

Child safe environments

Children and young people have a right to be safe and protected at all times, including when accessing chiropractic care.

Both the Children and Young People (Safety) Act 2017 (Safety Act) and the Child Safety (Prohibited Persons) Act 2016 require the practice of Dr Claire Raggio Ballinger - the Chiropractor to provide a child safe environment.

Child safe environments are safe and friendly settings where children and young people are protected and feel respected, valued and encouraged to reach their full potential. Dr Claire Raggio Ballinger - the Chiropractor:

- takes a preventative, proactive and participatory approach on child wellbeing and safety issues
- values and embraces the opinions and views of children and young people
- assists children and young people to build skills that will assist them to participate in society
- is focused and take action on the protection of children and young people from harm.

The commitment to protect and support children and young people is embedded in Dr Claire Raggio Ballinger - the Chiropractor's culture so that everyone is aware of their responsibilities and the shared commitment to keep children and young people safe and protected. Sharing the responsibility for the care and protection of children and young people helps to develop a stronger, more child-focused and child-friendly community.

To meet the obligations of the Children and Young People (Safety) Act, Dr Claire Raggio Ballinger - the Chiropractor:

- has a child safe environments policy in place
- meets the South Australian working with children check obligations and
- Has lodged a child safe environments compliance statement with the Department of Human Services.

To maintain child safe environments, our child safe policies and procedures are:

- current and
- regularly reviewed, and
- updated where needed.

Dr Claire Raggio Ballinger - the Chiropractor communicates the child safe policy to children and young people

- by providing a copy at their initial consultation and
- via our website - clairethechiropractor.com.au

If children and young people need to provide feedback or raise concerns:

- there is a feedback/concerns box at reception, post box (51 Adelaide Rd, Gawler South, SA, 5118) at the entry and email address (drclaireraggiocdc@googlemail.com) provided to raise feedback or concerns.
- This information about feedback/complaints process is provided to them and their family/carers at the initial consultation

Purpose of our policy

Dr Claire Raggio Ballinger - the Chiropractor believes in a child safe environment. This policy is provided to ensure that children, caregivers, parents and staff understand that the staff at Dr Claire Raggio Ballinger - the Chiropractor are appropriately trained to provide a child safe environment. This policy will also outline the roles and responsibilities for everyone involved at Dr Claire Raggio Ballinger - the Chiropractor.

We aim to create:

- an environment where children's safety and wellbeing is the centre of thought, values and actions.
- conditions that reduce the likelihood of harm to children and young people
- conditions that increase the likelihood of identifying any harm
- an environment suitable to respond to any concerns, disclosures, allegations or suspicions.

Commitment to the safety of children and young people

Dr Claire Raggio Ballinger - the Chiropractor is commitment to ensuring a child safe environments, under the Children and Young People (Safety) Act 2017 (Safety Act) and the Child Safety (Prohibited Persons) Act 2016.

Children and young people are valued, respected and encouraged to participate in their chiropractic treatment and the safety and protection of children and young people is always the first priority at this clinic.

Dr Claire Raggio Ballinger - the Chiropractor is committed to diversity and welcomes all children and young people of any race, ethnicity, gender, gender identity, sexual orientation, age, social class and physical ability. All attributes and religious beliefs are respected and equity is upheld.

Scope of our policy

This policy applies to myself, Dr Claire Raggio Ballinger, my employees such as my receptionist, any contractors, children and their families and caregivers.

We at Dr Claire Raggio Ballinger - the Chiropractor will require staff and contractors to agree in writing to accept and act in accordance with the policy.

Children and young people's participation

Dr Claire Raggio Ballinger - the Chiropractor invites children and young people to participate and provide feedback, raise complaints or concerns via:

- our feedback box located in reception
- via post at 51 Adelaide Rd, Gawler South, SA 5118.
- via email drclaireraggiadc@googlemail.com or clairethechiropractor@gmail.com
- their parents or caregivers or directly to the staff, employees or myself

Code of conduct

Dr Claire Raggio Ballinger - the Chiropractor and staff, contractors, and patients are bound by a code of conduct. This can be accessed via our website at clairethechiropractor.com.au or can be provided on request at the front reception.

A breach of the code of conduct can be reported via the following methods:

- our feedback box located in reception
- via post at 51 Adelaide Rd, Gawler South, SA 5118
- via email drclaireraggiadc@googlemail.com or clairethechiropractor@gmail.com
- their parents or caregivers or directly to the staff, employees or myself.

A copy of the code of conduct is an appendix to this policy. A suspected breach of your code of conduct by people involved in this organisation will be considered seriously to prioritise the safety and protection of children and young people. The person who may have breached the code will be consulted fairly or if it is a serious breach, a mandatory report will occur.

Recruitment

Dr Claire Raggio Ballinger - the Chiropractor aims to choose suitable employees and contractors to work with children and young people. Written applications, face to face interviews, working with children checks, qualification checks and referees will be applied. On the job observation and probationary periods will help to ensure only the most suitable and appropriate people work within our clinic.

Each member of staff will be required to undertake a working with children check through the Department of Human Services Screening Unit. The Screening unit will be advised if

we become aware of any information that threatens the safety of children and young people.

Supervision, training and support for employees and volunteers

So that staff and contractors at Dr Claire Raggio Ballinger - the Chiropractor understand their obligations to the safety of children and young people, they will be given a copy of this policy, asked to sign a code of conduct, undergo a working with children check, and attend a 'Safe Environments: Through Their Eyes' training every 3 years.

Reporting and responding to the reasonable belief that a child or young person may be at risk of harm

Note: this is not to be confused with a general complaint or feedback. Complaints and feedback are internal organisational matters, but mandatory notification is an obligation required by law.

We at Dr Claire Raggio Ballinger - the Chiropractor aim to ensure children and young people are kept safe from harm and risk of harm at all times.

Dr Claire Raggio Ballinger is a mandated notifier, and all mandated notifiers must undergo training to understand their obligations and responsibilities for reporting a reasonable belief that a child or young person has been harmed or is at risk of harm. This is the 'Safe environments: Through Their Eyes' training.

If there is a reasonable belief or that a child or young person is, or may be, at risk of harm, information shall be reported to the Child Abuse Report Line (CARL) on 13 14 78 or if at immediate risk, report to South Australia Police on 000. For mandated notifiers these are legal obligations.

To recognise signs of risk of harm and what to do if a child or young person discloses harm all staff must read and understand the Mandatory Notification information booklet www.dhs.sa.gov.au/cse. This guide can be found in the waiting room or found on the website clairethechiropractor.com.au.

If a mandatory report is made, the child, young person, and/or family will be referred to appropriate services and will continue to be provided care through our service if needed and monitored. Kids helpline 1800 551 800 and Youth helpline 1300 13 17 19 are available resources.

Any staff and contractors are required to notify the proprietor when they have made a report to CARL (where the alleged perpetrator is not involved in the organisation) so that the reporter can be supported debriefed or referred for support.

If a report is made to CARL where there is a reasonable belief that harm has or will occur, and the alleged perpetrator is involved in the organisation, importance is placed on thoroughness and speed.

Reporting and responding to complaints or feedback about your organisation

Note: this is not to be confused with reasonable belief that a child or young person has been harmed or may be at risk of harm. If a complaint or feedback is received that relates to harm to a child it should be handled as per section above 'Reporting and responding to the reasonable belief that a child or young person may be at risk of harm'

General complaints and feedback will be dealt with promptly, sensitively and fairly and in writing within 14 days of receiving the complaint.

Complaints can be made if someone suspects a breach of the code of conduct or staff misconduct. Complaints will be listened to and recorded and stored securely and action will be taken fairly if required.

Risk management

Risks identified at Dr Claire Raggio Balligner - the Chiropractor include:

- children taking images on their parents phone when the parent is being treated. The chiropractor does not require images of children to be taken for treatment. To reduce risk children will be asked not to take photos.
- receptionist supervision of children who are bored while waiting for their parents to be adjusted. Colouring-in and toys are provided but to reduce risk all staff are required to have a working with children check.
- children requiring the use of the toilet while their parent is being adjusted. The parent must go with the child or give permission for the receptionist to take the child to the bathroom but wait outside the bathroom door.
- physical contact is an essential part of chiropractic care. Children being adjusted are touched appropriately by the chiropractor and the chest and genitalia area are never touched. To avoid risk parents remain in the room at all times. The patient is always asked to speak up if they are feeling uncomfortable. The child patient is always fully clothed.
- privacy and confidentiality is maintained at all times.

I _____(parent/guardian/employee/
contractor) have read and accept and will act on the policy if needed.

Policy review

This policy will be reviewed at a minimum once every 5 years as required by the Children and Young People (Safety) Act 2017, or when new or added risks are identified for children or young people, or when a critical incident occurs involving a child or young person within the organisation, or concerns are raised by anyone involved inner organisation about child safety, or if compliance to child safe policy and procedure is low. A new child safe environments compliance statement will be lodged with the Department of Human Services each time we review and update our policy.