



Child Safe Environment

Support Your Way Disability Services Pty Ltd • ABN 11 626 968 214 • NDIS Provider No. 4050041726

Last updated: September 2026

Support Your Way strictly adheres to maintaining a child-safe environment that protects children and young people. Support Your Way and its staff are mandated to report abuse, neglect and harm to children.

Support Your Way seeks to ensure all workers are aware of their responsibilities and the shared commitment to keep children and young people safe and protected, while undertaking their work with the company.

Code of Conduct

Caring for children and young people brings additional responsibilities for all workers within the company. Support Your Way Disability Services Pty Ltd are responsible for promoting and protecting the safety and wellbeing of children and young people by:

- sticking to the organisation's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- treating everyone including those of different race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes and religious beliefs with respect and honesty and ensure equity is upheld
- being a positive role model to children and young people in all conduct with them
- setting clear boundaries and maintaining appropriate behaviours with children and young people – boundaries help everyone to understand their roles
- listening and responding appropriately to the views and concerns of children and young people
- being alert to bullying behaviours and responding promptly and appropriately
- ensuring another adult is always present or in sight when conducting one to one consulting, coaching, instruction or other activity
- being alert to children and young people who have been harmed, or may be at risk of harm and reporting this quickly to the Child Abuse Report Line (13 14 78)
- responding quickly, fairly and transparently to any complaints made by a child, young person or their parent/guardian
- encouraging children and young people to 'have a say' on issues that are important to them.

Workers must not

- engage in rough physical games
- develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
- do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.

Breaches of the Code of Conduct

Breaches or suspected breaches of the Code of Conduct should be reported as soon as practicable to management either in person, by telephone, or via email (info@supportyourway.com.au) to the CEO or a member of the Executive Management team.

Breaches or suspected breaches of the Code of Conduct will be taken seriously and dealt with quickly, fairly and transparently. Any worker who breaches the Code of Conduct will face disciplinary action and depending on severity of the breach, the worker may have their employment terminated.

Reporting

Support Your Way Disability Services Pty Ltd aims to ensure that children and young people are safe from harm and risk of harm. Section 17 of the Safety Act defines 'harm' to mean physical or psychological harm (whether caused by an act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect.

Mandated reporters in our organisation are workers who provide services to children and young people, or hold a management position in the organisation the duties of which include direct responsibility for, or direct supervision of, the provision of those services to children and young people.

Mandated reporters have a legal obligation to notify the appropriate governmental bodies in the relevant state.

For South Australia

Child Abuse Report Line (CARL) on 13 14 78 as soon as practicable if they have a suspicion that a child or young person has been harmed or may be at risk of harm. If the child or young person is at immediate risk, report to South Australia Police (SAPOL) on 000.

For Victoria

After Hours Child Protection Emergency Services (AHCPEs) 131 278.

Victoria has a step-by-step mandatory reporting document that can be accessed through the Department of Families, Fairness and Housing.

General reporting obligations

Even if not a mandated reporter, any person can report harm or risk of harm to a child or young person. The individual who identifies the harm or risk of harm is encouraged to make the report to authorities and can request the support from another worker to do so if required.

Information about making appropriate reports of harm or risk of harm is available from the South Australian Department for Child Protection website:

<https://www.childprotection.sa.gov.au/reporting-child-abuse>

Information about making reports of harm or abuse to children can be found on the Police Victoria website:

<https://www.police.vic.gov.au/reporting-sexual-offences-child-abuse#contact-a-socit-member>

All adult workers (even if not a mandated reporter) have a legal obligation to report child sexual abuse to the police and to protect a child from sexual abuse. Failure to meet these obligations may be considered a criminal offence.

Following a report being made to CARL, AHCPEs, SAPOL, or Victoria Police, workers must make an internal report to management.

We will be guided by the Department for Child Protection/Department of Families, Fairness and Housing and/or SAPOL/Victoria Police after a report has been made as to whether we can conduct an internal investigation.

If a worker is reported to CARL, AHCPEs or SAPOL/Victoria Police for causing harm or risk of harm to a child or young person, they will be removed from any role that involves working with any child or young person until authorities have concluded their investigation.

Following a report to CARL, AHCPEs or SAPOL/Victoria Police we will support the child or young person by referring the child, young person or their family to other appropriate services, and continuing to provide a service to the child, young person and their family and monitor their circumstances.

We will document all information received regarding the report and store this securely in a separate file.

Complaints & Feedback

Providing opportunities for complaints and feedback ensures that children, young people and their families feel valued and respected and enables us to improve the quality of our service. Children, young people and their families are informed that they can provide feedback or make a complaint from their initial intake as a client, and can be referred to in the Participant Handbook.

Compliments, complaints or feedback can be provided verbally to any worker or direct to management by email info@supportyourway.com.au.

We will deal with all complaints and feedback received promptly, sensitively and fairly. We will:

- listen to the complaint/feedback
- the person receiving the complaint will make a record of it if received verbally
- advise the time expected for an outcome

- if a worker receives a complaint, they must forward it to management as soon as possible
- management will respond to the complainant with an outcome in a timely manner
- clearly document and securely store decisions and actions taken in response to complaints and feedback
- make sure that procedural fairness is followed at all times.

External complaints bodies

If the child, young person or their family is not happy with the outcome from the complaints process they can contact:

- NDIS Quality & Safeguards Commission 1800 035 544
- Health and Community Services Complaints Commissioner 8226 8666
- Australian Human Rights Commission Online: www.humanrights.gov.au Tel: 1300 656 419
- South Australian Equal Opportunities Commission (for complaints relating to discrimination) Online: www.eoc.sa.gov.au Tel: 08 8207 1977.