

Safeguarding Children, Young People and Adults at Risk Procedure

Section 1 - Governing Policy

(1) This Procedure is governed by the Australian Catholic University (ACU or the University) [Safeguarding Children, Young People and Adults at Risk Policy](#).

(2) The scope of this Procedure is determined by Section 2 of the [Safeguarding Children, Young People and Adults at Risk Policy](#).

Section 2 - Definitions

(3) For the purposes of this Procedure, the definitions contained in Section 8 of the [Safeguarding Children, Young People and Adults at Risk Policy](#) apply to this Procedure.

Section 3 - Risk Management

(4) The University adopts a risk management approach to safeguard children, young people, and adults at risk from harm, abuse, and exploitation. This includes but is not limited to:

- a. integrating safeguarding risks into existing risk management processes.
- b. conducting a risk assessment before entering into a partnership or commencing a University related activity that may involve and/or impact children, young people, or adults at risk.

(5) Risk assessments are managed in accordance with the [Risk Management Policy](#). However, the following principles should be applied in order to safeguard children, young people, and adults at risk:

- a. Identify: Where, when, why and how a University related activity could involve and/or impact children, young people, adults at risk or University Members.
- b. Analyse: Determine the likelihood of the risks and the impact they have on children, young people, and adults at risk.
- c. Treat: Develop strategies to minimise the risk, reducing the likelihood of harm and abuse from occurring.
- d. Monitor and Report: Regularly monitor and review effectiveness of the strategies put in place, especially when conditions/contexts change.

(6) Refer to Appendices A and B for guidance on the types of safety risks that should be considered during the development of a risk assessment, as well as guidance on appropriate behaviours when engaged in activities related to children, young people, and adults at risk.

(7) A University related activity may impact a child, young person or adult at risk, however certain factors can increase an individual's vulnerability and risk. These factors should be identified and mitigated through a risk assessment, consistent with clause (5).

(8) These factors include but are not limited to:

- a. Age
- b. Gender
- c. Disability
- d. English not spoken as first language
- e. Low socio-economic status
- f. Natural disaster
- g. Psychological health and wellbeing

(9) University Members should consult their nominated supervisor or the National Manager, Safeguarding and Student Safety if they have any concern with the identified risks prior to the University related activity being undertaken.

Section 4 - Consent Forms

(10) The University seeks to empower children, young people, and adults at risk to be active participants in decisions that directly impact them. Their informed consent should be obtained where reasonably possible. Where it is not reasonably possible, this should be articulated in the risk assessment.

(11) Where a University related activity (other than research) involves a child or young person, consent from a parent or guardian is required. Consent from a parent or guardian may also be required when working with adults at risk. This should be considered as part of the Risk Management process. Where research data collection involves children, young people, or adults at risk the Human Research Ethics Committee (HREC) should refer with the National Safeguarding Officer to determine the consent required whether informed or parental consent.

(12) Activities where informed consent will be required:

- a. Participation of ACU students who are under eighteen (18) years old in:
 - i. field trips
 - ii. professional practice
 - iii. placements
 - iv. community engagement
 - v. sporting activities
 - vi. overseas pilgrimages
 - vii. conferences.
- b. Marketing and promotional activities
- c. Engaging in University related conduct, such as ACU hosted or badged forums, conferences, etc.

(13) Consent must be obtained in advance of an activity and in consultation with the Office of General Counsel. Refer to Appendix C for example guidelines on what can be included and obtained on a consent form.

Section 5 - Reporting and Responding

Identifying Harm, Abuse or Exploitation

(14) University Members may become aware of harm, abuse, or exploitation through:

- a. Observing or witnessing behaviour towards a child, young person, or adult at risk.

- b. A disclosure about behaviour or incidents by a person including by a child, young person, or adult at risk.
- c. A child, young person or adult at risk exhibiting signs or indicators which may suggest that abuse or harm is occurring or has occurred.

(15) In recognition of the complex nature of harm, abuse and exploitation against children, young people and adults at risk, there could be other indicators not specified under clause (14). Therefore, if any individual has reasonable concerns about harm or suspected harm or abuse to a child, young person, or adult at risk, they should report in accordance with clauses (19)-(22) of this Procedure.

Responding to a Disclosure

(16) Children, young people or adults at risk can make a disclosure of harm, abuse, or exploitation in accordance with clauses (19)-(22) of this Procedure. Disclosures will be taken seriously and dealt with appropriately. Refer to Appendix E for guidance on how to respond to a disclosure.

(17) Where a disclosure of harm, abuse or exploitation has been made, the Report Receiver must:

- a. treat the disclosure seriously;
- b. advise the individual that the University and other appropriate bodies (e.g., Police, Reportable Conduct scheme or [Department of Foreign Affairs and Trade](#)) will be informed;
- c. must offer appropriate support to the Student including the services outlined in Appendix K; and
- d. not provide legal advice.

Making a Report

If the child, young person, or adult at risk is immediate threat of harm or danger, call Police (000) and establish immediate safety. If there is no immediate threat of harm or danger, please report your concerns in accordance with Appendix F. If the incident is outside Australia and affects the safety or wellbeing of a University Member, report your concerns in accordance with Appendix G.

(18) It is mandatory for all University Members to report immediately any suspected or alleged case of child exploitation, abuse, or policy non-compliance by anyone within the scope of the [Safeguarding Children, Young People and Adults at Risk Policy](#). See Appendix F for a summary on the reporting process including possible outcomes. In the event that an incident occurs whilst overseas representing ACU, please refer to Appendix G.

(19) Reports can be made by University Members directly to the Police (Crime Stoppers) Line on 1800 333 000 and/or the relevant State/Territory Government Agency (Appendix H for details):

- a. ACT Reportable Conduct Scheme - operated by the ACT Ombudsman
- b. NSW Reportable Conduct Scheme - operated by the Office of the Children's Guardian
- c. SA Mandated Notifiers Scheme - operated by the Department of Child Protection
- d. Victorian Reportable Conduct Scheme - operated by the Commission for Children and Young People.

(20) Queensland does not have a formalised reportable conduct scheme. Any suspicions or instances of child abuse in Queensland can be reported to the Child Safety Services. Refer to Appendix I for a summary on what and how to report to Police.

(21) Subject to clause (20) University Members must also notify one of the following:

- a. ACU National Security Centre on 1300 729 452 as a Code Green; or
- b. Online via the ACU Complaint form; or

- c. In person to a Member of Executive or Nominated Supervisor who will in turn report the matter to the ACU National Security Centre or the National Manager, Safeguarding and Student Safety; or
- d. National Manager, Safeguarding and Student Safety directly.

(22) Reports can be made anonymously to the University through the online complaints form at [Complaints and Feedback](#). The University will determine a course of action based upon an assessment of all relevant material.

(23) All University Members must comply with the [Privacy Policy](#) when dealing with a suspected or alleged case of harm, abuse, exploitation, or policy non-compliance. Individuals must respect confidentiality and only discuss the matter with those directly involved in the process.

(24) Reports relating to the disclosure by a child, young person or adult at risk should be submitted using the exact words of the child, young person, or adult at risk, as spoken.

(25) Staff are encouraged to seek support from their nominated supervisor in reporting a concern or incident of abuse.

(26) For the purpose of this Procedure, a Child Protection Matter is managed as a code green incident in accordance with the [Critical Incident Management Policy](#).

(27) Children, young people and adults at risk are encouraged to seek help and support if they are experiencing any type of harm, abuse, or exploitation. The University recognises that there can be barriers for children, young people, or adults at risk to reporting which should be identified and managed through risk management strategies, these include:

- a. Limited capacity
- b. Fear of not being believed
- c. Fear of retribution, blame or judgement
- d. Fear of inaction
- e. Embarrassment
- f. Victimisation
- g. Mistrust

(28) All victims of reports made to ACU will be offered appropriate support including the services outlined in Appendix K. ACU recognises that there are barriers to children seeking support or reporting such as stigma and embarrassment; problems recognising symptoms; confidence and trust in the reporter and the organisation; and hopelessness. Appendix E outlines guidelines as to how staff may assist a child during a disclosure.

(29) Any individual who raises a genuine concern regarding concerning behaviour or suspected abuse, which proves to be unfounded on investigation, will have no further action taken against them.

(30) Any individual who makes false, vexatious and/or frivolous allegations will be subject to disciplinary action in accordance with the requirements of the law, University regulations, policies, and procedures.

Section 6 - Recruitment and Screening of Paid Staff

(31) The University recognises that robust recruitment screening processes can reduce the risk of harm posed to children, young people, and adults at risk. Recruitment for paid positions involving working, engaging, or interacting with children, young people and adults at risk is to involve safe recruitment practices. These practices should be implemented in conjunction with the [Recruitment and Selection Policy](#) and with the guidance of People and Capability and/or Nominated Supervisor.

Selection Criteria

(32) Selection criteria to be specific about relevant state/territory pre-employment screening clearance requirements and Police Check requirements prior to employment.

(33) Selection criteria should include a question that allows the applicant the opportunity to indicate or demonstrate their understanding and any experience they have in working with children, young people, or adults at risk. An example of appropriate selection criteria may include:

- a. 'Must have experience working with Children, Young People and Adults at Risk'; or,
- b. 'Must be able to demonstrate an understanding of appropriate behaviour when engaging with Children, Young People and Adults at Risk'.

Advertising

(34) All positions involving regular or sustained work or volunteering with children, young people, or adults at risk to include ACU's child-safe message:

- a. "ACU is a child safe organisation, committed to the protection of all children, young people and adults at risk and has zero-tolerance to any form of abuse. The appointment of successful applicants will be subject to satisfactory employment screening for child-related employment and compliance with our [Safeguarding Children, Young People and Adults at Risk Policy](#) and [Safeguarding Children, Young People and Adults at Risk Procedure](#)".

Interview

(35) A minimum of one (1) open-ended style of behaviour questioning and a minimum of one (1) value-based question to be asked during an interview to give insight into the applicant's values, attitudes and understanding of professional boundaries and accountability. Example interview questions can be found in Appendix D.

(36) Discuss any concerns or red flags (warning signs) raised during the interview with others on the panel and follow up with referees. List of red flags (warning signs) to be mindful of during an interview can be found in Appendix D.

(37) Where possible, avoid phone, Zoom or Teams interviews for roles involving direct and ongoing work with children, young people, or adults at risk. A face-to-face interview provides a better opportunity to get to know someone's nature; pick up on any red flags (warning signs) or concerns; observe their body language and eye contact; and any hesitations or signs of being uncomfortable with the questions asked.

Reference Checks

(38) The Nominated Supervisor is to conduct and document at least two verbal referee checks for all candidates working with or in contact with children, young people, or adults at risk.

(39) An applicant's referee should be asked a minimum of two (2) questions (one open ended and one values based) to provide insight into the applicant's experience with working with children, young people, and adults at risk. Example questions may be:

- a. "Do you know of any reason why we should be concerned about this applicant regarding their conduct with children, young people, or adults at risk?"
- b. "In the time you have known the applicant, is there anything that has led you to believe that they are unsuitable to be in contact with children, young people, or adults at risk?"
- c. "Would you be happy to have the applicant working with your organisation again/ with children, young people,

or adults at risk?”

(40) The Nominated Supervisor is to verify the identity of the referees.

(41) Personal referees or written references are discouraged.

Induction

(42) In accordance with clause (17) of the [Safeguarding Children, Young People and Adults at Risk Policy](#), University Staff will be required to complete the online modules about protecting children, young people, and adults at risk as part of their ACU Induction Program.

Screening

(43) Screening applicants is a vital component of the safer recruitment practices and will help in preventing individuals who may pose a risk to children, young people, or adults at risk from entering the University. Each state and territory in which the University operates has different legislation which applies to working with children, young people, or adults at risk. In many States/Territory, there is legislation that mandates the requirement for background checks. To ensure compliance with the screening obligations within their respective jurisdictions, Nominated Supervisors should follow the below guidelines.

(44) Screening of University Members: The criteria for obtaining a check is different within each jurisdiction and can be categorised in terms of:

- a. direct contact with children and adults at risk.
- b. roles, occupations, or sectors which are related to children and adults at risk.
- c. frequency of contact with children and adults at risk over a prescribed period of time.

(45) Please refer to Appendix J for further clarification. If you are still unsure about a position requirement for a Working with Children Check please consult the National Safeguarding Office (Policy, Support and Compliance) or People and Capability. Working with Children Checks and recruitment practices for persons employed by the University are managed in accordance with Appendix J and the [Safeguarding Children, Young People and Adults at Risk Policy](#).

Section 7 - Recruitment and Screening for Volunteer and Work Experience positions.

(46) For the recruitment of positions involving working, engaging, or interacting with children, young people, and adults at risk in any University related activity in an unpaid role such as work experience, placement, or volunteer positions, it is recommended that the following principles of safer recruitment practices be followed. These practices should be followed in conjunction with the [Work Experience and Volunteers Policy](#) and with the guidance of the Nominated Supervisor.

Selection Criteria

(47) Selection criteria to be specific about relevant state/territory pre-employment screening clearance requirements and Police Check requirements prior to the volunteer’s engagement.

(48) Selection criteria should include a question that allows the applicant the opportunity to indicate or demonstrate their understanding and any experience they have in working with children, young people, or adults at risk. An example of appropriate selection criteria may include:

- a. 'Must have experience working with Children, Young People and Adults at Risk'; or,
- b. 'Must be able to demonstrate an understanding of appropriate behaviour when engaging with Children, Young People and Adults at Risk'.

Advertising

(49) All positions involving regular or sustained volunteering with children, young people or adults at risk should include ACU's child-safe message:

- a. "ACU is a child safe organisation, committed to the protection of all children, young people and adults at risk and has zero-tolerance to any form of abuse. The appointment of successful applicants will be subject to satisfactory screening for child-related engagement and in compliance with our [Safeguarding Children, Young People and Adults at Risk Policy](#) and [Safeguarding Children, Young People and Adults at Risk Procedure](#)".

Interview

(50) It is recommended a minimum of one (1) open-ended style of behaviour questioning and a minimum of one (1) value-based question to be asked during an interview to give insight into the applicant's values, attitudes and understanding of professional boundaries and accountability. Example interview questions can be found in Appendix D.

(51) Discuss any concerns or red flags (warning signs) raised during the interview with others on the panel and follow up with referees. List of red flags (warning signs) to be mindful of during an interview can be found in Appendix D.

(52) Where possible, avoid phone, Zoom or Teams interviews for roles involving direct and ongoing work with children, young people, or adults at risk. A face-to-face interview provides a better opportunity to get to know someone's nature; pick up on any red flags (warning signs) or concerns; observe their body language and eye contact; and any hesitations or signs of being uncomfortable with the questions asked.

Reference Checks

(53) The Nominated Supervisor is to conduct and document at least two verbal referee checks for all candidates working with or in contact with children, young people, or adults at risk.

(54) An applicant's referee should be asked a minimum of two (2) questions (one open ended and one values based) to provide insight into the applicant's experience with working with children, young people, and adults at risk. Example questions may be:

- a. "Do you know of any reason why we should be concerned about this applicant regarding their conduct with children, young people, or adults at risk?"
- b. "In the time you have known the applicant, is there anything that has led you to believe that they are unsuitable to be in contact with children, young people, or adults at risk?"
- c. "Would you be happy to have the applicant working or engaging with your organisation again/ with children, young people, or adults at risk?"

(55) The Nominated Supervisor is to verify the identity of the referees.

(56) Personal referees or written references are discouraged.

Induction

(57) It is recommended that volunteers who engage with children on regular and sustained basis or are in a position of power such as a teacher, coach or mentor are to complete the online modules about protecting children, young

people, and adults at risk.

Screening

(58) Screening applicants is a vital component of the safer recruitment practices and will help in preventing individuals who may pose a risk to children, young people, or adults at risk from entering the University. Each state and territory in which the University operates has different legislation which applies to working with children, young people, or adults at risk. In many States/Territory, there is legislation that mandates the requirement for background checks. To ensure compliance with the screening obligations within their respective jurisdictions, Nominated Supervisors should follow the below guidelines.

Screening of Volunteers and Work Experience

(59) The criteria for obtaining a check is different within each jurisdiction and can be categorised in terms of:

- a. Direct contact with children and adults at risk.
- b. Roles, occupations, or sectors which are related to children and adults at risk.
- c. Frequency of contact with children or adults at risk over a prescribed period of time.

(60) Working with Children Checks and recruitment practices for persons undertaking any voluntary work with the University are managed in accordance with the [Work Experience and Volunteers Policy](#).

Student Screening

(61) Students who complete clinical, research, practical, or work placements may be required to obtain a Working with Children Check. Faculties must undertake action to ensure that the University complies with relevant state or territory legislation and exemptions.

(62) Students who participate in [Department of Foreign Affairs and Trade](#)-funded activities that involve contact with children, will be required to complete a Working with Children check, in accordance with [DFAT's Child Protection Policy 2017](#).

Section 8 - Training

(63) The University provides all staff and students with structured informal and formal training and learning opportunities regarding safeguarding children, young people, and adults at risk.

(64) Training and learning opportunities for staff will include:

- a. compulsory Induction Training, as part of the onboarding process of new staff
- b. regular training and refreshers, minimum every two years for existing staff
- c. Specialised training, supervision, and support, for staff who have direct responsibilities in implementing safeguarding procedures for children, young people or adults at risk, or whose work may have direct impact on children, young people, or adults at risk.

(65) The following roles are responsible for the implementation of training and learning opportunities in clause (64).

Training Type	Responsible Officer
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Training Type	Responsible Officer
Induction	People and Capability to deliver online module to all new employees of the University upon appointment. For sessional and casual staff, the Nominated Supervisor is to advise People and Capability of any staff training requirement in line with the employees engagement or potential engagement and interaction with children, young people, and adults at risk.
Regular (via the online Safeguarding training module)	National Manager, Safeguarding and Student Safety
Specialised	National Manager, Safeguarding and Student Safety

(66) Training and learning opportunities for students should include:

- a. Mandatory completion of the Safeguarding Children, Young People and Adults at Risk online module.
- b. Specialised training, supervision, and support, for students who are engaged in high risk activities or who may have direct regular or sustained contact with children, young people, or adults at risk.
- c. Tailored training, focusing on the prevention of sexual exploitation, abuse, and harassment (PSEAH) as part of pre-departure training for overseas placements.

(67) The following roles are responsible for the implementation training and learning opportunities in clause (66).

Training Type	Responsible Officer
Safeguarding Children, Young People and Adults at Risk online module	Faculty Executive Deans
Specialised	National Manager, Safeguarding and Student Safety
PSEAH	Global Engagement

Section 9 - Safeguarding International Students

(68) ACU will not accept any International Student under the age of 18 to commence studies unless the Pro Vice-Chancellor (Global and Education Pathways) is satisfied that all aspects of the child's welfare, safety, emotional and educational needs can be met in accordance with the [Under 18 International Students Policy](#) and [Under 18 International Students Procedure](#).

(69) The [Safeguarding Children, Young People and Adults at Risk Policy](#) and this Procedure and the [Under 18 International Students Policy](#) and [Under 18 International Students Procedure](#) must be followed and adhered to in all circumstances where ACU accepts enrolment of International Students under the age of 18 years, including the enrolment of students in course, programs or activities other than the [Foundation Studies Program](#).

(70) Any welfare and accommodation service provider appointed by ACU must adhere to the [Safeguarding Children, Young People and Adults at Risk Policy](#) and this Procedure.

(71) Any incident or allegation involving actual or alleged sexual, physical, or other abuse involving an International Student under the age of 18 is to be reported in accordance with the [Safeguarding Children, Young People and Adults at Risk Policy](#) and this Procedure.

(72) Any incident or allegation involving actual or alleged sexual, physical or other abuse involving an International Student over the age of 18 is to be reported in accordance with the [Student Sexual Misconduct Prevention and](#)

Section 10 - Safeguarding ACU Students Overseas

(73) Any University Member undertaking studies, tour, community engagement, research, an international internship, including travelling overseas as part of the New Colombo Plan is bound by the [Safeguarding Children, Young People and Adults at Risk Policy](#) and this Procedure.

(74) When overseas, University Members are required to comply with all relevant laws and regulations of the Host Location in relation to child protection and the prevention of sexual exploitation, abuse, and harassment.

(75) University Members traveling on a [Department of Foreign Affairs and Trade](#) (DFAT) grant or scholarship are required to also comply with DFAT's policies for Child Protection and Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH).

(76) Any University Member who is representing ACU outside of Australia is to follow the reporting procedure outline in Appendix G.

Section 11 - Confidentiality and Record Keeping

(77) The University is required by law to notify the police and or the relevant State or Territory Government Agencies of certain reports of suspected or alleged case of child abuse and disclosures of criminal conduct.

(78) On a de-identified basis, the University may report on the aggregated number of disclosures or incidents of abuse or exploitation of a child, young person, or adult at risk.

(79) Any information gathered by the University in the process of reporting a disclosure of abuse against a child, young person or adult at risk will follow the [Privacy Policy](#) and will be kept confidential in a secure location, accessible to appropriately authorised staff and comply with the [Records and Archive Management Policy](#).

Section 12 - Review

(80) The University may amend this Procedure and the [Safeguarding Children, Young People and Adults at Risk Policy](#) from time to time to ensure that it remains current with relevant legislation, reportable conduct schemes or other best practice arrangements.

(81) In line with the [Policy Development and Review Policy](#) and [Policy Development and Review Procedure](#), this Procedure is scheduled for review every five (5) years or sooner if the Approval Authority or Governing Authority determine what a review is warranted.

Section 13 - Further Assistance

(82) Any staff member who requires assistance in understanding this Procedure should first consult their nominated supervisor who is responsible for the implementation and operation of these arrangements in their work area. Should further information or advice be required staff should contact the National Manager, Safeguarding and Student Safety.

Section 14 - Appendices

Appendix A: Risk Management - Types of risks

Types of safety risks for children, young people, and adults at risk

Unintentional <ul style="list-style-type: none">• Poor supervision• Poor physical environment leading to injury• High risk activity• Staff not adequately trained
Physical <ul style="list-style-type: none">• Physical punishment• Pushing, shoving• Punching, slapping, biting, kicking
Emotional <ul style="list-style-type: none">• Bullying• Threatening language• Shaming• Intentional ignoring and isolating• Belittling
Sexual <ul style="list-style-type: none">• Sexual abuse, assault and exploitation• Inappropriate touching• Exposure to pornography or sexual images
Neglect <ul style="list-style-type: none">• Lack of supervision• Not providing adequate clothing, shelter or food• Not meeting the specific physical or cognitive needs of the individual
Cultural <ul style="list-style-type: none">• Lack of cultural respect• Racial or cultural vilification or discrimination• Lack of support to enable an individual to be aware of and express their cultural identity
Online <ul style="list-style-type: none">• Grooming• Exploitation• Intimidation• Bullying & Harassment
Commercial <ul style="list-style-type: none">• Use of images without consent• Exploitation

Appendix B: ACU's Safeguarding Code of Behaviour

The following Safeguarding Code of Behaviour (the Code) outlines the expected behaviour for all University Members who take part in any University related activity that engages and interacts with children, young people and adults at risk who take part in any University related activity.

This code has a specific focus on safeguarding children, young people and adults at risk and is intended to accompany the [Code of Conduct for Staff](#) and [Student Conduct Policy](#) and [Managing Student Misconduct Procedure](#).

Any breach or suspected breaches of the Codes is to be reported in accordance with the [Safeguarding Children, Young People and Adults at Risk Policy](#).

Adhering to professional Role Boundaries

All University members must act within the confines of their duties or role at all times unless in exceptional circumstances (such as a medical emergency), or subject to a direction by a relevant supervising manager.

It is recommended that all University Members do not:

- a. engage in activities with children, young people, or adults at risk, outside an authorised University related activity;
- b. provide any form of support to a child, young person or adult at risk, or their family, which is unrelated to the University related activity;
- c. provide unauthorised transportation;
- d. seek contact with a child, young person, or adult at risk outside a University related activity including online or via social media; and
- e. accept any invitations to attend private social functions at the request of a Child who has participated or is participating in a University related activity, or at the request of their family or carer (as applicable).

Sexual Relationships and Sexual Misconduct

Under no circumstances is any form of sexual behaviour to occur between a University Member and a child or young person under the age 18 years, whilst participating in or delivering a University related activity to the child or young person. This includes where the sexual behaviour is consensual and involves at least one (1) Individual who is older than the legal age of consent in that jurisdiction.

Consensual sexual/romantic relationships between staff and their student involves considerable power imbalance and should be avoided. This unequal power dynamic means that the relationship can potentially be vulnerable to exploitation and can affect the capacity of a student to consent freely to sex or relationships initiated by the staff member.

Sexual behaviour is not permitted to occur between two consenting adults in the presence of a child, young person or adult at risk whilst participating in or delivering a University related activity.

In this context and for the safety and wellbeing of children, young people and adults at risk sexual behaviour is to be interpreted widely, encompassing the entire range of actions that could reasonably be considered to be sexual in nature, including but not limited to:

- a. 'contact behaviour', such as sexual intercourse, kissing, fondling, sexual penetration; and
- b. 'non-contact behaviour', such as flirting, sexual innuendo, sexual discussion, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.

Please refer to the [Staff Sexual Misconduct Policy](#) website and the [Safeguarding Children, Young People and Adults at Risk Policy](#) and this Procedure for more information and guidance.

Giving Gifts to a Child

ACU prohibits any University Member from giving gifts to any child, young person, or adult at risk, unless prior authorisation has been given by the Nominated Supervisor and preferably with the consent of the parent or guardian of the child, young person, or adult at risk.

Taking Images and Videos of a Child

All University Members are reminded that they must always act in accordance with any applicable laws or regulations within their state or territory relating to the capture, storage and dissemination of photographs and video recording of children.

Under this Code ACU requests that:

- a. wherever possible, all University Members should obtain permission from the parent or guardian of each respective child, young person, or adult at risk before taking an image of the child, young person or adult at risk and ensure that the parent or guardian understands how the image will be used;
- b. the image is appropriate and relevant, directly in context to the University related activity;
- c. all University Members should avoid capturing images or videos with their personal device or equipment, and only use ACU approved devices or equipment;
- d. the photograph or video is taken in the presence of other University Members; and
- e. the child, young person or adult at risk is suitably clothed and posed.

To respect people's privacy, camera phones, video cameras and still cameras cannot be used inside changing areas, showers, and toilets. Any use of a camera or recording device in these areas should be reported to ACU National Security Centre on 1300 729 452 or via the [Safezone App](#). If any criminal activity is suspected, the incident must be reported to the Police.

For the avoidance of doubt, this clause does not prevent parents or carers from taking photos or videos of their own child.

Use and Storage of Images and Videos of Children

All images or videos of children, young people or adults at risk created by University Members must be stored securely and safely to prevent unauthorised access and only be used in a manner directly related to the participation and engagement within the University activity.

Under this Code:

- a. images or video footage are not to be distributed (including as an attachment to an email) to anyone outside ACU without the approval of a supervising manager;
- b. images or video footage (digital or hard copy) are to be stored in a manner that prevents unauthorised access by others, for example, if in:
 - i. hard-copy form, in a locked drawer or cabinet;
 - ii. electronic form, in a 'password protected' folder.
- c. images and video footage (digital or hard copy) are to be destroyed or deleted as soon as they are no longer required.
- d. only retain or store photos or videos of children, young people, or adults at risks for the period and purpose for which the photo or video was taken. Photos or videos should be securely destroyed when no longer required.

Unless the parent or guardian (as applicable) of a child, young person or adult at risks provides express written consent all University Members must:

- a. avoid naming or identifying the child (unless exceptional circumstances apply);
- b. not display any personal information such as residential address, email address or telephone numbers; and
- c. not display information about hobbies, likes/dislikes, school, etc.

Behaviour Management Strategies

Children, young people, or adults at risk participating in any University related activity should be made aware of their expectations of behaviour so that a positive experience can be provided for all. There are times, however, when a University Member may be required to use appropriate behaviour management strategies to ensure:

- a. an effective and positive environment; and
- b. the safety and/or wellbeing of other participants.

In such circumstances, it is recommended that the strategies implemented are fair, respectful, and appropriate to the developmental stage of the child, young person, or adult at risk and any particular support or care needs of the

participant involved. The child, young person or adult at risk is to be provided with clear directions and given an opportunity to understand and then address their poor behaviour.

When dealing with such a scenario, the University Member should not take action that could reasonably be considered as:

- a. involving inappropriate physical contact; or
- b. degrading, embarrassing, cruel, frightening, or humiliating; or
- c. otherwise negatively impacting on a child, young person, or adult at risk.

Use of Language and Tone of Voice

Language and tone of voice used in the presence of children, young people or adults at risk should:

- a. provide clear direction, boost their confidence, encourage, or affirm them; and
- b. not be harmful to children.

Avoid language that could be interpreted as:

- a. discriminatory, racist, or sexist;
- b. derogatory, belittling, or negative, for example, by calling a child a 'loser' or telling them they are 'too fat' or 'dumb';
- c. intended to threaten or frighten; or
- d. profane or sexual.

Similar language and tone of voice should be used in all University Member interactions.

Supervision

Any University Member who is responsible for supervising a child, young person, or adult at risk in the context of any University related activity should strive to ensure that those participants in their care:

- a. positively engage within the delivery of the University related activity;
- b. behave appropriately toward one another; and
- c. are in a safe environment protected from external threats.

Where possible, all University Members should avoid unsupervised situations with a child, young person, or adult at risk (unless otherwise permitted in accordance with the [Safeguarding Children, Young People and Adults at Risk Policy](#) and to conduct all University related activities and/or discussions with a child, young person, or adult at risk in view of other adults.

If there are not enough adults present to achieve the recommended level of supervision, the University related activity may be cancelled. Ratios may differ, please refer to your Nominated Supervisor or National Manager, Safeguarding and Student Safety for advice.

When one-on-one tutorials, meetings, interviews or appointments with a child or young person is required, notification of the time and location should be submitted to the parents or guardian (as applicable) and to the relevant supervising manager in advance of the meeting.

Use of Electronic or Online Communications and Social Media

Wherever possible, any social media engagement and all electronic communication sent to a child or young person by any University Member, should always be copied to their parent or guardian (as applicable). For research activities involving children, the Human Research Ethics Committee (HREC) may allow a University Member to directly communicate with a child or young person under special circumstances. Formal consent and approval must be sought by HREC before any communication is made directly with a child or young person.

It is recommended that any direct communication, or communication which does not relate to a University related activity should be avoided.

Where a parent or guardian (as applicable) is not included in the communication to a child or young person, it is recommended that University Members:

- a. limit such communication to issues directly associated with the University related activity, such as advising that a scheduled program is cancelled;
- b. use ACU issued email or phone to communicate and never communicate via your personal phone or email;
- c. avoid personal or social content in such communications and restrict content to what is required to convey the service-related message in a polite and friendly manner. In particular, do not communicate anything that could reasonably be interpreted as being of a sexual or inappropriate nature;
- d. must not use such communication to promote unauthorised 'social' activity or to arrange unauthorised contact;
- e. never request or require that a child, young person, or adult at risk keep communication a secret from their parents or guardians (as applicable); and
- f. actively avoid any communication with a child, young person or adult at risk using Internet chat rooms or similar forums such as social networking sites, game sites or instant messaging from personal profiles or accounts.

University Members should take reasonable steps to ensure appropriate monitoring of children, young people and adults at risk when using electronic communication equipment on University campuses to ensure that the child, young person, or adult at risk is not inadvertently placed at risk of abuse or exploitation.

University Members are encouraged to always use ACU issued equipment in lieu of personal equipment. Where ACU issued equipment is not available, University Members are to ensure that any personal information is deleted as soon as the University related activity is finished in accordance with the Acceptable Use of IT Policy.

When communicating with children, young people, or adults at risk via Microsoft Teams, Zoom or another video conferencing services, it is best practice for University Members to close all current tabs on their computer and remove notification pop-ups to ensure no inappropriate content is viewed by participants.

Physical Contact with Children

Any physical contact with a child, young person or adult at risk must be appropriate to the delivery of University related activity and based on the needs of that child, young person, or adult at risk.

It is recommended that University Members only use physical contact appropriate for the development of a particular skill and as long as the University Members have prior permission from the child, young person, or adult at risk.

Under no circumstances should any University Member have contact with a child, young person, or adult at risk that:

- a. involves touching an intimate part of the body of a child regardless of their age or physical development, unless required to do so in accordance with their practicum and with relevant supervision. The intimate areas may include:
 - i. genitals;
 - ii. buttocks;
 - iii. the breast area;
- b. would appear to a reasonable observer to have a sexual connotation;
- c. is intended to cause unnecessary pain, harm, or distress to the child, young person, or adult at risk (for example any form of punishment that may involve hitting, kicking, striking, biting, pinching, or shoving);
- d. is overly physical (for example, wrestling, horseplay, tickling or other roughhousing);
- e. is unnecessary (for example, assisting with toileting or showering when a child, young person or adult at risk

does not require assistance, or sitting a child on your lap);

- f. is initiated against the wishes of the child, young person, or adult at risk, except if such contact may be necessary to prevent injury to that person or to others, in which case:
 - i. physical restraint should be a last resort;
 - ii. the level of force used must be appropriate to the specific circumstances, and aimed solely at restraining the child, young person, or adult at risk to prevent harm to themselves or others; and
 - iii. the incident must be reported to ACU National Security Centre or your supervising manager as soon as possible.

University Members are required to Report to their supervising manager any physical contact initiated by a child, young person or adult at risk that is sexual and/or inappropriate (for example, inappropriate physical contact, Sexual Harassment or acts of physical aggression) as soon as possible, to enable the situation to be managed in the interests of the safety of the child, young person or adult at risk, any University Members or other participants.

For the avoidance of doubt, this section does not prevent medically trained personnel from acting in the course of their duties and delivering medical or health services to children, young people, or adults at risk as and when required.

Overnight Stays and Sleeping Arrangements

There are times in the delivery of, or participation in, a University related activity where a child, young person, or adult at risk may be required to stay away from their home. Such overnight stays are to occur only with the prior, written authorisation of the parent or guardian (as applicable) of the child, young person or adult at risk.

The practices and behaviour by all persons involved during an overnight stay must be consistent with those expected during delivery of a University related activity and at all other times in relation to the appropriate interaction, support, and care for children, young people, and adults at risk.

Standards of conduct that must be observed by all persons involved during an overnight stay include but are not limited to:

- a. providing children, young people, and adults at risk with privacy when bathing and dressing;
- b. observing appropriate dress standards when children, young people at adults at risk are present – such as no exposure to adult nudity;
- c. preventing children, young people, and adults at risk from being exposed to pornographic material, including but not limited to movies, television, the internet, magazines, smart or internet enabled devices, pornographic discussions, or questions, and/or literature;
- d. not leaving children, young people, and adults at risk under the supervision or protection of unauthorised persons such as hotel staff, volunteers, or friends;
- e. avoiding sleeping arrangements that may compromise the safety of a child, young person, or adult at risk. This may include, but is not limited to, unsupervised sleeping arrangements or an adult sleeping in the same bed or room as a child, young person, or adult at risk;
- f. periodically supervising the areas where children are residing or sleeping;
- g. respect the right of a child or young person to contact their parents or guardian (as applicable) and facilitate such contact if they feel unsafe, uncomfortable, or distressed during the stay; and
- h. parents or guardians (as applicable) being able to contact a child, young person, or adult at risk during the overnight stay, and reasonably expecting that a child, young person, or adult at risk can, if they wish, make contact with their parents or guardian (as applicable).

It is the responsibility of the University Member organising the overnight stay to ensure that:

- a. children, young people, or adults at risk only share hotel rooms or bedrooms with other children, young people, or adults at risk of the same gender and where possible the same or similar age;
- b. where a child, young person or adult at risk is involved in an overnight stay and there are no other children,

young people or adults at risk of the same gender or similar age, that child, young person or adult at risk, and their parents or guardians (as applicable), are consulted on the preferred sleeping arrangements, including the option to select the person of the same gender they would like to share with (where possible) or, if appropriate in the circumstances, whether the child, young person or adult at risk would prefer to stay on their own, whilst being supervised and periodically checked on during the night;

- c. children, young persons, or adults at risk who identify as transgender, intersex and/or non-binary gendered are consulted on their choice of sleeping arrangements;
- d. children, young persons, or adults at risk with specific needs, such as a disability, are specifically consulted with in relation to their needs and preferred sleeping arrangements; and
- e. there are adequate adult chaperones present, and any adult chaperones have been adequately screened, inducted, and trained. Examples of appropriate adult chaperone ratios are:
 - i. minimum of two (2) adults for all overnight stays;
 - ii. where there are children or young persons under the age of 16, two (2) adult chaperones to every four (4) children or young persons; or
 - iii. where there are young persons over the age of 16, two (2) adult chaperone to every six (6) young persons.

Change room and toilet supervision and arrangements

There may be times that children, young people or adults at risk will be required to access changing rooms or toilet facilities whilst participating in a University related activity. While using such facilities, University members are required to ensure that the right to privacy for each child, young person, or adult at risk is respected. While supervising children, young people, and adults at risk in changing rooms or while using toilet facilities, University members need to use their discretion based on the age, developmental stage and needs of the child, young person, or adult at risk, and in addition:

- a. avoid one-on-one situations with a child, young person, or adult at risk in a change room area;
- b. University Members should avoid personally using the change room area to, undress (for example) while any children, young persons or adults at risk are present;
- c. University Members need to ensure adequate supervision of children, young persons, or adults at risk in 'public' change rooms when they are used;
- d. University Members need to provide the level of supervision required for preventing abuse of a child, young person, or adult at risk by members of the public, other University Members involved in the University related activity, a child, young person or adult at risks peer, or general misbehaviour, while also respecting a child, young person or adult at risk privacy and specific needs for care and support;
- e. where a shared change room is being used, personnel should knock and await response prior to entering the change room. If changing in a shared change room is necessary, privacy may be achieved through the use of individual cubicles or showers;
- f. University Members should take all reasonable steps to ensure that no photography occurs in a change room or toilet; and
- g. University Members should knock loudly and announce themselves before entering a change room or showers that are being used by a child, young person, or adult at risk.

Alcohol and Drugs and Safeguarding Children

Whilst supervising or otherwise being responsible for the safety and wellbeing of a child, young person, or adult at risk during, or in connection with, a University related activity, University Members must not:

- a. use, possess or be under the influence of an illegal drug;
- b. use or be under the influence of alcohol;

- c. be incapacitated by any other legal drug such as prescription or over-the-counter drugs; or
- d. supply alcohol or drugs (including tobacco) to a child, young person, or adult at risk.

University Members may use legal drugs (e.g., over-the counter or prescription medications) other than alcohol, provided that such use does not interfere with their ability to care for a child, young person or adult at risk involved in the University related activity.

Transporting Children

To ensure the safety and wellbeing, a child or young person may only be transported by another peer or University member other than their parent or guardian (as applicable) with prior written authorisation from the parent or guardian (as applicable) of the child or young person. Such approval needs to be in writing. It is also recommended that notice of such an arrangement is provided, in writing, to the supervising manager.

Gaining approval involves providing information about the proposed journey, including:

- a. the form of transport proposed, such as private car, taxi, self-drive bus, bus with driver, train, plane, or boat;
- b. the reason for the journey;
- c. the route to be followed, including any stops or side trips;
- d. details of anyone who will be present during the journey; and
- e. insurance information and, if a vehicle is being used, proof that the driver is fully licensed for the vehicle that will be used.

Employment or Engagement of Children

There may be occasions where a child, young person or adult at risk is engaged by ACU, either in a paid or voluntary capacity. Situations may also arise where a child, young person or adult at risk has a pre-existing relationship with another child, young person, or adult at risk that they may be involved with in the course of performing their duties, (such as mentoring or tutoring). It is recommended that, in these circumstances, the supervising manager who engages the child, young person or adult at risk ensures that the child, young person or adult at risk with whom is engaged:

- a. is aware that they are in a position of authority and therefore may have power over other children, young people or adults at risk involved in the University related activity;
- b. declare all pre-existing relationships, especially where they communicate personally with another child, young person or adult at risk participating in the University related activity; and
- c. are aware that the [Safeguarding Children, Young People and Adults at Risk Policy](#) and this Procedure apply to them due to being in a position of authority.

Personal Support and Care for Children, Young People and Adults at Risk

Where a child, young person or adult at risk requires specific personal care and support (such as, specific assistance in dressing or using the toilet facilities) while participating in any University related activity, it is recommended that such personal care or support is only provided by someone whose sole role in relation to the child, young person or adult at risk is to address their personal care or support needs. In order to provide adequate support to children, young people, or adults with a disability, it is recommended that either a professional carer approved by the family or the parent or guardian should carry out the role of a carer during any University related activities. Such a carer should have a current, validated Working With Children Check and police check

Appendix C: Consent Checklist

In accordance with clause (38) of the [Safeguarding Children, Young People and Adults at Risk Policy](#) and Section 4 of this Procedure, a written consent form is required prior to a University related activity involving children commencing. Before engaging the Office of General Counsel, please ensure you have the following:

Information provided to a parent or guardian:

Check	Requirement
	A description of the activity and those involved.
	Measures taken to protect the safety and wellbeing of those involved.
	Contact details of University Member/s for further information prior to and during the activity.
	Expectations of behaviour.
	Information about the Safeguarding Children, Young People and Adults at Risk Policy and this Procedure

If conducting research on children, young people or adults at risk parents or guardians must be informed about:

Check	Requirement
	Detail around what research questions will be asked and warnings regarding any information or discussion which may evoke feelings of distress.
	Their rights regarding who may be present during the interview.

Information sought from the parent or guardian

Check	Requirement
	Consent to attend.
	Consent for ACU to use and/or retain any images or sound recordings.
	Confirmation of the relationship with the child or vulnerable adult.
	Relevant information about medical conditions and health needs.
	Special dietary requirements, allergies and/or anaphylaxis.
	Emergency contact details.

If conducting research on children, young people or adults at risk parents or guardian consent must be sought:

Check	Requirement
	Based on a balanced and fair understanding of what is involved throughout and after the research process.

Appendix D: Interview Questions

When conducting an interview for a University Member whose role within the University requires contact with a child, young person, or adult at risk a minimum of one (1) open-ended style of behaviour questioning and a minimum of one (1) value-based question is to be asked during an interview, to give insight into the applicant's values, attitudes and understanding of professional boundaries and accountability.

Example open-ended style behavior interview question:

- What has motivated you to apply for this role?
- What is your previous experience working with children? What was most challenging about that work? What was most rewarding?
- What particular skills, experience or qualifications do you have that are relevant for this role?
- What training have you had previously that has prepared you for working with children? What was the most valuable learning that informed or changed your approach?
- What strategies do you use when engaging with children? Give a practical example of how this has worked in the past.
- What elements contribute to a safe and caring environment for children?
- How would you describe appropriate professional boundaries in the context of this role? How do you ensure you maintain those boundaries?
- Tell us about your experience working with children and families from culturally diverse backgrounds. How have you been able to build trust and cultural understanding
- This position involves working with children from 10 to 18 years of age – tell us a little of your experience working with children of different ages
 - What strategies do you use?
 - How do you actively listen and seek their input into your planning? ◦ How do you know you have met their needs?
- Tell us about a time when you were under extreme pressure and remained calm, compassionate, and focused at work. Have you ever faced an ethical dilemma in the workplace? If so, what was the issue and what did you do?
- What action would you take if a child disclosed to you that they were feeling unsafe? Have you had experience of needing to mediate child-to-child bullying? What did you do?
- This role is focused on working with children – how do you go about keeping parents and guardians informed and involved appropriately?
- What would children or young people you have worked with in the past say about you?

Example value-based interview questions:

Values-based interviewing should be used to carefully assess the suitability of applicants when new staff or volunteers are being recruited. Important areas to assess include:

- motivation to work with children (personal and/or professional).
- understanding of professional boundaries.
- understanding of children's physical and emotional needs.
- attitudes to children's rights and how they can be upheld.
- values (honesty, integrity, reliability, fairness, and non-discrimination);and
- attitudes towards working with children.

Red flags (Warning signs)

When interviewing a candidate, interviewers should be cautious of any potential warnings or dangers that the potential candidate may not be suitable to work with children, young people, or adults at risk.

Some behaviour or responses that interviewers should be aware of include, but are not limited to:

- gaps in dates (employment, residence)

- incorrect, conflicting, omitted, or incomplete information
- unstable work history
- frequent changes of employment
- vague reasons for leaving roles/employment
- over-educated or moving to a lesser paying job
- defensive/angry responses
- evasive responses
- patterns of gaining access to particular children; and
- patterns or themes of problems with authority

If a candidate exhibits a red flag (warning) in their application or interview these should be clarified and further explored.

Source: [National Catholic Safeguarding Standards](#) Edition 1, 2019

Appendix E: Guidance to Responding to a Disclosure

Listen

- Remain calm.
- Move to a suitable environment, free of distractions.
- Allow the individual to use their own words.

Reassure

- Acknowledge the strength and courage of the individual.
- Reassure the individual that it is OK that they have told you what has been happening.

Respect

- Respect that this individual may only reveal some details.
- Ensure that the individual does not feel rushed or panicked.
- Explain what will happen next using language the individual will understand.
- Explain to the individual that in order for them to be safe you will need to report their experience to someone else.

What to avoid

- Asking too many or leading questions.
- Expressing judgement, shock, panic, anger, or disbelief.
- Dismissing, minimising or challenging the disclosure.
- Confronting the perpetrator.
- Providing legal advice.
- Promising to keep the disclosure a secret.

Appendix F: Reporting Concerns within Australia

[Reporting Concerns of Harm, Abuse or Exploitation against a child \(under 18 years\) within Australia](#)

Appendix G: Reporting Concerns outside of Australia

[Reporting Concerns of Harm, Abuse or Exploitation against a child \(under 18 years\) outside of Australia](#)

Appendix H: Reporting an Allegation or Suspicion of Child-Abuse to a Government Agency.

<p>Australian Capital Territory Child and Youth Protection Services - (Office for Children, Youth and Family Support) Phone: 1300 556 729 (24 hours / 7 days) Email: childprotection@act.gov.au Website: https://www.act.gov.au/community/child-protection-and-youth-justice/report-child-abuse-or-neglect</p>
<p>New South Wales Child Protection Helpline - (Department of Communities & Justice) Phone: 13 21 11 (24 hours / 7 days) Website: https://www.facs.nsw.gov.au/families/Protecting-kids/reporting-child-at-risk</p>
<p>Queensland Queensland Department of Child Safety, Youth and Women Phone: 1800 177 135 (24 hours / 7 days) Website: https://www.csyw.qld.gov.au/child-family/protecting-children/reporting-child-abuse</p>
<p>South Australia South Australia Department for Child Protection Phone: 13 14 78 (24 hours / 7 days) Website: https://www.childprotection.sa.gov.au/reporting-child-abuse</p>
<p>Victoria Victoria Department of Health and Human Services Phone: 13 12 78 (9am – 5pm Weekdays & 24 hours Weekends) Website: https://services.dhhs.vic.gov.au/reporting-child-abuse</p>

Appendix I: What and how to report to Police

<p>The role of Police</p> <ul style="list-style-type: none">• Police may have a role in investigating matters where there is an allegation a criminal offence has been, or may be, committed against a child or young person.• These offences can be investigated independently by police through the local Police Area Command, or by specialist police investigative units such as the Child Abuse and Sex Crimes Squad, either independently or in partnership with the respective Government Agency.
<p>What to report to Police Offences against children or young people such as:</p> <ul style="list-style-type: none">• Sexual offending (e.g., sexual assault, indecent assault, grooming, special care offences, sexual exploitation)• Child abuse material – accessing it, viewing it, saving it, sending it to others or creating it.• Assault and ill-treatment of a child• Neglect that deprives a child of the necessities of life
<p>How to report to Police</p> <ul style="list-style-type: none">• If you are in doubt as to whether the incident or disclosure is of a criminal nature requiring Police notification, you can contact the Police (Crime Stoppers) Line on 1800 333 000 or visit the website https://crimestoppers.com.au/ to make a written report.• The most effective way to make a report is in person at your local police station.
<p>What information the Police will require?</p> <ul style="list-style-type: none">• A copy of any incident report or disclosure / complaint.• If available, full details (including date of birth and address) for the child who is the alleged victim in the matter.• If available, full details (including date of birth and address) for the person you are making the report about.• Your full name and contact details.

What information you need from the Police?

- Name of the officer with whom the report was made
- Station name and location and date the report was made
- Reference number for your report

Appendix J: Screening Requirements for University Members

[Working with Children, Young People and Adults at Risk Screening Requirements for University Members](#)

Appendix K: Contact details for ongoing support and assistance for Students and Former Students who have experienced abuse, harm, or exploitation**Ongoing support and assistance (ACU)**

ACU Medical Centres	Brisbane Building M, 8 Approach Rd, Banyo (07) 3861 6400 - call to make an appointment or 13 74 25 for after-hours service Melbourne The Daniel Mannix Building, Mezzanine level (take the lift), 8-14 Brunswick Street, Fitzroy 03 9953 3762 - call to make an appointment North Sydney Level 3, Champagnat House 8-10 Berry Street, North Sydney 02 9465 9595- call to make an appointment
ACU Security	ACU National Security Centre 24/7 Phone: 1300 729 452 Mobile app: Safezone App
Campus Ministry	Email: campusministry@acu.edu.au
Counselling	Free and confidential counselling with experienced and trained psychologists or social workers. Make an appointment with an ACU counsellor: www.studentportal.acu.edu.au/counselling 24 Hour Mental Health Support Line Phone: 1300 638 485 Text or SMS: 0488 884 191 Hours of operation: 5pm to 9am Weekdays, 24 hours during weekends and public holidays
Disability Service	For students whose studies are affected by temporary or ongoing medical or health conditions, disabilities or carer responsibilities disability advisors can coordinate adjustments through the development of Education Inclusion Plans. Make an appointment with an ACU disability advisor: www.studentportal.acu.edu.au/disability
Indigenous Higher Education Office	NSW Yalbalinga Phone: 02 9701 4258 Email: yalbalinga@acu.edu.au ACT Dhara Daramoolen Phone: 02 6209 1222 Email: dhara.daramoolen@acu.edu.au VIC Jim-baa-yer Phone: 03 9953 3004 Email: jimbaayer@acu.edu.au QLD Weemala Phone: 07 3861 6122 Email: weemala@acu.edu.au
International Office	Phone: 02 9465 9273 or 1800 180 391 (after hours) Web: www.acu.edu.au/international/why_choose_acu/international_student_advisers
Legal Advice Service	Wisewould Mahoney Lawyers - Note: restrictions on the nature and extent of the advice may apply. www.studentportal.acu.edu.au/legal Request form: https://acu.wisewouldmahony.com.au
Safeguarding and Student Safety Team	Access information, education, and advice on supporting students through disclosures of sexual misconduct, sexual abuse, and family and domestic violence. Respectandsafety@acu.edu.au www.acu.edu.au/respect
Student Advocacy Service	Access information, advice, and referral service to navigate University policies and procedures. Information and to make an appointment: Student Advocacy Email: advocacy.service@acu.edu.au

External support and assistance

Kids Helpline	1800 55 1800 https://kidshelpline.com.au/ Free, private, and confidential 24/7 phone and online counselling service for young people aged 5 to 25.
Headspace	https://headspace.org.au/ Provide mental health support to 12-25 year old through over 110 national headspace centres, over the phone or online.
1800 RESPECT	1800 RESPECT (1800 737 732) www.1800respect.org.au National Service available 24 hour, 7 days providing confidential information, counselling and support service for people impacted by sexual assault, domestic or family violence and abuse. Webchat and interpreters available.
Bravehearts	1800 272 831 (8am – 5pm, Monday to Friday) www.bravehearts.org.au A specialist child sexual assault and exploitation counselling and support service.
Blueknot Foundation	1300 657 380 (9am – 5pm, Monday – Sunday) https://www.blueknot.org.au/ Empowers recovery and builds resilience for adults impacted by complex trauma
Lifeline	131 114 (24/7) www.lifeline.org.au 24/7 Crisis support and suicide prevention service
Beyond Blue	1300 224 636 (24/7) https://www.beyondblue.org.au/ Phone or online support to people of all ages to equip individuals with the skills they need to look after their own mental health and wellbeing.
Safety	https://esafety.gov.au/ Provides information and advice for children and young people about how to keep safe online, what to do if something goes wrong and how to complain about online bullying or abuse.

Section 15 - Associated Information

(83) For related legislation, policies, procedures and guidelines and any supporting resources please refer to the Associated Information tab.

Status and Details

Status	Current
Effective Date	19th December 2023
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Responsible Executive	Georgina Ledvinka Director, Student Experience
Responsible Manager	Taleah Neowhouse National Manager, Safeguarding and Student Safety
Enquiries Contact	Taleah Neowhouse National Manager, Safeguarding and Student Safety <hr/> Student Experience