

## 1: Title: Children and Vulnerable Adults Service Standards

**2: Applies to** All staff, volunteers], Christian Brothers and temporary *Ministry on-site* individuals during the provision of an Edmund Rice service

## 3. Geographical Application -

All Oceania Province locations –  
Australia, New Zealand, PNG, Philippines

## 4. Legislation/Regulation

The child protection and vulnerable adult response of the Oceania Province of the Christian Brothers is compliant with all relevant National, State and Territory Child protection and vulnerable adult legislation and each ministry site is expected to conform to this response.

## 5. Guideline Statement

Edmund Rice services are committed to the care, safety and protection of all children and vulnerable adults who participate in their services. Edmund Rice services recognise and are responsive to a whole system organisational Duty of Care to ensure all children and vulnerable adults who attend a service or participate in a service experience, which provides:

- *A positive developmental environment* that is reflective of and responsive to each child and vulnerable adult's unique *care needs*
- *A protective care environment* that is attentive and responsive to children and vulnerable adults' developmental vulnerabilities
- *A vigilant care environment* that manages risks to children and vulnerable adults to prevent harm
- *A responsive care environment*, that acts in a professional and timely manner to stop harm to a child or vulnerable adult.

The child and vulnerable adult services provided by the Oceania Province are based on six principles that aim:

- To respond to children's and vulnerable adults' service needs through a preventive and responsive focus
- To have the best-interests of the child or vulnerable adult as the focus of service

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- To facilitate staff and volunteer competency relevant to service need
- To provide professional child and vulnerable adult protection competency and expertise in assessing and responding to protection concerns or allegations
- To base service standards on international best practice requirements.
- To utilise service standards as operational benchmarks throughout the Oceania Province for service performance.

## 6: Child Protection Service Framework Standards

Edmund Rice Service enacts its service commitment through six service standards. The standards reflect both international service best practice standards, as well as National, State and Territory statutory child welfare and protection compliance requirements. The Standards are outlined in Table 1. The standards contain:

- Standard Area – six standards
- Child Protection Rationale for the Standard
- Indicators that the standard is being met – 18 indicators
- Compliance evidence in a service – 27 compliance outcomes.

The Oceania Province has developed and implemented an integrated range of child and vulnerable adult care, safety and protection service standards for use throughout all services, associated services or partner services. The standards derive from the child and vulnerable adult protection compliance requirements in the Child and Vulnerable Adult Protection Framework [see Table 1]. Each service within the Oceania Province is required to meet the service compliance standards benchmarks across three levels of service provision.

- **Macro**
  - Whole organisation child and vulnerable adult protection policy documents for the Oceania Province.
  - Strategic planning approaches to maintain present and future risks to children and vulnerable adults' care, safety and protection.
  - Monitoring potential changes to children and vulnerable adults' care, safety and protection
  - Compliance with legislative reporting requirements in relation to children and vulnerable adults.
- **Mezzo**
  - Child and vulnerable adult protection operational guidelines in relation to service quality provision and child and vulnerable adult protection notification.

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- Design and implementation of personnel [staff & volunteers] competency requirements in relation to child and vulnerable adult protection risk management
- Design and implementation of professionally responsive child and vulnerable adult protection notification reporting guidelines
- Design and implementation of child and vulnerable adult protection record keeping and storage requirements.
- **Micro**
  - Reporting point of contact for the on-site child and vulnerable adult protection reporting.
  - Independent professional case decision making and management of reported child and vulnerable adult notifications
  - Compliance with State Child Protection mandatory reporting requirements
  - Recording of case records
  - Conduct of child and vulnerable adult protection training for all staff and volunteers
  - Assessment of child and vulnerable adult protection training assessment
  - Recording of child and vulnerable adult protection training compliance data.

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**Table 1: Oceania Province Child Protection Standards Framework**

Area	Rationale	Indicator	Compliance
<b>1. Child &amp; Vulnerable Adult Service Strategic Approach</b>	Child and vulnerable service response is located within an overall strategic planning approach to service provision, incorporating both preventive and responsive child protection service needs	<p><b>Indicator 1</b> Child and vulnerable adult service framework is available which provides the guiding framework for the child and vulnerable adult care, safety and protection service response within the Province.</p> <p><b>Indicator 2</b> Each service has a service framework based upon the Province framework.</p> <p><b>Indicator 3</b> Child and vulnerable adult protection policy is available which indicates the expected approach to child protection.</p> <p><b>Indicator 4</b> Child and vulnerable adult care, safety and protection service accreditation framework is available to provide evidence of application of the framework to inform and guide service practice</p> <p><b>Indicator 5</b> Each service undertakes a service review based upon the service accreditation framework</p>	<p><b>Or its equivalency</b></p> <p><b>Compliance 1</b> Care, safety and protection service framework</p> <p><b>Compliance 2</b> Individual service has a service Framework</p> <p><b>Compliance 3</b> Child and vulnerable adult care, safety and protection policy</p> <p><b>Compliance 4</b> Oceania Province child and vulnerable adult service accreditation framework</p> <p><b>Compliance 5</b> Individual service is accredited every three years</p>

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<p><b>2. Best Practice Standards</b></p>	<p>Service operation is provided to facilitate staff and volunteer competency in responding to the care, safety and protection needs of children and vulnerable adults.</p>	<p><b>Indicator 6</b> Staff and volunteer understanding of and commitment to the Code of Conduct which directs the expected behaviours of staff and volunteers in the provision of the service which displays cultural, gender and age inclusiveness, which is respectful of commonality and diversity</p> <p><b>Indicator 7</b> Individual Ministries have a procedural manual, which indicates how practice is conducted in the Ministry.</p> <p><b>Indicator 8</b> Staff and volunteers are trained in the Procedural Manual.</p> <p><b>Indicator 9</b> Oceania Province has behaviour management and restraint guidelines to facilitate appropriate behaviour management and restraint where required to reduce the risk of child harm behaviour management.</p> <p><b>Indicator 10</b> Staff and volunteers are trained in the Behaviour Management policy and protocol.</p> <p><b>Indicator 11</b> Parents' Handbook is available. Parents/Guardians to have knowledge of the Oceania Province's child protection protocols.</p>	<p><b>Compliance 6a</b> Oceania Province Code of Conduct</p> <p><b>Compliance 6b</b> Individual services conduct training on the Code of Conduct</p> <p><b>Compliance 6c</b> All volunteers and staff within a Ministry sign the Code of Conduct prior to contact with children or vulnerable adults in Ministry service.</p> <p><b>Compliance 6d</b> An MOU is organised between an Edmund Rice service and a partner agency to ensure the partner agency complies with the Edmund Rice service standards or the equivalency.</p> <p><b>Compliance 7</b> Individual services have procedural manuals which operationalise the service framework.</p> <p><b>Compliance 8</b> Volunteers and staff within a Ministry undertake training in the Ministry Child Protection Procedural Manual relevant to their role.</p> <p><b>Compliance 9</b> Individual service has behaviour management and restraint Guidelines.</p> <p><b>Compliance 10</b> Volunteers and staff within a Ministry undertake training in Children's Behaviour Management Policy &amp; Protocol relevant to their role in the service.</p> <p><b>Compliance 11</b> Individual service develops a Parents' Handbook compatible with the care, safety and protection framework and the behaviour management and restraint guidelines.</p>
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		<p><b>Indicator 12</b> Image taking and utilisation guidelines guide how picture taking and usage is undertaken and reflect the care, safety and protection values of the service framework,</p>	<p><b>Compliance 12</b> An individual service has a children's image taking and utilisation guidelines framework compliant with the Oceania Province guidelines.</p> <p><b>Compliance 12b</b> Individual service conduct training on the Images guidelines.</p>
<p><b>3. Appropriate Personnel Appointment</b></p>	<p>The recruitment, assessment and selection of staff and volunteers in relation to awareness of child protection risk factors, supervision and monitoring of personnel practices and training for appropriate practice is a critical component of child protection risk management as the majority of staff and volunteers due to their positions have access to and contact with children.</p>	<p><b>Indicator 13</b> Oceania Province staff &amp; volunteer competency guidelines facilitate staff or volunteers who have access to children through service provision indicate:</p> <ul style="list-style-type: none"> <li>• Police Clearance [where the services are located in countries where civil institutions enable such a clearance to be obtained]</li> <li>• Working With Children Clearance, Blue Card [where services are located in countries where civil institutions enable such a clearance to be obtained].</li> <li>• Referee reports.</li> </ul>	<p><b>Compliance 13a</b> Individual ministries require all staff and volunteers to meet the Oceania Province Staff &amp; volunteer competency guidelines</p> <p><b>Compliance 13b</b> A record is kept of all staff and volunteer competency compliance</p>
<p><b>4. Child Protection Risk Monitoring</b></p>	<p>Child and vulnerable adult risk planning identifies identifies immediate and potential risk factors in all levels of service provision.</p>	<p><b>Indicator 14</b> Oceania Province Child Protection Risk Audit framework is developed to monitor service risk in the provision of services for children and vulnerable adults.</p>	<p><b>Compliance 14a</b> Individual service risk audit framework is utilised as part of the service strategic planning.</p> <p><b>Compliance 14b</b> Individual service is audited every three years.</p>
<p><b>5. Child Protection Reporting &amp; Management Protocol</b></p>		<p><b>Indicator 15</b> Oceania Province Child Care, Safety &amp; Protection reporting guidelines indicates the protocol for responding to a child or a vulnerable adult's protection notification.</p>	<p><b>Compliance 15</b> Individual ministries follow the notification Guidelines.</p>

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		<p><b>Indicator 16</b> Each service has training for the reporting guidelines.</p> <p><b>Indicator 17</b> Oceania Province child protection reporting recording &amp; documentation framework is followed for recording information and is compliant with the Privacy Act [Amend 2012].</p>	<p><b>Compliance 16</b> Individual Ministries have a training program to train volunteers and staff in the reporting guidelines.</p> <p><b>Compliance 17a</b> Individual ministries follow the recording and documentation guidelines for child and vulnerable adult notification</p> <p><b>Compliance 17 b</b> A referral protocol is available in each service which obtains appropriate information about a child and vulnerable adult and their care, safety and protection. This information is assessed for care, safety and protection risk where appropriate.</p>
<p><b>6. Child and Vulnerable Adult Service Provision Knowledge &amp; Skills Competency</b></p>	<p>Training on child protection roles and responsibilities for staff and volunteers to acquire role knowledge and skill competency.</p>	<p><b>Indicator 18</b> Oceania Province Child Protection Reporting Training program is developed</p>	<p><b>Compliance 18a</b> All staff and volunteers undertake required training for the organisational role.</p> <p><b>Compliance 18b</b> All staff and volunteers are assessed on training undertaken.</p> <p><b>Compliance 18c</b> All training undertaken by staff and volunteers who have passed therequired training assessment is logged on a centralised register.</p>

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