

Child Safety and Wellbeing Policy and Procedure

1. Purpose

This policy affirms Phoenix Academy's commitment to providing a safe, inclusive, and supportive environment for children and young people under 18 years of age. It outlines Phoenix Academy's responsibilities and procedures for identifying, managing, and responding to risks to the safety and wellbeing of child students, in alignment with child safe principles and relevant legislation.

2. Rationale

In accordance with Standard 4.3(d), this policy ensures that risks to the safety and wellbeing of VET students under 18 are identified, mitigated, and reviewed. Phoenix Academy acknowledges its obligations to uphold the National Principles for Child Safe Organisations and implement best practice in content design, delivery modes, staff suitability, cultural safety, and family engagement.

3. Policy Statement

Phoenix Academy is committed to:

- Upholding the safety, rights, and wellbeing of all children and young people involved in its services.
- Embedding the National Principles for Child Safe Organisations in its governance, operations, and culture.
- Promoting equity and inclusion, ensuring the participation and empowerment of Aboriginal children, students with disabilities, and those from diverse cultural or linguistic backgrounds.
- Preventing and responding effectively to all forms of abuse, neglect, or harm.
- Building and maintaining a safe physical and online learning environment.

4. Scope

- 4.1** This policy applies to all prospective and current students if under the age of 18 whilst studying at Phoenix Academy as well as all staff, contractors, volunteers and third-party providers involved in the delivery of VET programs to learners under the age of 18.
- 4.2** For students with 'packaged offers' that involve other providers, the Academy's responsibility for underage students commences one week prior to orientation and ceases when the student withdraws from the course, or transfers to another provider. Where a student doesn't commence study with the other provider as expected, parents need to inform Phoenix Academy of their intentions.

5. Definitions

- **DOHA:** Department of Home Affairs: The Australian government agency responsible for issuing students with visas.
- **CoE:** Confirmation of Enrolment is a document registered with DOHA to confirm a student's acceptance into a particular course for a specified duration.
- **WWCC:** Working with Children Check: is a national criminal history record check required by people who work with children and young people in certain categories of "child related" work in Western Australia. This is to protect children from harm.
- **Child Abuse:** Includes physical, sexual, emotional, and psychological abuse, grooming, and serious neglect.
- **Child/Young person:** Any person under the age of 18.
- **Child Safety:** Actions, standards and procedures aimed at protecting children from abuse, harm, or neglect.
- **National Principles for Child Safe Organisations:** A nationally endorsed framework that sets out ten principles to guide child-safe practices.
- **Reasonable Belief:** A belief formed based on facts that would lead a reasonable person to believe a child is at risk of harm.

6. Responsibilities

- **CEO / Governing Body:** Endorses this policy and ensures a child-safe culture is embedded in governance structures.
- **Director of Studies:** Maintains the policy, monitors implementation, and ensures regulatory alignment and acts as the designated Child Safety Officer.
- **Trainers and Assessors:** Must complete Working with Children Checks (or equivalent), adhere to the Child Safety Code of Conduct, and receive induction in child safety responsibilities.
- **All Staff and Volunteers:** Must comply with this policy and report concerns immediately.

7. Legislative and Regulatory Requirements

- Standards for RTOs 2025 – Standard 4.3 (2) (d) where it offers training or assessment to VET students aged under 18 – risks to their safety and wellbeing associated with the organisation's delivery of the training or assessment are identified and managed:
 - (i) by having regard to the training content and modes of delivery; and
 - (ii) in accordance with the National Principles for Child Safe Organisations, as in force from time to time.
- Note: Section 191A of the Act permits this instrument to make provision in relation to a matter by applying, adopting or incorporating any matter contained in another instrument or other writing as in force or existing from time to time.
- National Principles for Child Safe Organisations
https://childsafe.humanrights.gov.au/national-principles?utm_source=chatgpt.com
 - Relevant State/Territory Child Protection Acts
 - Working with Children Check (or equivalent) legislation.

8. Procedure

To support a child safe environment, Phoenix Academy takes a proactive and structured approach to identifying, managing, and responding to risks affecting students under 18.

Each program involving students under the age of 18 is subject to a formal child safety risk assessment. This process considers the age group, mode of delivery (including online or workplace-based contexts), the nature of the training content, the learning environment, and any third-party involvement. The risk assessment is documented using the Child Safety Risk Assessment Template and forms part of the course file.

All relevant staff must hold a current Working with Children Check (or equivalent in their jurisdiction) and be recorded in the Staff Screening Register. The Compliance Manager ensures that records are up to date and validated prior to any contact with child students.

New staff and contractors are inducted using the Child Safety Induction Checklist, which includes a review of the Child Safety and Wellbeing Policy, the Code of Conduct, and procedures for responding to disclosures or concerns. Annual refresher training is provided to all staff as part of the professional development cycle.

If any staff member forms a reasonable belief that a child is at risk of harm or abuse, they must report their concern immediately to the Director of Studies, who acts as the designated Child Safety Officer. Reports must be documented using the Incident and Concern Reporting Form. Where required, concerns are escalated to child protection authorities and support is provided to the affected student.

Children and families are informed of their rights, complaint pathways, and Phoenix Academy's commitment to safety through induction sessions, the Orientation Handbook, and the organisation's website. Families are encouraged to participate in decisions that affect their child's learning experience and safety.

The policy is reviewed annually and whenever there is a significant incident or change in legislative requirements. The Compliance Manager monitors implementation through incident data, internal audits, and feedback from children, families, and staff.

Procedure Summary Table

Step and Action	Responsibility	Timeframe	Reference/Use
1. Conduct child safety risk assessment for all programs involving students under 18	DoS/General Manager	Before program commencement	Child Safety Risk Assessment Template
2. Ensure current Working with Children Checks and screening are completed and recorded	General Manager/HR	Before staff commence work	Staff Screening Register
3. Provide induction on child safety and Code of Conduct to all new staff and contractors	HR/DoS	On engagement	Child Safety Induction Checklist, Code of Conduct
4. Deliver annual refresher training on child safety policies and reporting	DoS	Annually	PD Register, Child Safety and Wellbeing Policy

5. Respond immediately to any disclosure or suspicion of harm or abuse	All Staff	Immediately upon concern arising	Incident and Concern Reporting Form
6. Escalate serious concerns to authorities and provide support to the affected student	DoS/Exec Management	Within 24 hours (or sooner)	Mandatory Reporting Legislation, Incident Form
7. Inform students and families of their rights and how to raise concerns	DoS/Trainers	At orientation and ongoing	Orientation Handbook, RTO Website
8. Encourage family involvement in child safety decisions and continuous improvement	Student Support/DoS	Ongoing	Feedback Forms, Continuous Improvement Register
9. Review policy implementation annually or following serious incidents	DoS/CCWG	Annually or post-incident	Policy Review Schedule, Audit Reports, Incident Logs

9. Policy Implementation

The policy is implemented via mandatory training, HR screening procedures, induction modules, and clear reporting structures. Children and families are informed of their rights and safety mechanisms via the Student Handbook, website, and student induction sessions. Policy implementation is overseen by the Director of Studies and supported by the Compliance and Continual improvement Working Group (CCWG).

10. Monitoring and Evaluation

The effectiveness of the Child Safety and Wellbeing Policy is evaluated through incident reports, staff feedback, and annual review of risk controls. Continuous improvement actions are tracked via the Continuous Improvement Register. Independent external review may be conducted periodically.

CRICOS Addendum – Child Safety and Wellbeing Policy and Procedure

1. Purpose of the Addendum

This addendum ensures that Phoenix Academy meets its obligations to protect the welfare and safety of overseas students under 18 years of age, in accordance with Standard 5 of the National Code 2018. It applies to CRICOS-registered RTOs enrolling minors or where guardianship or accommodation arrangements fall under the provider's responsibility.

2. Applicable National Code Standard

Standard 5 – Younger Overseas Students

“The registered provider must meet Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.”

3. CRICOS-Specific Obligations

In addition to meeting Standard 4.3 2d of the *Standards for RTOs 2025*, CRICOS providers must:

- Ensure no student under 18 is enrolled unless appropriate accommodation, support, and general welfare arrangements are in place.
- Approve accommodation and welfare arrangements in writing or ensure a parent/guardian has made appropriate arrangements.
- Use the PRISMS system to record the period for which the provider accepts responsibility for the student's welfare.
- Monitor and review accommodation and support arrangements regularly.
- Ensure staff interacting with minors hold valid Working with Children Checks and have received training in child protection and reporting procedures.

4. Recordkeeping Requirements

Phoenix Academy must retain the following for all overseas students:

- Approval records of accommodation and welfare arrangements
- Staff Working with Children Check verification.
- Welfare monitoring records and incident reports
- PRISMS records relating to Confirmation of Appropriate Accommodation and Welfare (CAAW)

5. Reference to CRICOS Policy Suite

Full procedural details are contained in the CRICOS Child Welfare, Accommodation and Under-18 Students Policy, which sets out obligations under both the National Code and relevant child protection legislation.