persons and their Families Act 1997. In August 2009, amendments were made to the Act. Information about the amendments can be found on the Child Protection Services website.

Online notifications can be made to Child Protection Services, however, if the matter is urgent, please also call 1300 737 639 to advise that you have lodged an online notification.

The general public are encouraged to phone Child Protection with their concerns on 1300 737 639, which automatically refers them to the office in the area from where they are dialling.

Mandatory Reporters

Most professionals who provide services to children and families in Tasmania are "mandatory reporters" of child abuse, under the Children, Young Persons and their Families Act 1997. This includes, but is not limited to, the following groups:

- DHHS employees
- Child Care providers
- Dentists, dental therapists or dental hygienists
- Police officers and probation officers
- Psychologists

- Registered medical practitioners and nurses
- School principals and teachers
- Volunteers and employees of any organisation that provides health, welfare, education, care or residential services and which receives government funding.

As a DHHS employee, if you believe, suspect or know of a child who maybe at risk of abuse or neglect, you are bound by law to make a notification to Child Protection Services.

If you are one of these professionals and believe, suspect or know of a child who may at risk of abuse or neglect, you are bound by law to make a notification to Child Protection Services. For more information on these responsibilities please see the Information Sheet: Responsibilities of Mandatory Reporters on the Child Protection Services website.

All adults in Tasmania have a responsibility to report suspected or actual child abuse or neglect.

6. South Australia

Department for Education and Child Development
Ph: (08) 8124 4185

The primary area of concern for Families SA is the protection of children. For information about SA mandatory reporting requirements and the process of reporting concerns about a child's welfare, refer to the department's webpage: Protecting Children

More information can be found here:
<http://www.families.sa.gov.au/pages/familiessa/FamiliesSAMenu/>

Child Abuse Report Line - Ph: 13 14 78

After hours crisis care - Ph: 13 16 11

7. Western Australia

Department for Child Protection and Family Support
Ph: (08) 9222 2555

The Department for Child Protection and Family Support offers a range of services to support children and families. In Western Australia, under the Children and Community Services Act

The Department for Child Protection and Family Support offers a range of services to support children and families. In Western Australia, under the Children and Community Services Act 2004, a child is a person under the age of 18 years.

There are generally five types of child abuse and neglect, which may co-exist:

- physical abuse
- sexual abuse
- emotional abuse
- psychological abuse
- child neglect.

For further information about the process of reporting concerns about a child's welfare refer to the department's webpage or call

Ph: (08) 9222 2555 or
Country Freecall: 1800 622 258

After hours: Ph: (08) 9223 1111 or
Country Freecall: 1800 199 008

If you are a mandatory reporter - Ph: 1800 708 704

8. Northern Territory

Department of Children and Families (link is external)

Ph: (08) 8999 2737

In the Northern Territory every person is required to report suspected child abuse and neglect. Information specific to health practitioners can be found in Reporting Child Abuse and Neglect: Information for Professionals.

You do not need to prove abuse or neglect, you need only report your concerns. The Care and Protection of Children Act provides legal protection against civil or criminal liability for notifiers who make reports in good faith.

The Act also makes it clear that making a report does not breach any requirements of confidentiality or professional ethics.

For further information about the process of reporting concerns about a child's welfare in the NT refer to the Child Abuse page of the Department's website.

Child Protection Hotline
Ph: 1800 700 250 FREE (24 hours)

Client Protection Assistance

APPENDIX 2 - Suggested Application Form

Working with Children, Elderly & Vulnerable Persons Application Form (Volunteers and/or Employees)

Please note information provided in this document may be held for a long period of time as part of our client protection / risk management program.

Position applied for:

Personal Details

Full Name

Residential Address

Home Phone

Mobile Phone

Work Phone

Email

Please list **all organisations or institutions** that you have either worked at or volunteered for regularly in the last 5 years

Date (Approx.)	Organisation

Please list any **qualifications** you have that relate to working with Children, Aged or Vulnerable people

Date (Approx.)	Qualification	Institution

Please provide any **experience** you have had that relates to working with Children, Aged or Vulnerable people

Date (Approx.)	Experience	Institution

Please list any medical conditions that you think we should be aware of, or that you think may impact your role

References

Please provide details of four people we can contact, who can comment on your suitability for this position – if you do not have four referees, please explain why and provide as many as you can:

First Referee

Full Name

Residential Address

Home Phone

Mobile Phone

Work Phone

Email

Position & Organisation

Second Referee

Full Name

Residential Address

Home Phone

Mobile Phone

Work Phone

Email

Position & Organisation

Third Referee

Full Name

Residential Address

Home Phone

Mobile Phone

Work Phone

Email

Position & Organisation

Fourth Referee

Full Name

Residential Address

Home Phone

Mobile Phone

Work Phone

Email

Position & Organisation

Declarations

Have you:

Read and understood (*Organisation's Name) Client Protection Policy?

Yes

No

Ever been in serious breach of any Client Protection Policy &/or Code of Conduct?

Yes

No

Had someone express concerns about your behavior towards a child, elderly or vulnerable person?

Yes

No

Ever been convicted of a criminal offence or been the subject of an investigation relating to the abuse of, or inappropriate sexual behavior with, a child, elderly, or vulnerable person?

Yes

No

I confirm that the information provided on this application form is true and correct.

I consent to a National Police Record check and the release to (*Organisation's Name) of any matters deemed to be relevant which are recorded against my name.

Signed

Date:

Name:

Position:

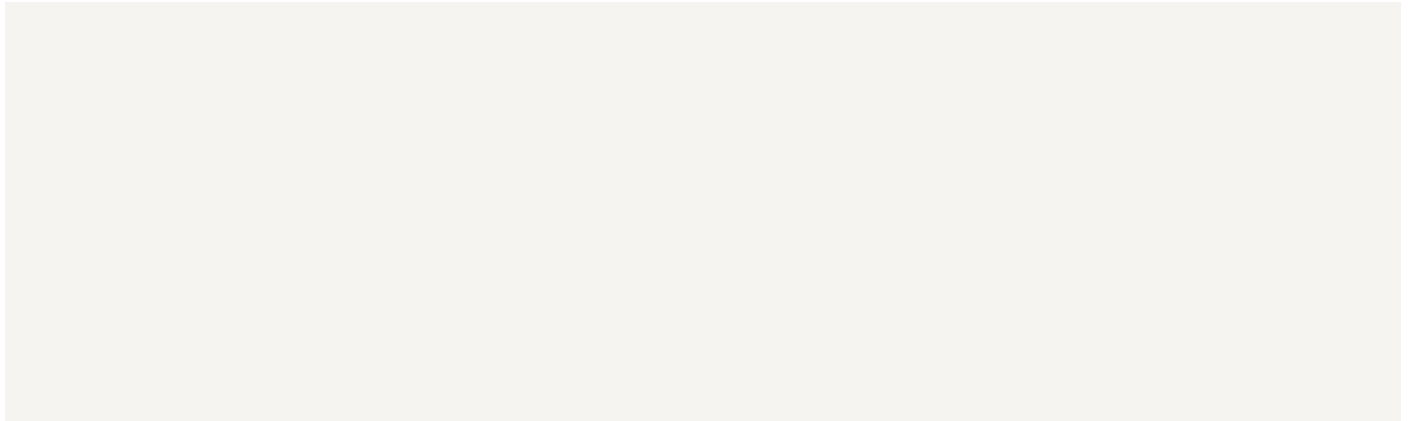
Client Protection Assistance

APPENDIX 3 - Suggested Interview Questions

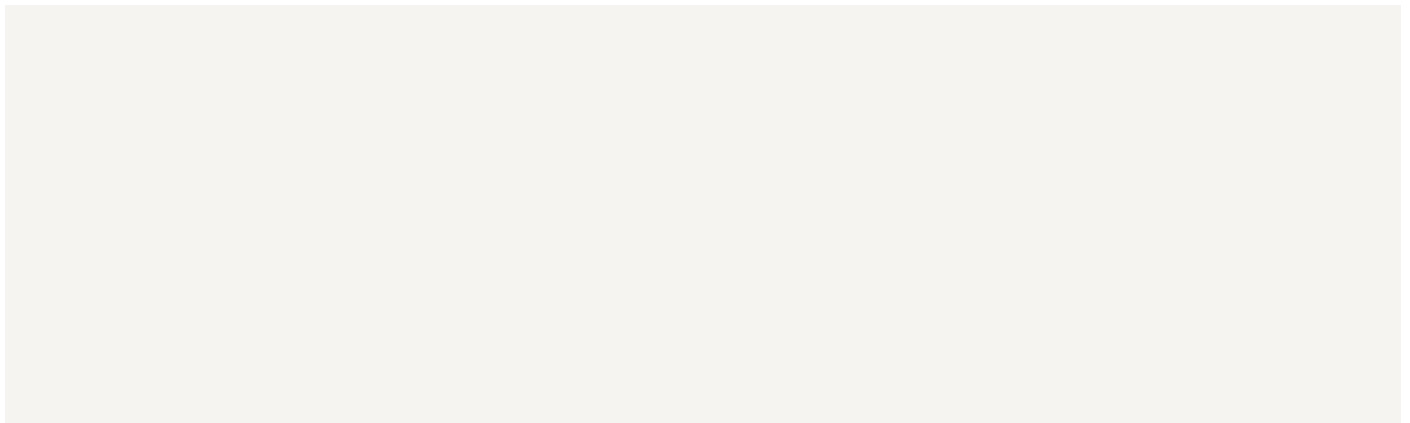
Working with Children, Elderly & Vulnerable Persons Interview Questions

The questions asked in this interview may make you feel uncomfortable but they are a necessary part of our child safety policy and must be answered. The answers you provide will be kept confidential where possible but may be divulged to other Leaders within the Organisation. Please note that information provided may be held for a long period of time as part of our Client Protection Risk Management Program.

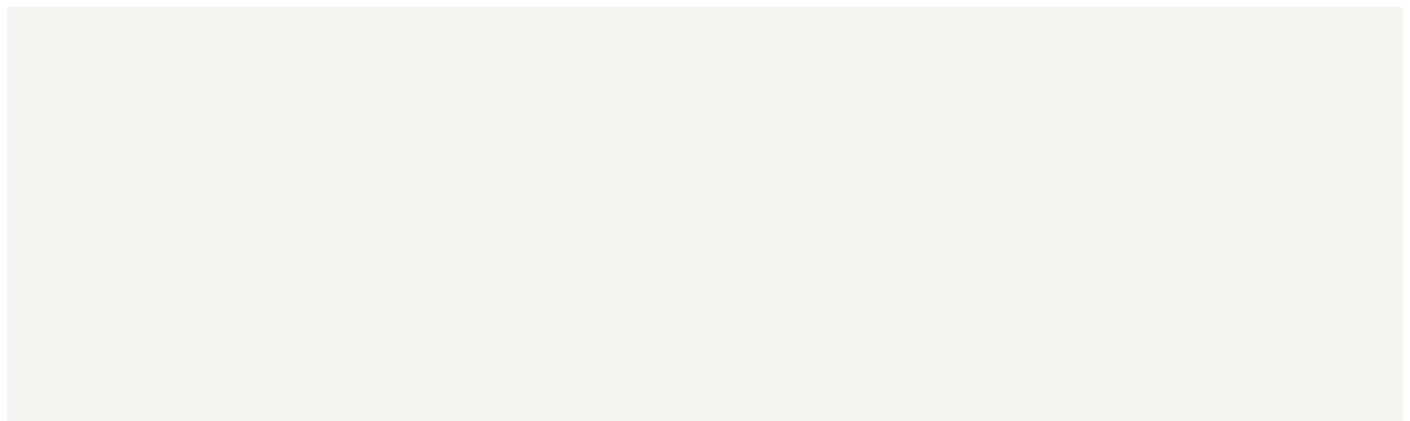
1. Why have you applied for this position and why do you feel you are suitable for the role?



2. Please describe any positive experiences you have had with children, the elderly or vulnerable people.

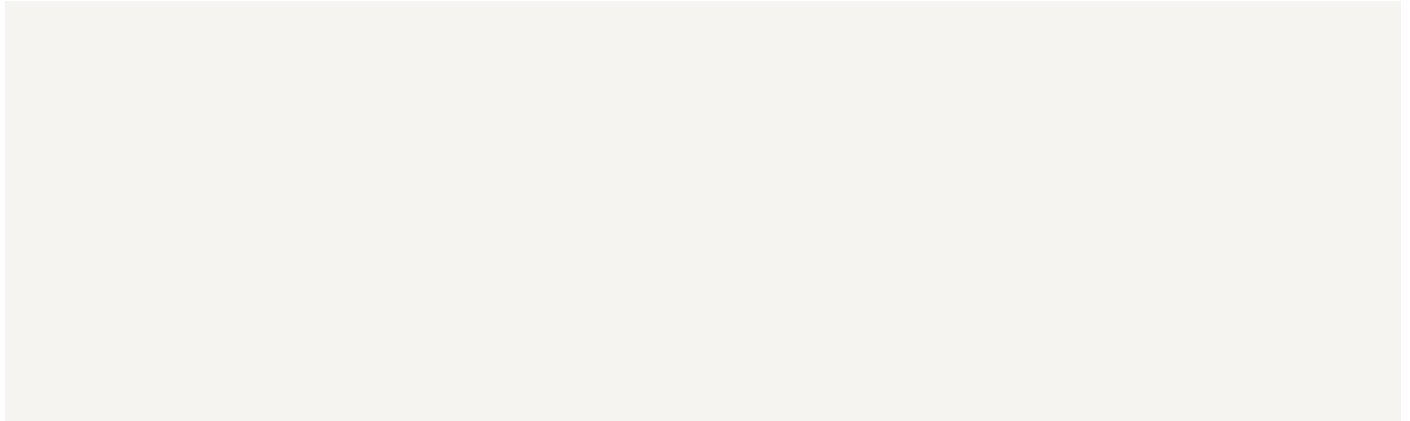


3. Please describe any negative experiences you have had with children, the elderly or vulnerable people.



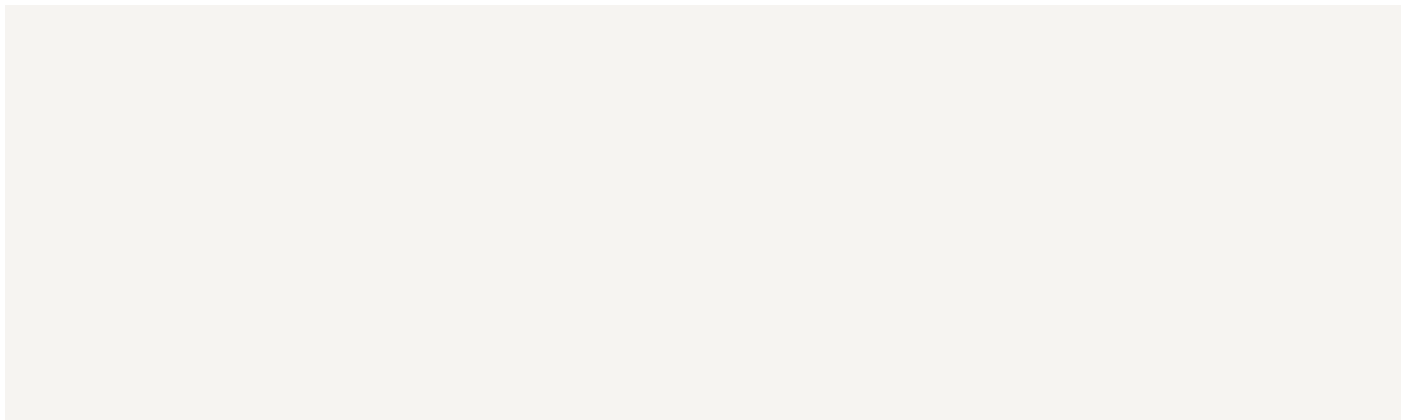
4. Have you ever been in a situation where you have disciplined a child, an aged or vulnerable person?

If so, how did you handle this situation?

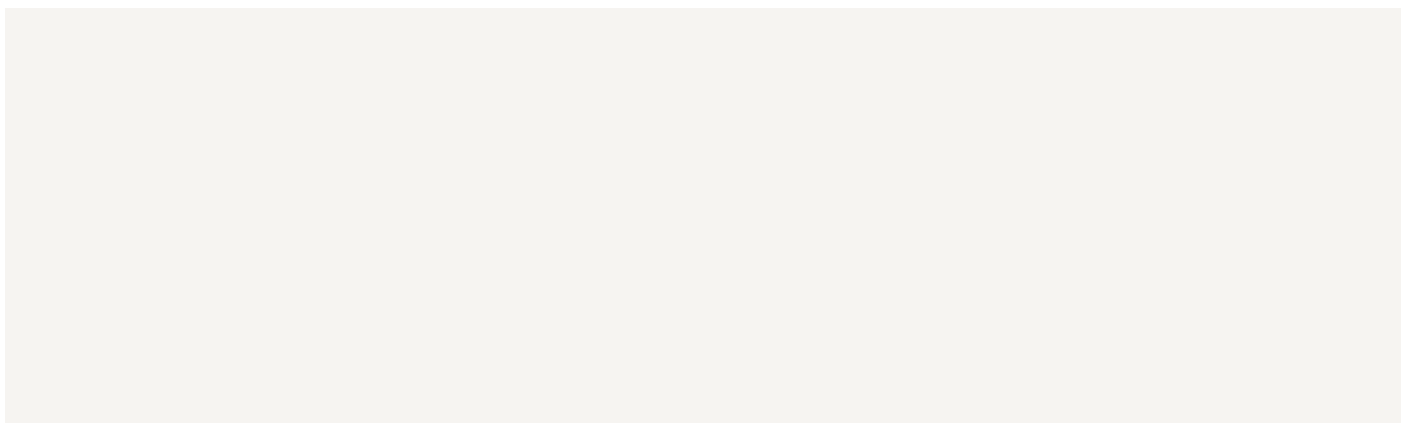


5. Have you ever been investigated or accused of violent or sexually related offences?

If so, what were the circumstances?



6. Is there any other information relating to your suitability for this position that we should be aware of?





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