

## Standard 7

### Knowledge, skills and awareness

NPAQ supports building knowledge and skills of volunteers and staff to create awareness of child safe practices and to proactively safeguard children and young people against harm.

Volunteers and staff are screened before commencement of duties and receive induction and ongoing training to build their capacity to support children and young people who attend NPAQ programs and events. They can also apply their knowledge and skills to all interactions outside of their duties with the organisation.

- NPAQ has embedded the Universal Principle and the Child Safe Standards for all in the induction process for new staff and volunteers. Training modules are completed and documentation of their completion is kept.
- Staff and volunteers receive training on the rights of children in relation to records created about them and their use, retention and disposal.
- Staff and volunteers are trained to recognise the range of indicators of child harm, including indicators of harm associated with a lack of cultural safety. A proactive approach is adopted, and any concerns or incidents – including child-to-child harm – are reported to the staff leadership team.
- Staff and volunteers respond effectively when issues of children’s safety, wellbeing or cultural safety arise. Safe ways to report concerns about a colleague are communicated.
- Volunteers and staff are trained to ensure clear supervision. NPAQ adopts a hands-off policy for children and young people in the care of volunteers and staff for programs and events. Some exceptions apply, as physical touch may be needed in cases as providing First Aid or preventing foreseeable harm to a child or young person, such as to prevent imminent slips, trips and falls. Volunteers and staff are trained to report this incident; gain consent for touching during First Aid; explain to the child at each step what they will do, when they are doing it, and why it is necessary; and inform the child’s parent/guardian.

- Volunteers and staff are made aware and agree to abide by all NPAQ Codes of Conduct, policies and procedures. Breaches may result in retraining, a stand-down of duties pending investigation, dismissal or reporting to relevant external authorities.
- Ongoing training is planned and recorded – including First Aid certification, Child Safe Standards, and Child Safety and Wellbeing policy, which includes cultural safety and reporting.

NPAQ is committed to regularly reviewing policies and procedures to ensure the knowledge and skills of volunteers and staff are relevant and to proactively safeguard children and young people against harm by being aware of the risks and strategies to address them.

**PARKS CONNECT**



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