

# CREATE's Commitment to Children & Young People's Safety and Well-being



As an organisation set up to promote the voices of children and young people with an out of home care experience, who may have experienced abuse or neglect, CREATE is passionate about promoting children's safety and well-being.

We uphold this commitment by empowering children and young people to be heard, advocating for improvements to the care system, and maintaining a child-safe environment where all children are respected and supported to participate in decisions that affect their lives.



All children and young people have an equal right to be protected from abuse regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background. Children and young people should be able to seek support from services and feel safe in the company of professionals and service providers.

## CREATE's Alignment with the National Principles for Child Safe Organisations

CREATE Foundation is committed to upholding the National Principles for Child Safe Organisations, which provide a nationally consistent framework for creating environments where children and young people are safe and feel safe. These principles underpin our policies, practices, and organisational culture, ensuring that children and young people are empowered, respected, and actively involved in decisions that affect them. In applying these principles, we also uphold the Universal Principle, ensuring that the rights, safety, and wellbeing of all children are prioritised, with particular attention to those who are Aboriginal and Torres Strait Islander children, children with disability, children from culturally and linguistically diverse backgrounds, children unable to live at home, and children who identify as LGBTQIA+. We embed these principles across all aspects of our work, from governance and leadership to staff conduct, program design, and feedback mechanisms, demonstrating our ongoing commitment to child safety and wellbeing.



## What does it mean for CREATE to be child-safe?

CREATE is committed to being a Child Safe organisation, but what does this actually mean? CREATE asked this question to our Youth Advisory Groups around Australia.

Young people told us that being "Child Safe" means that CREATE staff are accessible, approachable, take concerns seriously, have knowledge about working with those who have experienced trauma, and actively care about the safety and well-being of the children and young people around them. Young people also told us that CREATE needs to make sure its offices and spaces where it hosts events are safe for children. They also said that CREATE needs to keep advocating with young people to ensure the whole care system is a safe place.

## What Children and Young People can expect from CREATE

Children and young people can expect that CREATE will provide them with information on how to access our services. We will support children and young people to gain an understanding of their rights and responsibilities when it comes to their involvement with CREATE.

Working in a child safe manner is a shared responsibility between CREATE's employees, and volunteers. Everyone working at CREATE Foundation is responsible for the safety of children and young people and are required to report information about suspected child abuse. For more information, refer to CREATE's Child Protection Policy.

All staff, management, and volunteers at CREATE are required to uphold the principles outlined in CREATE's Code of Conduct. This Code sets out the expected behaviours and responsibilities for those working with children and young people, including maintaining a child-safe environment, treating children with respect, and operating within organisational policies.

Breaches of the Code of Conduct may result in disciplinary action, up to and including termination of employment or cessation of engagement with the organisation. For a full copy of CREATE's Code of Conduct, please visit the QR code above, or contact CREATE at [create@create.org.au](mailto:create@create.org.au) to request a copy.



# CREATE's Commitment to Children & Young People's Safety and Well-being



CREATE makes the following promise to all children and young people who are members of clubCREATE and/or attend a CREATE activity or program:

- We will show you care and respect. This means doing everything we can to ensure you are not harmed while participating in CREATE activities, and we will respect your rights and opinions.
- If you tell us something that worries us about your (or someone else's) safety or wellbeing, we will do something about it. This might involve talking to your carer, caseworker, or making a report to the police or child safety authorities. We will talk with you about how we handle our worries and what will happen next.
- Your feedback is encouraged, and you can always tell CREATE what you think, share your experience, or make a complaint. We value your input and no matter what, you are welcome at CREATE.
- Children and young people have the right to provide feedback, make a complaint, and get the support needed to be able to help you do so. All complaints will be dealt with in a confidential and timely way, in line with CREATE policy. You can get a copy of CREATE's Complaints and Feedback Policy by phoning 1800 655 105, emailing [create@create.org.au](mailto:create@create.org.au), or visiting <https://create.org.au/feedback-complaints/>
- CREATE keeps some personal information about children and young people with a care experience and their caregivers. This information helps to keep you safe, and helps us let you know about opportunities to participate in our programs. CREATE will make sure that:
  - We will only collect information about you that helps us to
    - contact you about opportunities at CREATE;
    - support you by keeping you and others safe while you are doing activities and other work with CREATE
  - All records containing children and young people's personal information are in password protected locations on CREATE's computers and databases. Only CREATE staff who need to can look at and use your information.
  - All CREATE staff must sign a "confidentiality agreement" when starting their employment with us. This means they promise to keep your information private unless we have worries about your safety or the safety of others.
  - If you are not comfortable providing your information to CREATE, we will talk with you about which CREATE activities you can do safely.
  - For further information about how we collect, use, dispose of, and disclose your personal information, please look at our [Privacy Policy](https://create.org.au/privacy-policy), available on CREATE's website at <https://create.org.au/privacy-policy>. The Privacy Policy also explains how you can access the personal information we hold about you and what you need to do if it needs to be updated.
- No matter where you are from or who you are, CREATE staff will do their best to make you feel comfortable and welcome. CREATE works hard to make sure our programs are accessible for all young people.
- CREATE is committed to the cultural safety of Aboriginal and Torres Strait Islander children and young people, and those from culturally and/or linguistically diverse backgrounds.
- CREATE is committed to providing a safe environment for children with a disability, neurodivergence and/or gender or sexual diversity to participate and have a say in meaningful ways.
- CREATE staff are trained in how to create and maintain a child-safe environment. This includes not only the physical safety of our offices, but also encompasses how staff behave around and towards children and young people. CREATE has strict recruitment, screening, and induction processes for staff and volunteers. These measures ensure those people working with children and young people on our behalf follow our commitment to providing a "child safe" environment, and that they have the ability to identify and respond to safety concerns for children and young people.

## Something's not right? Speak Up!



CREATE works with children and young people with a care experience, many of whom may have experienced abuse or neglect before entering the care system. Unfortunately, some children and young people may experience further harm while in care or after leaving care.

If this happens, or if a young person is concerned about the safety or wellbeing of another child or young person, they are encouraged to speak with a trusted adult, such as a carer or caseworker. They may also contact the relevant Child Protection Department in their state or territory to report their concerns.

