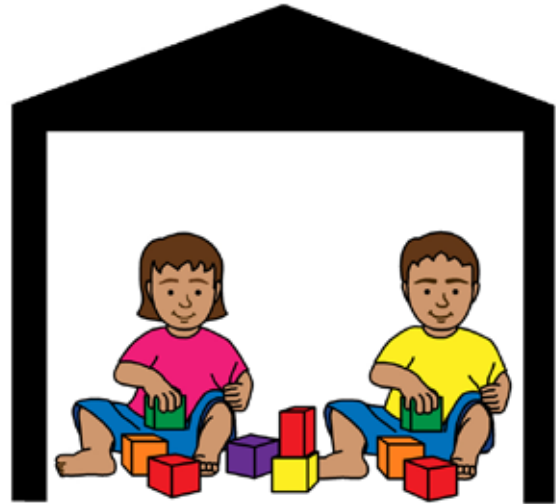


# SAFEspace

Working together to create safe environments for kids with disability



**Choose the right organisations  
to work with your child**

**SAFESpace**



**Easy English**



## Hard words

This factsheet has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

This booklet is written by the Office of the  
Children's Guardian New South Wales (NSW).

## About this booklet



This booklet is about how to choose the right **organisations** to work with your **child**.

Organisation means a group of people who work with children with disability.



Child means a person under the age of 18 years.

People who work with children with disability might be

- paid
- unpaid
  - for example a volunteer sports coach.





Most of these people keep children

- safe
- protected.

But some people harm or hurt children.



It is **not** ok to harm or hurt children.

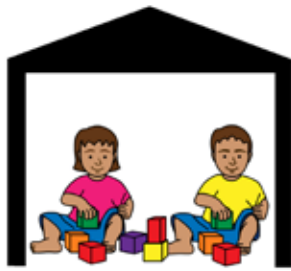
People who work or volunteer with children in NSW must have a current Working With Children Check (WWCC).



A Working With Children Check means it is ok for a person to

- work with children
- volunteer with children.





## Which organisations should you choose to work with your child?

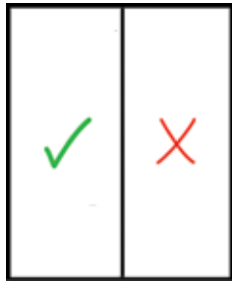
Organisations that keep children safe follow rules.



Child safe organisations

- listen to you
- make sure your information is **not** shared unless you say **yes**
- follow rules about complaints
- employ people with the right skills and training
- employ people with a current Working With Children Check.





Child safe organisations also

- have child safety rules
- follow child safety law
- watch and help workers do a good job



- have plans to make child safety better
- report things that harm or might harm children to the Child Protection Helpline.



NSW Department of Family and Community  
Services Child Protection Helpline

132 111

## Child safe organisations have rules about children



All children must

- be listened to
- be able to make decisions
- be believed when they complain.



## Child safe organisations have rules about workers



All workers must

- make sure children are safe
- know the child safety rules
- know which actions are right and wrong
- have the right skills and training
- have a current Working With Children Check.





## **Which questions should you ask an organisation?**



You can ask an organisation about the safety of your child.

For example

- How do you keep children safe?
- Can I read your child safety information?
- Do your workers have the right skills and training?
- Can I give workers information about how to understand and help my child?
- Do your workers have current Working With Children Checks?
- Will my child be left alone with a worker?

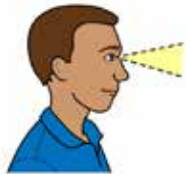






## How do you know if a place is safe for your child?

You can look around the place where your child will go.



You can check that

- all parts of the room can be seen
- workers can see all children in the room



- windows are **not** covered by curtains or papers
  - for example posters



- therapy rooms have windows for people to see in



- you feel good about the place.

You can also watch how workers are around children.



## Feedback and complaints

Child safe organisations want to hear feedback that is



- good

and



- bad.

Feedback and complaints help to make an organisation better.



Child safe organisations

- make it easy for you or your child to give feedback
- tell you how they deal with complaints
- do something about a complaint straight away.





If you are **not** happy about how the organisation deals with your complaint contact NSW Ombudsman.

[ombo.nsw.gov.au/complaints](https://ombo.nsw.gov.au/complaints)

### How can you teach your child to be safe?



You can tell your child

- about their body parts in a way they can understand
- what adults must **not** do
  - for example touch them in places they do **not** want to be touched



- to always tell you how they feel
- to say **no** if they do **not** feel safe
- to tell an adult they trust if they do **not** feel safe.



### **Child safe organisation checklist**

I have been told

what matters to the organisation

how the organisation manages  
child safety

that workers have current  
Working With Children Checks

that workers have the right skills and  
training to work with children  
with disability

how workers manage children who are  
sad or angry



I have also been told

how the organisation will work with me  
and my child

how to make a complaint and who  
to contact

how my child can make decisions

how the organisation can care for and  
support my child

I can give workers information about  
how to understand and help my child



## More information

Office of the Children's Guardian

[www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)



Working With Children Check

[check@kidsguardian.nsw.gov.au](mailto:check@kidsguardian.nsw.gov.au)

Working With Children Check helpline

02 286 7219

If you think your child might be hurt contact

NSW Department of Family and

Community Services Child Protection Helpline

132 111

Available 24 hours a day and 7 days  
a week.



[www.community.nsw.gov.au/preventing-child-abuse-and-neglect/reporting-suspected-abuse-or-neglect](http://www.community.nsw.gov.au/preventing-child-abuse-and-neglect/reporting-suspected-abuse-or-neglect)

NSW Police Assistance Line

131 444

If you are **not** happy with the way an organisation deals with your complaint contact NSW Ombudsman.

[ombo.nsw.gov.au/complaints](https://ombo.nsw.gov.au/complaints)

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English in September, 2017. [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact the Office of the Children's Guardian (NSW).

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