



thriveability care

E M B R A C E E X C E L T H R I V E

Child Safe Policy 2026

ABN: 99 669 865 016

ACN: 669 865 016

Created: 13 December 2025

Last Updated: 23 January 2026

Next Review Date: 1 December 2026



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1. Purpose

ThriveAbility Care Services Pty Ltd is committed to the safety, welfare and wellbeing of all children and young people. We take a zero-tolerance approach to child abuse, neglect, grooming, exploitation, violence, harmful sexual behaviours, and any conduct that may cause a child harm. This policy sets out how ThriveAbility prevents harm, responds to concerns, and continuously improves child safety in line with the NSW Child Safe Standards, and our legal obligations as a provider delivering supports to children and young people.

This policy is designed to be publicly accessible and to clearly document how ThriveAbility Care is child safe.

2. Scope

This policy applies to all ThriveAbility Care workers and representatives including directors, employees, contractors, labour hire workers, students, volunteers, and any third parties engaged by ThriveAbility who may interact with children or have access to children's information.

It applies across all ThriveAbility service contexts, including but not limited to:

- in home supports
- community access
- respite and short-term accommodation settings
- transport
- online or remote supports and communications
- any events, excursions, camps, and group programs
- any environment where ThriveAbility staff may have contact with a child

3. Definitions

For this policy:

- Child or young person means a person under 18 years of age
- Child abuse includes physical, sexual, emotional or psychological abuse, neglect, and exploitation
- Grooming includes behaviours used to prepare a child for abuse or to build secrecy, trust, dependency, or control
- Reportable conduct is conduct that must be reported under the NSW Reportable Conduct Scheme
- Harm includes any detrimental impact to a child's safety, welfare or wellbeing, including trauma related harm and cumulative harm



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4. Statement of commitment

ThriveAbility commits to:

- prioritising children's safety over organisational reputation, convenience, or operational pressures
- embedding child safety in leadership, culture, governance, and everyday practice
- upholding equity and inclusion for all children, particularly those with disability, neurodiversity, Aboriginal children, and children from culturally and linguistically diverse communities
- respecting children's right to participate in decisions that affect them and to be heard
- maintaining safe physical and online environments, while balancing privacy and safety
- maintaining strong recruitment, screening, training and supervision controls
- responding to concerns promptly, fairly, and transparently
- meeting reporting and escalation obligations, including where a child is at risk of significant harm
- reviewing and improving this policy regularly, including consultation, and publishing it online

5. Child Safe Standards alignment

ThriveAbility aligns its child safety system to the NSW Child Safe Standards. This includes ensuring our policies and procedures address all Standards, are accessible and easy to understand, and are actively modelled by leaders and implemented by staff.

6. Roles and Responsibilities

Child safety is everyone's responsibility. ThriveAbility assigns clear accountability across governance, management, and frontline delivery.

6.1. Director

Responsible for:

- setting tone, expectations, and oversight for child safe culture
- ensuring resourcing for screening, training, supervision, incident management, and continuous improvement
- reviewing child safety performance, audits, and serious matters
- ensuring this policy is approved, implemented, and published
- organisational implementation and assurance of child safe systems
- ensuring reporting pathways are known and operational
- ensuring contracts and third party controls include child safety obligations



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6.2. Child Safety Lead (nominated position)

ThriveAbility will nominate a Child Safety Lead to coordinate child safe practice, reporting support, training oversight, and policy maintenance. The role should be visible to staff, children and families. The current role is held by Alex Kim (Operations Manager). Contactable via alex.kim@thriveabilitycare.com.au or +61 410 009 303

- maintaining the child safe framework and associated
- coordinating risk assessments and improvement
- supporting workers to make internal and external reports
- monitoring training compliance and induction quality
- maintaining child safety records and registers

6.3. Managers and supervisors

- day to day reinforcement of child safe practice, boundaries, and supervision
- ensuring staff are inducted, trained, and competent before independent work
- ensuring children's plans include safety risks and controls
- responding to incidents and complaints promptly and escalating as required
- ensuring safe rosters and supervision in higher risk contexts such as transport, personal care, respite settings, and community access

6.4. All workers and representatives

All personnel must follow the Child Safe Code of Conduct, maintain boundaries, respond to concerns, and report suspected harm.

7. ThriveAbility Child Safe Code of Conduct

All workers and volunteers must:

- act in accordance with child safety, welfare and wellbeing policies at all times
- behave respectfully, courteously, and ethically towards children and families
- listen and respond to children's concerns, including non verbal communication
- maintain professional boundaries and avoid over familiarity
- promote participation and inclusion, including culturally safe practice
- identify and mitigate risks identified through risk assessment processes
- respond promptly to concerns and complaints in line with complaint processes
- comply with reporting, record keeping, and information sharing requirements

Workers and volunteers must not:

- engage in unlawful activity with or in relation to a child
- engage in any activity likely to physically, sexually, or emotionally harm a child
- be alone with a child unnecessarily
- arrange personal contact, including online contact, unrelated to work



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- disclose a child's personal or sensitive information, including images, without consent or lawful authority
- use inappropriate language or expose children to inappropriate material
- work while under the influence of alcohol or prohibited drugs
- ignore or disregard suspected or disclosed child harm or abuse

All workers must sign the Code of Conduct prior to commencing, and re acknowledge it during refreshers or annually.

8. Recruitment, screening, and suitability

ThriveAbility will only engage workers who are suitable to work with children and who can demonstrate child safe values and boundaries.

8.1. Minimum screening requirements

When recruiting all personnel, ThriveAbility will complete and verify:

- Working With Children Check, validated online prior to commencement
- NDIS Worker Check where required
- National Police Check
- completion of NDIS Worker Orientation Module
- 100 points of identification
- Two reference checks
- Evidence of qualifications or enrolment
- Signed Child Safe Code of Conduct
- Up-to-date First Aid and CPR
- Vehicle registration and insurance where transportation is part of duties
- Confirmation of any role specific requirements for high intensity or complex supports

8.2. Managing WWCC changes

Workers must maintain currency of their WWCC. Any worker who cannot renew must notify management immediately, and any worker with a bar or interim bar will be removed from child related work immediately.

8.3. Accessing criminal record information

Where a National Police Check discloses relevant matters, ThriveAbility will not utilise the services of the applicant, or if a currently employed staff is found to have an ongoing matter against them, ThriveAbility will apply a risk based assessment, including the nature of offences and recency, and may apply supervision restrictions or deem the staff unsuitable for child related work.



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8.4. Third party providers

If ThriveAbility were to utilise third-party contractors engaged in providing support to children, we have ensured appropriate measures in place to ensure child safety and wellbeing. ThriveAbility will require evidence of screening, induction, and supervision controls before engagement.

9. Induction, training, supervision, and performance

ThriveAbility maintains a continual learning approach so staff are equipped to prevent, identify and respond to harm, including in higher risk contexts.

9.1. Induction

Before working independently, all workers must complete induction that covers:

- this Child Safe Policy and Code of Conduct
- indicators of abuse, neglect and grooming
- boundaries, privacy, and professional conduct
- complaint handling and escalation
- mandatory reporting pathways and internal reporting processes
- child participation, trauma informed practice, and inclusive practice

Workers must acknowledge this policy as part of induction and ongoing training.

9.2. Ongoing Training

ThriveAbility will:

- provide ongoing child safe education and refreshers, including for managers and directors
- provide additional training for higher risk roles and situations, including working with children with vulnerabilities
- keep training records and review training in response to emerging risks and best practice

9.3. Supervision and performance management

Supervision will focus on:

- child safe boundaries and decision making
- practice quality, documentation, and incident reporting
- risk identification and protective actions
- addressing any Code breaches promptly and proportionately

10. Child participation, empowerment, and accessibility

ThriveAbility will support children to:

- understand their rights and what safe support looks like
- speak up, raise concerns, and be believed
- participate in decisions about their supports where appropriate to age, ability, and circumstances

ThriveAbility will strive to make child safety information available in child friendly and accessible formats, taking into account diverse characteristics, cultural background, and abilities.

11. Equity, inclusion, and cultural safety

ThriveAbility recognises that some children experience increased vulnerability to harm, or may face barriers to disclosure. We will adapt supports and communication to meet the needs of:

- children with disability and complex needs
- neurodivergent children
- Aboriginal children
- children from culturally and linguistically diverse communities
- children who are LGBTQIA plus
- children with trauma histories

ThriveAbility will implement culturally safe practices, and where required, use interpreters and accessible communication methods.

12. Risk Management

ThriveAbility identifies, assesses, and controls child safety risks across all service contexts, including one off activities and higher risk environments.

12.1. Risk assessment approach

- child safety risk assessments are integrated into service planning, staffing, and delivery
- risk assessments are reviewed when circumstances change, incidents occur, or new risks emerge
- ThriveAbility will use recognised tools where appropriate, including the NSW Office of the Children's Guardian self-assessment tool for child safe compliance checking

12.2. Physical environment

ThriveAbility will manage risks in physical environments by:

- reducing opportunities for adults to isolate children without oversight
- maintaining appropriate visibility while respecting privacy, particularly for personal care, toileting, bathing, and changing
- applying additional controls in higher risk areas such as cars and offsite locations



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12.3. Online and digital environments

ThriveAbility will manage online risks through robust behaviour expectations, staff training, child education, and partnership with families.

Each child's plan must consider online risks, including: exposure to inappropriate content, grooming, cyber bullying, inappropriate images, and privacy risks.

Workers must not create personal online connections with children outside service purpose, and must follow professional boundaries relating to messaging apps, games, and social media.

13. Safe Service delivery rules

To reduce risk in day to day practice, ThriveAbility requires:

- professional boundaries always, including avoiding favourites, gifts, secrecy, or special relationships
- clear rules for transport, including route transparency, arrival and departure documentation, and avoiding unnecessary isolation in vehicles
- safe personal care practice, including dignity, consent where appropriate, and ensuring tasks are only completed where required and authorised
- appropriate staffing and supervision in respite, group programs, and community access
- documentation standards, including shift notes, incidents, and any concerns raised by children or families

14. Responding to concerns, complaints, and disclosures

ThriveAbility will take all concerns seriously and respond quickly, fairly, and transparently.

14.1. If a child is in immediate danger

Call emergency services on 000.

14.2. If a child is at risk of significant harm or abuse, it is suspected

Immediate action must be taken, and reporting must occur as required.

Where relevant in NSW, reporting pathways include:

- Police Assistance Line 131 444
- NSW Child Protection Helpline 13 21 11



14.3. Internal reporting at ThriveAbility

All workers must immediately notify their supervisor and the Child Safety Lead of:

- suspected abuse or neglect
- a disclosure by a child
- grooming concerns
- boundary breaches by staff or others
- unsafe environments or practices
- any incident involving child harm or serious risk

ThriveAbility will:

- document the concern promptly
- take protective actions such as removing a worker from direct contact duties where appropriate
- notify relevant external bodies where required, including the Office of the Children's Guardian under the Reportable Conduct Scheme where applicable
- cooperate with investigations and provide procedural fairness
- provide supports to the child and family, including culturally safe supports and access accommodations

14.4. Complaint handling

Children and families can make complaints or provide feedback:

- directly to any staff member
- to a supervisor or the Child Safety Lead
- in writing, verbally, or using accessible formats
- Via our online Complaints and Feedback form: [Anonymous Feedback and Complaints Form – Fill out form](#)

ThriveAbility will ensure complaints can be raised without fear of retribution and that children are supported to be heard. This aligns with the expectation that child safe reporting includes a complaint handling process.

15. Record keeping, privacy, and information sharing

ThriveAbility will:

- keep accurate records of incidents, complaints, risk assessments, training, screening, and supervision
- store documents in line with NSW record keeping requirements
- limit access to children's information to those with a legitimate need to know
- not disclose identifying or sensitive child information or images without lawful authority or consent



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16. Breaches, consequences, and organisational response

Breaches of this policy or the Code of Conduct will be addressed proportionately to the seriousness of the conduct and may include:

- increased supervision and corrective actions
- removal from child related work
- disciplinary action up to termination of employment or contract
- reporting to external bodies including regulators or law enforcement where required

17. Publication, review, and continuous improvement

This policy will be:

- published on ThriveAbility's website and made accessible to stakeholders
<https://thriveabilitycare.com.au/about-us/commitment-to-child-safety/>
- reviewed at least every year and earlier where required by legislative or operational change
- updated in consultation with children, families and communities where appropriate
- supported by related procedures and tools, including risk management plans, reporting processes, and training schedules



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