



**Beyond Blue Limited**

**ACN 093 865 840**

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# **Child Safety and Wellbeing Policy**

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## Purpose

The purpose of this policy is to demonstrate Beyond Blue's commitment to the safety and wellbeing of children and young people.

This policy informs employees, contractors, volunteers, Board Directors and those in paid governance roles, of their obligations to act ethically towards children and young people and outlines their roles and responsibilities in supporting child safety and wellbeing.

It also provides guidance on the processes and controls that support child safety across Beyond Blue's work, including in-person, online, telephone-based, digital, community-based and event-based activities.

This policy establishes the organisation's overarching child safety and wellbeing framework. All related policies, procedures and guidance must be consistent with and give effect to this policy.

## Scope

This policy applies to all persons engaged by Beyond Blue, including:

- employees, whether ongoing, fixed-term, maximum-term or casual
- contractors and consultants
- volunteers
- agency workers
- students, interns and work experience participants
- Board, committee and advisory group members, where relevant
- third-party providers engaged to deliver services on behalf of Beyond Blue
- any other person engaged by Beyond Blue who may undertake child-related work or have contact with children or young people in connection with their role.

This policy applies regardless of whether a person has direct or indirect contact with children or young people.

## Definitions

| Term                                        | Definition                                                                                                                                                                     |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Child or young person</b>                | A person under the age of 18 years.                                                                                                                                            |
| <b>Contact with a child or young person</b> | Physical contact, face-to-face contact, written communication, oral communication, telephone contact, online contact, electronic communication or other digital communication. |
| <b>Child harm or abuse</b>                  | Any behaviour or treatment that results in actual harm or creates a likelihood of physical, emotional or psychological harm to a child or young person.                        |

| Term                                            | Definition                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Child-related work</b>                       | Work that involves, or is likely to involve, direct contact with children or young people as part of a person's duties, where such contact is not merely incidental.                                                                                                                                                                                      |
| <b>Working with Children Check / WWCC</b>       | A statutory screening process conducted by a state or territory authority to assess a person's suitability to work or volunteer with children. The name and requirements of the screening process may vary between Australian jurisdictions. Refer to the <b>Australian WWCC Jurisdictions</b> section at the end of this policy for further information. |
| <b>Equivalent clearance</b>                     | A child-related screening clearance issued by a state or territory authority that serves a similar purpose to a Working with Children Check under the laws of that jurisdiction.                                                                                                                                                                          |
| <b>WWCC linking or registration requirement</b> | The process, where required by a state or territory authority, of linking a person's Working with Children Check to Beyond Blue as the relevant employer, organisation or engaging entity.                                                                                                                                                                |

## Roles and Responsibilities

| Role                                      | Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Executive</b>                          | <p>Executive is responsible for:</p> <ul style="list-style-type: none"> <li>• promoting a culture that prioritises child safety and wellbeing</li> <li>• ensuring appropriate governance, systems and resources are in place to support child safety</li> <li>• ensuring employees, contractors, volunteers, Board Directors and those in paid governance roles, and relevant third parties are aware of relevant child safety obligations</li> <li>• overseeing organisational compliance through reporting and assurance activities.</li> <li>• ensuring child safety risks are identified, managed and reported through enterprise risk and governance frameworks</li> </ul> |
| <b>All persons engaged by Beyond Blue</b> | <p>Persons covered by this policy are responsible for:</p> <ul style="list-style-type: none"> <li>• understanding and complying with this policy</li> <li>• promoting the safety and wellbeing of children and young people</li> <li>• completing Child Safety and Wellbeing training appropriate to their role</li> <li>• reporting any child harm, abuse or safety concerns</li> </ul>                                                                                                                                                                                                                                                                                        |

| Role                                  | Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       | <ul style="list-style-type: none"> <li>obtaining and maintaining any required WWCC or equivalent clearance</li> <li>providing accurate and timely information to Beyond Blue</li> <li>promptly notifying the appropriate Beyond Blue contact of any change to their WWCC status or other child safety screening requirements.</li> </ul>                                                                                                                                                                                                                                                        |
| <b>People leaders</b>                 | <p>People leaders are responsible for:</p> <ul style="list-style-type: none"> <li>supporting compliance with this policy within their area of responsibility</li> <li>ensuring child safety risks are identified and appropriately managed</li> <li>supporting individuals to understand and comply with child safety obligations</li> <li>escalating concerns relating to child safety risks, screening requirements or WWCC non-compliance to People and Culture immediately.</li> </ul>                                                                                                      |
| <b>People &amp; Culture</b>           | <p>People &amp; Culture is responsible for:</p> <ul style="list-style-type: none"> <li>ensuring screening and compliance requirements are implemented and monitored</li> <li>supporting the identification and management of child-related work and applicable screening requirements</li> <li>monitoring organisational compliance with child safety obligations</li> <li>providing advice on legal and regulatory requirements relating to child safety and screening.</li> </ul>                                                                                                             |
| <b>Chief Executive Officer</b>        | <p>The Chief Executive Officer is responsible for:</p> <ul style="list-style-type: none"> <li>ensuring appropriate organisational governance arrangements are in place to support child safety and wellbeing</li> <li>providing executive oversight of significant child safety risks, incidents and emerging issues</li> <li>ensuring material child safety matters are escalated to, and visible within, Board and committee governance forums where required</li> <li>making decisions in relation to high-risk or complex child safety matters requiring executive intervention.</li> </ul> |
| <b>Appropriate Head (or delegate)</b> | <p>The appropriate Head (or delegate) is responsible for:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Role                         | Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | <ul style="list-style-type: none"> <li>ensuring child safety concerns are identified, assessed and managed within their area of responsibility</li> <li>ensuring concerns are escalated through the appropriate complaint, incident, safeguarding or risk management pathways</li> <li>ensuring investigations are undertaken where required, and are led by individuals with suitable authority, independence and capability</li> <li>supporting the effective resolution of child safety matters, including engagement with People &amp; Culture, Clinical Governance, Quality and Safety, and other relevant functions as appropriate</li> <li>escalating significant or systemic child safety issues to the Executive and Chief Executive Officer where required.</li> </ul> |
| <b>Head of Assurance</b>     | <p>The Head of Assurance is responsible for:</p> <ul style="list-style-type: none"> <li>oversight of the organisation's child safety compliance, risk and assurance framework</li> <li>supporting the identification, monitoring and reporting of child safety risks, incidents and trends</li> <li>coordinating assurance activities (e.g. audit, compliance monitoring, review) to assess the effectiveness of child safety controls</li> <li>supporting escalation of significant child safety risks and issues into enterprise risk, assurance and governance forums</li> <li>providing advice and guidance on governance, compliance and assurance requirements relating to child safety.</li> </ul>                                                                        |
| <b>Board</b>                 | <p>The Board is responsible for providing oversight of child safety and wellbeing, including reviewing material risks, incidents and assurance information, and ensuring appropriate governance arrangements are in place.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Third-Party Providers</b> | <p>Third-party providers are responsible for:</p> <ul style="list-style-type: none"> <li>complying with child safety and WWCC requirements relevant to their engagement</li> <li>ensuring their personnel meet required clearance and child safety obligations</li> <li>maintaining evidence of WWCC compliance where required</li> <li>notifying Beyond Blue of non-compliance or adverse clearance outcomes</li> <li>providing evidence of compliance upon request.</li> </ul>                                                                                                                                                                                                                                                                                                 |



# Policy

Beyond Blue is committed to promoting and protecting the safety and wellbeing of children and young people.

Across its work, Beyond Blue aims to create environments where children and young people are safe, welcomed, respected and valued.

Beyond Blue has zero tolerance for any form of child abuse, harm or neglect and will embed and maintain processes to prevent, identify, report and respond to child safety concerns.

Beyond Blue is committed to implementing and maintaining practices consistent with the National Principles for Child Safe Organisations and any applicable Child Safe Standards in the jurisdictions in which it operates.

Beyond Blue demonstrates this commitment by:

- ensuring a consistent, organisation-wide approach to safeguarding that includes workforce suitability, training, supervision, monitoring, reporting and risk management processes designed to protect children and young people from harm
- ensuring this policy is communicated and accessible to all employees, contractors, volunteers, Board Directors and those in paid governance roles
- providing and requiring completion of child safety induction, training, screening and suitability requirements appropriate to a person's role, responsibilities and level of interaction with children and young people
- requiring child harm, abuse or safety concerns to be reported
- supporting individuals who raise child safety concerns in good faith and not tolerating victimisation, retaliation or adverse treatment for reporting a concern
- investigating complaints quickly, thoroughly and in a culturally safe, child-focused manner
- proactively managing the risk of harm to children and young people
- seeking and considering the views of children and young people when designing, delivering and reviewing programs, services and activities that affect them, where appropriate and reasonably practicable
- promoting culturally safe, inclusive and accessible environments for all children and young people, including Aboriginal and Torres Strait Islander children, children with disability, children from culturally and linguistically diverse backgrounds, and LGBTQIA+ young people
- reviewing this policy and associated procedures at least every two years.

Child safety complaints and significant safeguarding concerns will be assessed, escalated and managed through the appropriate complaint, incident, safeguarding and governance pathways. Investigations must be undertaken by individuals with suitable authority, independence and capability, with escalation to the CEO and governance forums where required.

## Jurisdictional Coverage

Beyond Blue recognises that child safety, mandatory reporting and Working with Children Check requirements differ across Australian states and territories.

This policy applies where work is performed in any Australian state or territory, including where services, programs, activities or engagement occur:

- in person
- online
- by telephone
- through written or digital communication
- in community-based settings
- at events, forums, workshops or consultations
- through third-party delivery arrangements.

Because Working with Children Checks and equivalent clearances are issued under state and territory laws, a clearance from one jurisdiction may not automatically authorise a person to undertake child-related work in another jurisdiction.

The relevant clearance requirements will be determined based on:

- where the work is performed
- where the child or young person is located
- the nature of the service, program or activity
- whether the contact is in person, online, by telephone or through another channel
- the type and frequency of contact with children or young people
- applicable legislative and regulatory requirements.

## Working with Children Check Requirements

Beyond Blue requires employees, contractors and Board Directors to obtain and maintain a valid Working with Children Check or equivalent clearance. Volunteers and individuals in paid governance roles must obtain and maintain a valid Working with Children Check or equivalent clearance where their role, duties or participation involve events, activities or other interactions where children may be present.

Requirements for Working with Children Checks, equivalent clearances, screening and suitability assessments will be determined having regard to legislative requirements, organisational child safety requirements, jurisdictional considerations and the nature of a person's role, duties or involvement with children and young people.

## Verification, Data Capture and Record Keeping

Beyond Blue will maintain appropriate records to demonstrate compliance with child safety and screening obligations, including verification and maintenance of required clearances.

## Monitoring of Compliance

Persons required to hold a WWCC or equivalent clearance must maintain the currency of those clearances as a condition of continuing engagement where applicable. Beyond Blue will monitor ongoing compliance with child safety and screening obligations and take appropriate action where requirements are not met.

## Contractors, Volunteers and Third Parties

Beyond Blue requires that contractors, volunteers and third-party providers comply with child safety obligations and, where applicable, maintain appropriate screening and suitability clearances.

Beyond Blue will apply proportionate due diligence and assurance processes to confirm compliance.

## Reporting Child Harm, Abuse or Safety Concerns

Employees, contractors, volunteers, Board Directors and those in paid governance roles, must report any child harm, abuse or safety concerns to:

- [feedback@beyondblue.org.au](mailto:feedback@beyondblue.org.au) or
- their people leader.

All concerns relating to child harm, abuse or safety must be reported and managed in accordance with applicable legal requirements and Beyond Blue's safeguarding and incident management processes.

Employees, contractors, volunteers, Board Directors and those in paid governance roles, must maintain confidentiality and cooperate fully with any investigation.

Beyond Blue will keep information about complaints confidential, except where it is necessary to share information to respond properly to a complaint, comply with legal obligations or prioritise child safety.

## Reporting — Sexual Offences

All adults in Victoria who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to Victoria Police, unless they have a reasonable excuse. Failure to do so is a criminal offence.

Individuals must comply with mandatory reporting obligations under applicable legislation, including requirements relating to reporting sexual offences against children.

Mandatory reporting rules differ across Australia. Individuals who are uncertain about their reporting obligations should seek guidance through the appropriate Beyond Blue reporting channel. People & Culture is responsible for providing advice on applicable legislative and organisational requirements and may obtain specialist advice where required.

## Privacy and Confidentiality

Beyond Blue must ensure that child safety, complaint and screening information is handled in accordance with privacy and legal obligations, including secure storage, restricted access and appropriate use in accordance with the Privacy Policy and relevant information security, classification and handling policies.

## Monitoring, Reporting and Assurance

Beyond Blue will monitor compliance with this policy and related child safety obligations through appropriate governance, reporting and assurance mechanisms.

This may include:

- reporting of child safety risks, incidents and trends to Executive and Board governance forums
- monitoring of workforce compliance with screening and training requirements
- periodic review, audit or assurance activity
- continuous improvement informed by incidents, complaints and emerging risks

# Compliance

Where a person is no longer suitable or legally permitted to undertake child-related work, Beyond Blue will take appropriate action to manage risk and ensure compliance with legal and organisational requirements.

Depending on the circumstances, non-compliance with this policy may constitute a breach of employment, contractual or volunteer obligations.

Non-compliance may result in:

- removal from child-related duties
- restriction or amendment of duties
- suspension from work or engagement
- disciplinary action up to and including termination of employment
- termination of a contractor, volunteer or third-party arrangement
- notification to relevant authorities
- any other action considered appropriate by Beyond Blue.

## Review

This policy will be reviewed every two years, or earlier if required due to:

- legislative or regulatory changes
- organisational changes
- audit findings
- incidents or compliance breaches
- changes to Beyond Blue's services, programs or engagement with children and young people
- changes to child safety, safeguarding or WWCC obligations.

## Related Documents

This policy should be read alongside:

- Background Check Policy
- Code of Conduct
- Recruitment Policy
- Complaint Handling and Management Policy
- Volunteer Policy and Management Procedures
- Incident Management Procedure
- Risk Management Policy and Framework

## Australian WWCC Jurisdictions

| Jurisdiction                 | Common name of check                         |
|------------------------------|----------------------------------------------|
| Australian Capital Territory | Working with Vulnerable People registration  |
| New South Wales              | Working with Children Check                  |
| Northern Territory           | Working with Children Clearance / Ochre Card |
| Queensland                   | Blue Card                                    |
| South Australia              | Working with Children Check                  |
| Tasmania                     | Registration to Work with Vulnerable People  |
| Victoria                     | Working with Children Check                  |
| Western Australia            | Working with Children Check / Card           |

## Document Control

| Approved by        | Date approved     | Responsible position    |
|--------------------|-------------------|-------------------------|
| Board of Directors | 30 September 2026 | Chief Executive Officer |

## Revision Record

| Date              | Version | Revision description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18 October 2022   | 1.0     | First version.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 30 September 2026 | 2.0     | <p>Major revision drafted in response to audit findings.</p> <p>Repositioned as the organisation-wide safeguarding framework with strengthened governance, risk and assurance requirements.</p> <p>Consolidated workforce coverage (employees, contractors, volunteers and third parties) and removed procedural content to supporting policies and procedures.</p> <p>Introduced a consistent, risk-based approach to WWCC and screening, aligned with the Background Checks Policy.</p> <p>Strengthened obligations relating to reporting, incident management, privacy and third-party assurance in response to audit findings and regulatory requirements.</p> |