

1 Overview

ONCALL's vision is to be nationally recognised as the leading integrated community service provider, empowering people to live their best lives. ONCALL is steadfastly focused on quality service that puts the client at the centre, is enabled through technology transformation, and delivered in a healthy and safe workplace by people who are committed.

2 Safeguarding and Child Safety Training

ONCALL recognises the importance of training and developing its staff and that our staff are key to our success as an organisation. Therefore, staff are required to undertake training in regard to safeguarding and child safety to ensure their understanding of the measures ONCALL has in place to meet our duty of care to our clients in regard to safeguarding and child safety.

The outline below details the training provided by ONCALL to staff from induction, orientation and through their employment at ONCALL.

2.1 All Staff

2.1.1 Induction to ONCALL (Onboarding)

All staff working at ONCALL will complete one training session and two eLearning modules upon commencement with ONCALL. Upon completion of CAB, staff will receive their certificate and instructions on how to complete the National Disability Services eLearning module *Human Rights and You* and *Introduction to the National Principles for Child Safe Organisations* facilitated by the Australian Human Rights Commission.

Candidate Assessment and Briefing (CAB)

All staff attend CAB either prior to commencing employment (support staff) or within the first week of employment (office staff). CAB is the induction into ONCALL and incorporates child safety training that covers the safeguarding and child safety topics listed below. The CAB programme is designed to meet the requirements of ONCALL's compliance obligations including (but not limited to) Human Services Standards, NDIS Quality and Safeguarding certification, National Standards for Disability Services, National Principles for Child Safe Organisations and Victorian Child Safety Standards.

- ONCALL Child Safety Measures
 - Child Safety Framework
 - Code of Conduct
- Child Safety Risks
 - Child safety risks
 - How ONCALL mitigates child safety risks
- What is abuse?
 - Types of Abuse
- How to identify abuse
 - Indicators of abuse
 - Indicators of harm to children
 - What to do if you suspect abuse
 - What to do if a client discloses abuse?
 - What to do if a child discloses abuse?
- Reporting requirements
 - Internal reporting requirements

- External reporting requirements
- How ONCALL will notify parents and carers
- How ONCALL will manage risks to children
- Feedback and Complaints
 - Complaint handling policy
- Cultural safety
- Supporting children and young people with diverse needs
- Participation and empowerment of children and young people
- Impact of trauma and trauma-informed practice
- How to support colleagues who disclose harm to a child
- Record keeping and information sharing

Human Rights and You – NDS Zero Tolerance eLearning

Human Rights and You explores values, strategies and examples relating to the four modules:

- What are human rights?
- Rights and responsibilities
- When rights go wrong
- Asking for help

Understanding Abuse - NDS Zero Tolerance eLearning

This module covers recognising abuse as a violation of a person's human rights. A focus on what makes life good for each person is the best way to enable rights and minimise the risk of abuse. It will also look at signs of abuse, or signs that abuse has taken place.

Introduction to the National Principles for Child Safe Organisations – Australian Human Rights Commission

This module outlines the background to the National Principles and what is meant by a child rights approach.

2.1.2 Within 6 months of onboarding

Two months following their employment with ONCALL, staff will

Understanding child abuse and impacts of child abuse – ONCALL Online Module

Underpinned by ONCALL's Child Safety Framework, this module has been designed to enable staff to feel empowered to act in the best interests of children when they have safety concerns. We do this by recognising:

- Indicators of harm to children and what to do
- Types of child abuse
- Potential effects of child abuse
- Impact of trauma

How to respond to disclosures of abuse – ONCALL Online Module

Protecting children is everyone's responsibility: parents, communities, governments, and business all have a role to play. Underpinned by ONCALL's Child Safety Framework, Code of Conduct and Incident Reporting Procedure, this module has been designed to encompass:

- What to say to a child and how to respond when they disclose abuse
- The Do's and Don'ts of Incident Reporting
- ONCALL's commitment to quality and continuous improvement



***Supporting effective communication* – NDIS Quality and Safeguards Commission**

The *Supporting Effective Communication* e-learning module demonstrates – from the perspective of NDIS participants – what effective communication looks like, and how it supports choice and control. Effective communication upholds the rights of people with disabilities to have choice and control and to make decisions about their own lives. With effective communication, workers can support and enable people to express themselves, to be heard and be safe.

2.1.3 6 to 12 months from onboarding***National Child Safety Principle 2* - Australian Human Rights Commission**

This module is about engaging with children in regard to their rights, listening to them and taking them seriously.

***Supporting Safe and Enjoyable Meals* – NDIS Quality and Safeguards Commission**

An eLearning module is available to help NDIS workers understand how to best support safe and enjoyable mealtimes. Mealtimes are an important part of our daily lives. Having access to meals that are safe and enjoyable is important to minimise the risk of choking and serious health problems for people with swallowing difficulty; and to improve their quality of life.

***National Child Safety Principle 6* - Australian Human Rights Commission**

This module focuses on complaint handling policy and process focused on the best interests of children.

2.2 Board, Senior Executives**2.2.1 Annual Tranche Year 1*****Safeguarding for Boards* – NDS Zero Tolerance Resources**

Safeguarding for Boards is a series of short films developed by NDS to assist Boards to understand and address the risk of abuse and neglect of people with they support.

***National Child Safety Principle 1* – Australian Human Rights Commission**

This module focuses on how your organisation can protect children by embedding child safety and wellbeing in its leadership, culture, and governance.

2.3 Operational Managers (including Executive Managers)**2.3.1 Annual Tranche Year 1*****Building a culture of accessibility and inclusion* - Australian Human Rights Commission**

This course is designed for leaders and team members to enhance their understanding of disability in the workplace, and to identify practical ways to build an accessible and inclusive workplace culture.

***National Child Safety Principle 3* - Australian Human Rights Commission**

This module focuses on how your organisation informs and involves families and communities to promote child safety and wellbeing.

***National Child Safety Principle 4* - Australian Human Rights Commission**

This module outlines how your organisation can be more equitable and inclusive of all children in policy and practice.

***National Child Safety Principle 5* – Australian Human Rights Commission**

This module focuses on the need for your organisation to recruit suitable people and support them to value child safety and wellbeing.

2.3.2 Annual Tranche Year 2***National Child Safety Principle 7 – Australian Human Rights Commission***

This module explores how your organisation can equip staff and volunteers with the knowledge and skills to keep children safe.

National Child Safety Principle 8 – Australian Human Rights Commission

This module looks at the importance of managing and documenting risks in the physical and online environments in order to reduce harm to children.

National Child Safety Principle 9 – Australian Human Rights Commission

This module focuses on the importance of your organisation regularly reviewing and improving its child safe practices, policies, and procedures.

National Child Safety Principle 10 – Australian Human Rights Commission

This module focuses on the need for your organisation to have policies and procedures documenting how it ensures children's safety and wellbeing

2.4 Victorian Operational Managers (including Executive Managers)**2.4.1 Induction to ONCALL (Onboarding)*****Introduction to Victoria's Child Safe Standards - Centre for Excellence in Child and Family Welfare***

This eLearning module provides an overview on the new compulsory Victorian Child Safe Standards including background to Victoria's Child Safe Standards, overview of the National Principles and Victoria's Child Safe Standards, what has changed with the updated standards and resources for further information.

2.5 People and Culture**2.5.1 Within 2 months of onboarding*****Child safe recruitment training – ONCALL Online Module***

- Child safe recruitment and HR practices

APPENDIX 1: IMPLEMENTATION OF SAFEGUARDING AND CHILD SAFETY TRAINING FOR EXISTING STAFF

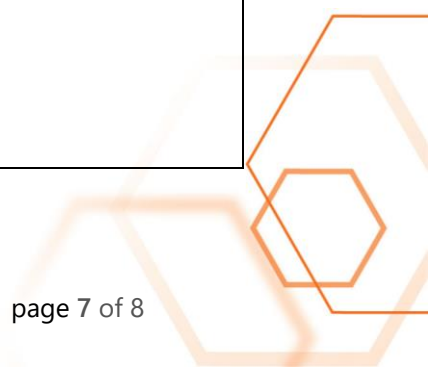
TRAINING ITEM	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUN 2023
ALL STAFF												
Human Rights and You – NDS Zero Tolerance eLearning				✓								
Understanding Abuse -NDS Zero Tolerance eLearning					✓							
Introduction to the National Principles for Child Safe Organisations – Australia Human Rights Commission	✓											
Understanding child abuse and impacts of child abuse – ONCALL Online Module						✓						
How to respond to disclosures of abuse – ONCALL Online Module							✓					
Supporting effective communication – NDIS Quality and Safeguards Commission		✓										
Supporting Safe and Enjoyable Meals – NDIS Quality and Safeguards Commission			✓									
National Child Safety Principle 2 - Australian Human Rights Commission								✓				
National Child Safety Principle 6 - Australian Human Rights Commission									✓			
BOARD AND SENIOR LEADERSHIP												
Safeguarding for Boards – NDS Zero Tolerance Resources		✓										
<ul style="list-style-type: none"> ○ Understanding Abuse ○ Preventing Abuse ○ Additional Risk (2 parts) ○ Responding to Abuse ○ Learning from Abuse ○ So why be a Board member? 												

TRAINING ITEM	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUN 2023
National Child Safety Principle 1 – Australian Human Rights Commission		✓										
OPERATIONAL MANAGERS (INCLUDING EXECUTIVE MANAGERS)												
Building a culture of accessibility and inclusion - Australian Human Rights Commission	✓											
National Child Safety Principle 3 – Australian Human Rights Commission		✓										
National Child Safety Principle 4 – Australian Human Rights Commission			✓									
National Child Safety Principle 5 – Australian Human Rights Commission				✓								
National Child Safety Principle 7 – Australian Human Rights Commission					✓							
National Child Safety Principle 8 – Australian Human Rights Commission						✓						
National Child Safety Principle 9 – Australian Human Rights Commission							✓					
National Child Safety Principle 10 – Australian Human Rights Commission								✓				
VICTORIAN OPERATIONAL MANAGERS (INCLUDING EXECUTIVE MANAGERS)												
Introduction to Victoria’s Child Safe Standards – Centre for Excellence in Child and Family Welfare	✓											
PEOPLE AND CULTURE												
Child safe recruitment training – ONCALL Online Module	✓											



APPENDIX 2: OVERVIEW OF SAFEGUARDING AND CHILD SAFETY TRAINING

TRAINING ITEM	ONBOARDING	FIRST 6 MONTHS	6 - 12 MONTHS	ANNUAL TRANCHE YR 1	ANNUAL TRANCHE YR 2
ALL STAFF					
Candidate Assessment and Briefing (CAB)	✓				
Human Rights and You – NDS Zero Tolerance eLearning	✓			✓ (Feb)	✓ (Feb)
Understanding Abuse -NDS Zero Tolerance eLearning	✓			✓ (Apr)	✓ (Apr)
Introduction to the National Principles for Child Safe Organisations – Australia Human Rights Commission	✓			✓ (Jun)	✓ (Jun)
Understanding child abuse and impacts of child abuse – ONCALL Online Module		✓		✓ (Aug)	
How to respond to disclosures of abuse – ONCALL Online Module		✓		✓ (Oct)	
Supporting effective communication – NDIS Quality and Safeguards Commission		✓		✓ (Nov)	
Supporting Safe and Enjoyable Meals – NDIS Quality and Safeguards Commission			✓		✓ (Aug)
National Child Safety Principle 2 - Australian Human Rights Commission			✓		✓ (Oct)
National Child Safety Principle 6 - Australian Human Rights Commission			✓		✓ (Nov)
BOARD AND SENIOR LEADERSHIP					
Safeguarding for Boards – NDS Zero Tolerance Resources <ul style="list-style-type: none"> ○ Understanding Abuse ○ Preventing Abuse ○ Additional Risk (2 parts) ○ Responding to Abuse ○ Learning from Abuse ○ So why be a Board member? 	✓			✓	



TRAINING ITEM	ONBOARDING	FIRST 6 MONTHS	6 - 12 MONTHS	ANNUAL TRANCHE YR 1	ANNUAL TRANCHE YR 2
National Child Safety Principle 1 – Australian Human Rights Commission	✓			✓	
OPERATIONAL MANAGERS (INCLUDING EXECUTIVE MANAGERS)					
Building a culture of accessibility and inclusion - Australian Human Rights Commission				✓	
National Child Safety Principle 3 – Australian Human Rights Commission				✓	
National Child Safety Principle 4 – Australian Human Rights Commission				✓	
National Child Safety Principle 5 – Australian Human Rights Commission				✓	
National Child Safety Principle 7 – Australian Human Rights Commission					✓
National Child Safety Principle 8 – Australian Human Rights Commission					✓
National Child Safety Principle 9 – Australian Human Rights Commission					✓
National Child Safety Principle 10 – Australian Human Rights Commission					✓
VICTORIAN OPERATIONAL MANAGERS (INCLUDING EXECUTIVE MANAGERS)					
Introduction to Victoria’s Child Safe Standards. Provider – Centre for Excellence in Child and Family Welfare.	✓				
PEOPLE AND CULTURE					
Child safe recruitment training – ONCALL Online Module	✓ Within 2 months of onboarding				

