Choose the right organisations to work with your child

SAFESpace

Easy English
Hard words

This factsheet has some hard words. The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

This booklet is written by the Office of the Children’s Guardian New South Wales (NSW).
About this booklet

This booklet is about how to choose the right organisations to work with your child.

Organisation means a group of people who work with children with disability.

Child means a person under the age of 18 years.

People who work with children with disability might be

- paid
- unpaid
  - for example a volunteer sports coach.
Most of these people keep children
● safe
● protected.

But some people harm or hurt children.

It is **not** ok to harm or hurt children.

People who work or volunteer with children in NSW must have a current Working With Children Check (WWCC).

A Working With Children Check means it is ok for a person to
● work with children
● volunteer with children.
Which organisations should you choose to work with your child?

Organisations that keep children safe follow rules.

Child safe organisations

- listen to you
- make sure your information is **not** shared unless you say **yes**
- follow rules about complaints
- employ people with the right skills and training
- employ people with a current Working With Children Check.
Child safe organisations also

- have child safety rules
- follow child safety law
- watch and help workers do a good job
- have plans to make child safety better
- report things that harm or might harm children to the Child Protection Helpline.

NSW Department of Family and Community Services Child Protection Helpline
132 111
Child safe organisations have rules about children

All children must
● be listened to
● be able to make decisions
● be believed when they complain.

Child safe organisations have rules about workers

All workers must
● make sure children are safe
● know the child safety rules
● know which actions are right and wrong
● have the right skills and training
● have a current Working With Children Check.
Which questions should you ask an organisation?

You can ask an organisation about the safety of your child.

For example

- How do you keep children safe?
- Can I read your child safety information?
- Do your workers have the right skills and training?
- Can I give workers information about how to understand and help my child?
- Do your workers have current Working With Children Checks?
- Will my child be left alone with a worker?
How do you know if a place is safe for your child?

You can look around the place where your child will go.

You can check that

- all parts of the room can be seen
- workers can see all children in the room
- windows are **not** covered by curtains or papers
  - for example posters
- therapy rooms have windows for people to see in
- you feel good about the place.

You can also watch how workers are around children.
Feedback and complaints
Child safe organisations want to hear feedback that is
- good

and

- bad.

Feedback and complaints help to make an organisation better.

Child safe organisations
- make it easy for you or your child to give feedback

- tell you how they deal with complaints

- do something about a complaint straight away.
If you are not happy about how the organisation deals with your complaint contact NSW Ombudsman.

[website]

How can you teach your child to be safe?

You can tell your child

- about their body parts in a way they can understand
- what adults must not do
  - for example touch them in places they do not want to be touched
- to always tell you how they feel
- to say no if they do not feel safe
- to tell an adult they trust if they do not feel safe.
Child safe organisation checklist

I have been told

☐ what matters to the organisation

☐ how the organisation manages child safety

☐ that workers have current Working With Children Checks

☐ that workers have the right skills and training to work with children with disability

☐ how workers manage children who are sad or angry
I have also been told

☐ how the organisation will work with me and my child

☐ how to make a complaint and who to contact

☐ how my child can make decisions

☐ how the organisation can care for and support my child

☐ I can give workers information about how to understand and help my child
More information

Office of the Children’s Guardian
www.kidsguardian.nsw.gov.au

Working With Children Check
check@kidsguardian.nsw.gov.au

Working With Children Check helpline
02 286 7219

If you think your child might be hurt contact

NSW Department of Family and
Community Services Child Protection Helpline
132 111
Available 24 hours a day and 7 days a week.


NSW Police Assistance Line
131 444
If you are not happy with the way an organisation deals with your complaint contact NSW Ombudsman.

ombo.nsw.gov.au/complaints