

Policy Name: Safeguarding Vulnerable People Policy

Policy No: 105

BOARD Approval Date: 31.1.2025

Review Date: As required

QB Policy Framework Area Reference: 9. Charitable Frameworks

This policy applies to Quantin Binnah Community Centre; herein to be referred to as The Organisation or The Service.

NQS

QA4	4.2	Professionalism	Management, Educators, and staff are collaborative, respectful and ethical
	4.2.1	Professional collaboration	Management, Educators, and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills
	4.2.2	Professional Standards	Professional standards guide practice, interactions and relationships

National Regulations

Regs	168	Policies and procedures are required in relation to health and safety
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1. Policy Statement

1. Quantin Binnah will ensure all people, regardless of their age, gender, race, religious beliefs, disability, sexual orientation, or family or social background, have equal rights to protection from abuse, neglect or exploitation.
2. Quantin Binnah commits to promoting and protecting the welfare and human rights of people that interact with, or are affected by, their work - particularly those that may be at risk of abuse, neglect or exploitation. Quantin Binnah have no tolerance for abuse, neglect or exploitation. We endeavour to take a survivor-centric approach in all that we do.
3. All staff, volunteers, partners and third parties of Quantin Binnah share responsibility for protecting everyone from abuse, neglect or exploitation. Beyond this, particular people have specific responsibilities, and they will carry out their duties without exception.
4. Quantin Binnah has a process for managing incidents that will be followed when one arises.

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2. Who is affected by this policy?

Vulnerable people which can include:

- children and seniors
- people living with impaired intellectual or physical functioning
- people living with mental health issues
- people living in family violence situations
- people from a low socio-economic background
- people who are Aboriginal or Torres Strait Islanders
- people who are not native speakers of the local language
- people with low levels of literacy or education
- people subject to modern slavery, which involves human exploitation and control, such as forced labour, debt bondage, human trafficking, and child labour.

In addition: Vulnerable people can also include:

Children
Families
Community Members
Employees
Suppliers
Partners
Volunteers and students
Management

3. Related Policies

Code of Conduct Policy
Privacy and Confidentiality
Recruitment Policy
Risk Management Policy
Volunteers Policy
Well-Being and Mental Health Policy
Work Health and Safety Policy

4. Implementation

4.1 Purpose

The purpose of this policy is to:

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1. Help protect people that interact with, or are affected by, Quantin Binnah.
2. Define the key terms we use when talking about protecting people or safeguarding.
3. Set out and develop the way Quantin Binnah manages safeguarding risks.
4. Set out the specific roles and responsibilities of persons working in and with Quantin Binnah.
5. Facilitate the safe management of incidents.
6. To support a positive and effective internal culture towards safeguarding.

4.2 Definitions

- *Safeguarding* means protecting the welfare and human rights of people that interact with, or are affected by, Quantin Binnah particularly those that might be at risk of abuse, neglect or exploitation. This refers to any responsibility or measure undertaken to protect a person from harm.
- *Abuse, neglect or exploitation* means all forms of physical and mental abuse, exploitation, coercion or ill-treatment. This might include, for example:
 1. Sexual harassment, bullying or abuse.
 2. Sexual criminal offences and serious sexual criminal offences.
 3. Threats of, or actual violence, verbal, emotional or social abuse.
 4. Cultural or identity abuse, such as racial, sexual or gender-based discrimination or hate crime.
 5. Coercion and exploitation.
 6. Abuse of power.
- *Reasonable grounds to suspect* are a situation where a person has some information that leads them believe that abuse, neglect or exploitation has taken place, is taking place, or may take place. It comes with a low burden of proof (in fact, no proof is needed at all) but is based on some information. Questions that may help a person to determine whether they have 'reasonable grounds to suspect' might include:
 - a) Could you explain to another person why you suspect something? This helps to make sure that your suspicion is based on information, even if you have no proof.
 - b) Would an objective other person, with the same information as you, come to the same conclusion? This helps to make sure that your suspicion is as objective as possible.
- *A survivor-centric approach* means considering and lawfully prioritising the needs, right and wishes of survivors.

4.3 Roles and Responsibilities

While the responsibility to protect people is shared by all who work at, or with Quantin Binnah, some individuals have specific obligations with which they will comply.

4.3.1 Board Members

The members of the Board of Governance for Quantin Binnah are responsible for:

- a) Protecting all people that interact with, or are affected by, Quantin Binnah.
- b) Ensuring that there are appropriate and effective ways for Quantin Binnah to do this.
- c) Ensuring that Quantin Binnah observes all relevant laws relating to safeguarding.
- d) Ensuring that Quantin Binnah takes a survivor-centric approach.

4.3.2 CEO

The Chief Executive Officer of Quantin Binnah will:

- a) Ensure Quantin Binnah has effective and appropriate ways to manage safeguarding and legal compliance.
- b) (If necessary) ensure the appointment of a Safeguarding Manager with appropriate skills and competency.
- c) Ensure that, within the charity's approach, reasonable steps are taken to protect people.
- d) Ensure that reports to external parties are made where required.

4.3.3 Line Managers

All Line managers of Quantin Binnah will:

- a) Promote a positive culture towards safeguarding.
- b) Implement this policy in their area of responsibility.
- c) Ensure that the risks of incidents have been considered in their area of responsibility.
- d) Ensure that there are appropriate controls in place to prevent, detect and respond to incidents.
- e) Facilitate the reporting of any suspected abuse, neglect or exploitation.
- f) Take a survivor-centric approach to potential incidents and ensure that any incident is dealt with transparently and accountably.
- g) Manage reports of abuse, neglect or exploitation.
- h) Ensure staff, contractors, and volunteers are aware of relevant laws, policies and procedures, and Quantin Binnah's Code of Conduct.
- i) Ensure staff, contractors and volunteers are aware of their obligations to report suspected incidents of abuse, neglect or exploitation.
- j) Manage reports of abuse, neglect or exploitation.
- k) Provide support for staff, contractors and volunteers in undertaking their responsibilities.

4.3.5 Staff and Volunteers

All Staff and Volunteers of Quantin Binnah will:

- a) Familiarise themselves with the relevant laws, the Code of Conduct, policies and procedures for safeguarding.
- b) Follow the QB Line Reporting Flow Chart and related procedures.
- c) Comply with all requirements.
- d) Report any incident to the appropriate authority when it is reasonable to suspect that a person's safety or welfare is at risk.
- e) Report any suspicion that a person's safety or welfare may be at risk to the appropriate authority; and
- f) Provide an environment that is supportive of everyone's emotional and physical safety.

4.3.6 Contractors and Partners

All partners and contractors of Quantin Binnah will:

- a) Implement the provisions of this policy and Quantin Binnah's procedures in their dealings with Quantin Binnah.
- b) Report any suspicion that an incident may have taken place, is taking place, or could take place.

4.4 Managing Safeguarding Risk

The way Quantin Binnah manages the risks of safeguarding will be:

- a) Holistic. Quantin Binnah and its stakeholders will work to prevent, detect and take action on incidents.
- b) Risk-based and proportionate. Quantin Binnah will regularly assess the risks to people in its operations and develop proportionate controls to mitigate those risks.
- c) Survivor-centric. Quantin Binnah will put survivors at the heart of its approach to safeguarding.
- d) Lawful. Quantin Binnah will ensure that it understands and complies with the law in everything it does, in all jurisdictions in which it works.

Quantin Binnah will manage the risk of safeguarding by:

- a) Having up-to-date and documented risk assessments.
- b) Maintaining a register of Quantin Binnah's legal obligations for safeguarding and workplace health and safety in all the jurisdictions in which it operates.
- c) Having an action plan that sets out how it will manage safeguarding.

- d) Adhering to this Safeguarding Policy and its Code of Conduct.
- e) Doing due diligence checks of staff, volunteers and third parties.
- f) Implementing policies, procedures and systems that introduce controls to reduce the likelihood and consequence of incidents.
- g) Conducting awareness-raising for stakeholders on risks, expectations, and individual responsibilities.
- h) Maintaining two reporting processes: the confidential reporting process, and the overt reporting process.
- i) Having an incident response plan.
- j) Monitoring and reviewing the effectiveness and proportionality of its safeguarding approach.

4.5 Managing Incidents

Harassment, abuse, neglect and exploitation are all serious misconduct and Quantin Binnah reserves the right to:

- a) Take disciplinary action against those it believes are responsible, which may include dismissal.
- b) Take civil legal action.
- c) Report the matter to law enforcement.

4.5.1 Reporting Suspected Incidents

All staff, volunteers and third parties must, as soon as practicable, report any suspicion that an incident has taken place, may be taking place, or could take place.

They may do this through reporting through the Line Management Process.

If a person wants to report confidentially, including with anonymity, they may provide information to the HR admin who will be instructed to follow a confidential reporting process which requires a written rather than verbal lodgement.

If a person believes that another person is at risk of immediate harm or the victim of a criminal offence, they will dial 000.

4.5.2 Responding to Suspected Incidents

All suspected, perceived, potential or actual incidents will be managed through the incident response plan.

For external reporting Quantin Binnah will:

- a) Report any suspicion of a criminal offence to the police or the relevant criminal judicial body.
- b) Meet all donor requirements regarding the reporting of incidents.
- c) Report any qualifying matter to the ACNC.

4.6 Privacy and Data Protection

All personal information considered or recorded will respect the privacy of the individuals involved unless there is a risk to someone's safety. Quantin Binnah will protect personal information through the application of Quantin Binnah's Privacy and Confidentiality Policy.

5. Sources

Australian Charities and Not-For-Profit Commission. Safeguarding Policy Template 2024

6. Review

The policy will be reviewed as required. Review will be conducted by:

- Management
- Interested parties

Document Version Control:

No.	Date	Status
1.0	07/01/2025	New version
1.1	15/01/2025	Revised
1.2	16/01/2025	Amended
1.2	31/1/2025	Approved by Board