

## Lifeline Mid Coast – Child Safety Statement of Compliance

**Approved by:** Board of Directors

**Applies to:** All staff, volunteers, contractors, students, and Board members

**Next review:** Annually, or sooner if legislation changes

### 1) Our commitment

While Lifeline Mid Coast is not a provider of child services, it is committed to the safety and wellbeing of all children and vulnerable people. We align our culture, governance, and practices to the NSW Child Safe Standards and the National Principles for Child Safe Organisations, and we continuously review our safeguards to prevent, identify, and respond to harm.

Although our core services and programs are for adults (18+), we occasionally interact with young people, for example, when we present in high schools or when customers under 18 enter our opportunity shops. We therefore implement proportionate, proactive risk controls to keep children safe in all settings we influence.

### 2) Scope of this statement

This statement covers all Lifeline Mid Coast activities where a child (<18 or vulnerable persons) might be present or affected, including:

- 13 11 14 crisis line supports anyone at any age (Lifeline Australia duty-of-care steps apply if a call involves risk to a child.)
- Suicide Prevention Postvention Services provide programs for adults impacted by suicide. On occasion, adult users of our services may have children.
- School-based presentations or community outreach (invited talks, information sessions, stalls).
- Our Opportunity Shops (members of the public under 18 or vulnerable adults) may attend; staff/volunteers are 17+).
- Public-facing events where young people or vulnerable persons may be present.
- Digital/online channels (social media, websites) and phone interactions where a caller might disclose risk involving a child.

### 3) Governance and accountability

- The Board and CEO are accountable for embedding child safety in leadership, governance, and culture and for ensuring compliance with the NSW Child Safe Scheme.
- We maintain a Child Safety Policy, Code of Conduct, Complaints & Incident Response Procedure, and Risk Register, and we review these annually against the Standards.

### 4) Legal and standards framework we align with

- NSW Child Safe Standards under the Children's Guardian Act 2019 (ten standards). [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)]
- National Principles for Child Safe Organisations (ten principles). [[childsafety.gov.au](http://childsafety.gov.au)]

- Working With Children Check (WWCC) obligations (who needs a Check, employer verification, five-year clearance and continuous monitoring). [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)], [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)]
- NSW Reportable Conduct Scheme (allegations-based oversight; duties of the head of entity; investigation and notification). [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)], [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)]

### **Child safety risk assessment (summary attestation attached)**

We have completed and documented a child-safety risk assessment for all contexts in which children or young people may be present or affected by our work. Controls are designed and mapped to the NSW Standards and National Principles. Key risk domains and our core controls are set out below.

### **Risk management strategies (how we manage and monitor risk)**

- 1. Safe culture & leadership**
  - Board-approved **Statement of Commitment** to child safety; visible in our culture, induction packs; training modules and Lifeline Mid Coast Child Safety Protocols.
- 2. Clear policies and codes**
  - Lifeline Mid Coast's Code of Conduct, Child Safety Protocols, photography rules, Complaints & Incident Procedure; information-sharing and privacy guidance.
- 3. Screening & suitability (WWCC, recruitment, supervision)**
  - While we do not provide **child-related work** we do require some identified staff and volunteers who may have incidental contact, to obtain a WWCC, which is verified and maintained in our verification records. For roles within our retail, WWCC is not mandated by law but we still apply robust recruitment including background and reference checks, and supervision.
- 4. Training & capability**
  - Induction for all workers (including 17-year-olds) covers child safety standards, boundaries, responding to disclosures, complaints pathways, cultural safety, and escalation. Refresher training occurs at least annually.
- 5. Complaints and incident response**
  - Multiple, accessible ways to speak up (in person, email, phone, anonymous). Our process is trauma-informed, and timely; children and families are informed and supported; we document and track outcomes and learning.
- 6. Physical & Online environments**
  - Two-adult rule for youth facing activities, sightlines in rooms; open-door practices; no meetings with a child in non-public shop areas.
  - Online safety and moderation aligned with national guidance.
- 7. Continuous improvement**
  - Annual self-assessment and Child Safety Statements reviewed annually and incident trend reviews and quality improvement reporting to the Board.

**Attestation**

**The Board of Lifeline Mid Coast attests that:**

1. We have completed a child safety risk assessment covering Lifeline's 13 11 14 service, our Suicide Prevention Postvention Services, high-school presentations, opportunity shops, community events and online channels scenarios where a child's safety may be implicated. Control measures are in place, proportionate to risk mapped to the National Child Safety Principles. [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)], [[childsafety.gov.au](http://childsafety.gov.au)]
2. We apply WWCC requirements when a role encounters incidental child contact or child-related work (face-to-face that is more than incidental), and we verify clearances and keep records in line with OCG guidance. [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)], [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)]
3. We maintain complaints and incident processes, and we comply with mandatory reporting requirements for any reportable allegations, including notification, investigation, risk management, and record-keeping. [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)], [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)]
4. We deliver induction and refresher training for all workers (including 17-year-olds in our shops) so they understand boundaries, how to respond to disclosures, and how to escalate concerns. [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)]
5. We review our practices at least annually and whenever legislation or OCG guidance changes. [[ocg.nsw.gov.au](http://ocg.nsw.gov.au)]

**Signed:**

Board Chair .....  ..... Date 26/02/2026

Chief Executive Officer .....  ..... Date 26/02/2026