

Reporting on the Implementation of Recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse (Rec 17.3)

Template - 2020

Section 1: Identifying the institutions

- Name **Interchange Shoalhaven Inc.**
- Location **37 Holloway Road, South Nowra 2541**
- Specific organisational category: **Community NDIS disability provider**

Section 2: General reporting against recommendations relevant to all institutions

Theme 1: Making institutions child safe

Measure:

Implementation of the National Principles for Child Safe Organisations / Child Safe Standards (or jurisdictional equivalent). This includes actions such as:

- developing or revising a Code of Conduct and ensuring staff and volunteer compliance,
- implementing and updating child safe policies and procedures,
- maintaining training for staff and volunteers on their child safety obligations and behavioural expectations, and
- maintaining risk management strategies for a child safe institution

Report Volume:

Volume 6 and Volume 7.

Recommendation(s) the measure is in response to:

Recommendations 6.4 – 6.6, 7.8.

Description of measures implemented prior to December 2020:

- Developing/revising the child safe policies and procedures, following the change in NSW Children's Guardian functions that came into effect 1 March 2020.
- Updated the Participant welcome guide
- Reviewing the Code of Conduct, and developing a specific child safe code of conduct
- Making staff aware of the free on line training available through the Office of the Children's Guardian in relation to the 10 child safe principles incorporated in the Child Safe Standards (Oct 2020)
- Development of a Reportable Conduct Policy and procedure
- Update of VOOHC (voluntary out of home care respite) policies including complaints procedures
- Updated complaints policy
- As part of the merger with Interchange Australia, we will be developing a training strategy for all staff, with a focus on enhancing a child safe culture
- All support staff have been invited to participate in sponsored cert 111 training in this industry.
- Record keeping integrity is currently under NDIS review as part of its TPV audit. This commenced on 23 December 2020 and completed on 21 Jan 2021. No non conformities have yet arisen

Prospective work that will be undertaken post-2020 to implement this measure:

- Awaiting feedback on the policies submitted to the Children's Guardian on 4 December 2020. Once feedback is received, policies will be further updated
- Review Participant welcome guide with a view to creating a children's version
- Specific child safe code of conduct is being developed in late January 2021. It will be circulated to all staff for review and signing.
- A training strategy will be developed with partnering agency Interchange Australia for delivery by mid 2021
- The NSW Office of Children's Guardian offers 2 keeping children safe eLearning for staff in child service organisations. It will be mandatory for all staff to provide evidence of completion of this training.
- Training in Reportable Conduct policy and procedures will follow OCG training, so that staff are clear about which matters are communicated via incident web form alerts to managers, and which are to be immediately escalated to managers via telephone contact.
- Staff have been invited to attend cert 111 training in disability services in 2021, sponsored by TAFE at no cost.
- Interchange Shoalhaven has fully complied with all worker required checks including child safe recruitment requirements and documentation held in a safe place on the CRM.

Section 3: Attachments

Attachments will be sent separately as there is a problem in attaching to this document