

Child Safety Policy

National Operations

Document Owner

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1. Purpose

1.1 This Policy aims to:

- (a) ensure that Housing Choices Australia (**HCA**) meets its responsibilities for the safety, protection, and wellbeing of all children;
- (b) create and foster an organisational culture that places child safety at the forefront of HCA operations;
- (c) ensure that all employees, directors, contractors, maintenance contractors, volunteers, and students on placement (together referred to as **Staff**) are aware of their roles and responsibilities to prevent and report child abuse and harm occurring within all HCA Environments;
- (d) provide Staff with information and guidance regarding exercising the judgements involved with reporting risks of child abuse and harm and the action that should be taken where a person suspects any child abuse or harm within all HCA Environments;
- (e) establish controls and procedures for preventing child abuse or harm and detecting it when it occurs within all HCA Environments;
- (f) provide a clear statement to Staff forbidding child abuse or harm;
- (g) provide assurance that any and all suspected child abuse or harm will be reported and fully investigated; and
- (h) place an emphasis on genuine engagement with and empowerment of children.

2. Scope

- 2.1 This Policy applies to all entities of HCA, and all Staff engaged by HCA, in conjunction with the Codes of Conduct and the Child Safety Reporting Procedures, excluding Housing Choices South Australia (**HCSA**) which has its own policy (Safeguarding Children and Young People) Safe Environments Policy – South Australia.
- 2.2 The entities of HCA are identified and defined in the Policy and Procedure Management Policy.
- 2.3 This Policy applies to all HCA Environments and all interactions with children including:
- (a) physical contact,
 - (b) face to face contact;
 - (c) contact by post or other written communication;
 - (d) contact by telephone or other oral communication;
 - (e) contact by email or other electronic communication including online seminars and social media.

3. Introduction

- 3.1 HCA is committed to promoting and protecting the health, safety, and wellbeing of all children. We have zero tolerance for child abuse and harm and the safety and protection of children is always the first priority.
- 3.2 If any person believes a child is at immediate risk of abuse or harm, telephone 000.

4. Commitment to the safety of children

- 4.1 HCA is committed to providing children with a safe and nurturing environment in which they can learn and thrive.
- 4.2 HCA supports, values, and respects all children, and is committed to their safety, participation, and empowerment.
- 4.3 HCA has zero tolerance for all forms of abuse or harm against children, and all allegations will be treated seriously in accordance with our policies and procedures.
- 4.4 HCA is committed to providing a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children are respected and valued.
- 4.5 The safety, welfare and best interests of the child are paramount.

5. Definitions

- 5.1 **“Child”, “children” or “young person”** means a child who is under 18 years of age, unless otherwise defined by law or noted in this Policy or the Child Safety Reporting Procedures.
- 5.2 **“Child abuse or harm”** means conduct towards, against, with or in the presence of a child, or threatening to engage in such conduct, which includes: Page | 3
- a) Physical violence;
 - b) Conduct of a sexual nature, including a sexual offence against a child and grooming behaviour;
 - c) Serious emotional or psychological harm; or
 - d) Serious neglect of a child.
- 5.3 **“Child Safety”** means matters related to HCA’s duty of care to children in its care, protecting all children from abuse or harm, managing the direct or inadvertent risk of child abuse or harm, taking steps to prevent the occurrence or reduce the occurrence of child abuse or harm, providing support to a child at risk of child abuse or harm, and responding to incidents or allegations of child abuse or harm.
- 5.4 **“Child Safety Officers” or “CSOs”** means people appointed by HCA to listen, discuss, and clarify issues raised by Staff and children in relation to actual or suspected child abuse or harm.
- 5.5 **“HCA Environments”** means all physical and virtual environments and places made available or authorised by HCA for use by a child, including but not limited to:
- a) the offices of HCA;
 - b) online HCA Environments (including email, portals, intranet systems, telecommunication, social media, and other online communications); and
 - c) other locations provided by HCA for a child’s use (including, without limitation, homes, community events hosted by HCA, competitions, and other events).
- 5.6 **“Maintenance Contractor”** means an individual, business or company who enters into a contract to provide maintenance services, projects and tasks primarily involving repairs to homes. The term “maintenance contractor” excludes individuals employed directly by HCA.
- 5.7 **“Staff”** means all HCA employees, directors, contractors, maintenance contractors, volunteers, and students on placement.
- 5.8 **“WWCC”** means the following in each State and Territory:
- 5.8.1 In Victoria, a Working with Children Check issued pursuant to the *Worker Screening Act 2020* (Vic);
 - 5.8.2 In Western Australia, a Working with Children Check issued under the *Working with Children (Criminal Record Checking) Act 2004* (WA), as

amended; and

- 5.8.3 In Tasmania, a Working with Vulnerable People Card issued under the *Registration to Work with Vulnerable People Act 2013 (Tas)*, as amended.

6. Policy Principles

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6.1 The following policy principles guide Staff in their commitment to child safety and strengthen the organisation's capacity to be child safe:

- (a) HCA has zero tolerance for child abuse and harm against children.
- (b) All forms of child abuse and neglect cause harm to children.
- (c) The best interests, safety and wellbeing of the child are paramount.
- (d) Child safety is a shared responsibility of all adults in the community.
- (e) All children have a right to feel and be safe and have equal rights to protection from abuse and harm.
- (f) HCA will consider the opinions of children when developing child safety policies and procedures to promote engagement with and the empowerment of children.
- (g) HCA will ensure that families participate in decisions effecting their child and will openly communicate with families and the community about its approach to child safety and ensure that information about child safety including information about making a complaint is readily available and accessible.
- (h) HCA will take into account the diversity of all children, including (but not limited to) the needs of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disabilities, lesbian, gay, bisexual, transgender and intersex children and children who are vulnerable, and make reasonable efforts to accommodate them.
- (i) HCA is committed to the cultural safety of Aboriginal children, and those from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children living with a disability and lesbian, gay, bisexual, transgender, and intersex children.
- (j) Professionals and prescribed persons working with children have legal and ethical responsibilities to support the safety, welfare, and wellbeing of children.

7. Responsibilities

7.1 The safety of children is everyone's responsibility. The roles and responsibilities of **HCA** and its Staff, to prevent and report actual or suspected risk of abuse and harm to children occurring within all **HCA** Environments, is outlined below:

All Staff

7.2 All Staff:

- (a) have a shared responsibility for contributing to the safety of children from child abuse or harm or the risk of abuse or harm;
- (b) are responsible for identifying child abuse or harm and taking steps to prevent, reduce or eliminate child abuse or harm and the risk of abuse or harm;
- (c) must promote child safety at all times and provide a safe environment for all children; and
- (d) must telephone 000 if they believe a child is at immediate risk of abuse or harm.

7.3 All Staff are required to:

- (a) take all reasonable steps to maintain an environment that prevents child abuse or harm to children;
- (b) respond to a child disclosing an incident of child abuse or harm or a risk of child abuse or harm, in a child-focused manner, with sensitivity and professionalism;
- (c) participate in child safety induction and training as directed by HCA and request further assistance if they feel further training is required;
- (d) report any concerns about actual or suspected child abuse or harm or risk of abuse or harm immediately, or as soon as possible; and
- (e) report any breach or suspected breach of this Policy, the Codes of Conduct, and the Child Safety Reporting Procedures as soon as possible to a CSO or supervisor.

7.4 All Staff (excluding Maintenance Contractors) are required to:

- (a) read and comply with this Policy, the Code of Conduct, and the Child Safety Code of Conduct (**the Codes of Conduct**) and the relevant state Child Safety Reporting Procedures annexed to this Policy.

7.5 Maintenance Contractors are required to:

- (a) read and comply with this Policy, the Maintenance Contractor Code of Conduct, and the relevant state Child Safety Reporting Procedures annexed to this Policy.

HCA

7.6 HCA will ensure, as far as possible, that Staff are aware of:

- (a) their responsibilities to create and maintain child safe environments, including a culturally safe environment for Aboriginal children;
- (b) their obligations under this Policy;
- (c) the appropriate standard of conduct and behaviour that HCA requires; and

- (d) HCA's commitment to empowering children about their rights including the right to feel safe, be informed and participate in decisions affecting them.

The Board

7.7 The Board has ultimate responsibility for complying with the National Principles for Child Safe Organisations and relevant state Child Safe Standards, including:

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- (a) preventing and detecting the risk or actuality of child abuse or harm;
- (b) ensuring appropriate and effective internal control systems, including processes to respond to complaints and concerns, and regular reviews;
- (c) modelling and championing a child safe culture and making a public commitment to child safety;
- (d) implementing appropriate policies, procedures, and codes of conduct in relation to child safety, including ensuring staff are equipped with knowledge, skills and awareness through ongoing education and training, and ensuring staff are suitable to work with children; and
- (e) Empowering children, families, and communities with information about their rights and protections.

The Managing Director

7.8 The Managing Director is responsible for:

- (a) managing and overseeing the response of reports of child abuse and harm to children;
- (b) seek approval from external authorities before appointing an external investigator, independent of HCA, with appropriate skills and expertise to conduct investigation of reports of child abuse and harm;
- (c) preventing, identifying, and mitigating child safety risks, including the risk of child abuse or harm, within all HCA Environments;
- (d) making reports and adhering to obligations under the applicable state and territory reportable conduct schemes;
- (e) ensuring Staff are aware of this Policy, the Codes of Conduct, the Child Safety Reporting Procedures, and their overall child safety obligations, including the obligation to report suspected child abuse or harm;
- (f) ensuring appropriate policies and procedures are in place, including effective internal control systems for the detection of child abuse and harm and risks of abuse or harm to children;
- (g) appointing CSOs;
- (h) providing support for Staff in undertaking their child safety obligations;

- (i) ensuring that this Policy, the Codes of Conduct, and the relevant state Child Safety Reporting Procedures are reviewed and updated every two years and after every child safety incident; and
- (j) monitoring compliance with this Policy, the Codes of Conduct, and the Child Safety Reporting Procedures.

Managers and Supervisors

7.9 All managers or supervisors must:

- (a) promote and model child safety at all times;
- (b) assess the risk to child safety, including the risk of child abuse or harm, within their area of control and take steps to reduce or eliminate any risk to the extent possible;
- (c) educate Staff about identifying and preventing child abuse and harm or the risk of child abuse and harm;
- (d) make a record of risks and specify the action(s) HCA will take to reduce or remove the risks (i.e. risk controls) when a Staff member notifies them of an identified risk;
- (e) facilitate the reporting of any concerns regarding child safety including reports or disclosures of child abuse and harm, as soon as possible; and
- (f) report any risks to child safety to the Managing Director or Board Chair as soon as possible.

The General Manager, People and Culture

7.10 The General Manager, People and Culture must:

- (a) ensure systems are in place to record all WWCCs (or WWVP check in relevant states) and identify and monitor those that require renewal, prior to expiry;
- (b) not allow staff who require a WWCC to work unsupervised without a valid WWCC, including when a WWCC has expired, or a negative notice is received;
- (c) collect, document and store information from applicants and their referees to assess their suitability for child-connected work; and
- (d) securely store Incident Reports.

Child Safety Officers (CSOs)

7.11 CSOs are available to listen, discuss and clarify issues confronting Staff in relation to child abuse and harm and risk of child abuse and harm.

7.12 CSOs are responsible for:

- (a) identifying potential risks to child safety and specify the action(s) HCA will take to reduce or remove the risks (i.e. risk controls) when a Staff member notifies them of a potential identified risk;
- (b) supporting Staff to make reports to external authorities in accordance with the Child Safety Reporting Procedures;
- (c) being familiar with the types of abuse and harm that might occur and be alert to any indications of such conduct, including abuse or harm caused by other children.

8. Communication

8.1 HCA supports Staff, children, and their families to understand child safety. HCA ensure that children and their families are kept informed about their rights, including to safety, information, and participation. HCA does this by:

- (a) Providing a copy of the Child Safety Policy, the Child Safety Reporting Procedures, and the Child Safety Code of Conduct to all Staff upon commencement.
- (b) Requiring staff to formally acknowledge that they have read and will accept and act upon the Child Safety Policy, the Child Safety Reporting Procedures, and the Child Safety Code of Conduct.
- (c) Displaying posters regarding child safety in HCA offices.
- (d) Publishing a copy of the Child Safety Policy on the HCA website.
- (e) Ensures that children, and their families know their rights and how to access services, advice, and the complaints procedures;
- (f) HCA listens to and acts on concerns, disclosures, feedback, and complaints regarding child safety.

9. Participation of Children

9.1 HCA supports children to participate in decisions affecting them and communicate their views and concerns. HCA requires all Staff to value and respect children's identity and culture and understand children's developmental needs and build on children's strengths and capacities. HCA:

- (a) provides an inclusive and engaging approach in all engagements with children;
- (b) acknowledges the benefits of involving children in decision making;
- (c) promotes meaningful participation through programs and initiatives when offered by HCA;
- (d) acknowledges and appreciates the strengths of the diversity of children, including cultural diversity and the strengths of Aboriginal culture and its importance to the wellbeing and safety of Aboriginal children;

- (e) acknowledges the rights of children assists them to make meaningful contributions by balancing the need to provide guidance while respecting independence; and
- (f) is responsive to the needs of children and encourages feedback;
- (g) uses consultation methods suited to the client group, taking into account factors such as age, developmental level, and cultural backgrounds; and
- (h) invites formal or informal feedback from children about their experiences with HCA.

10. Codes of Conduct

- 10.1 The Codes of Conduct includes the Code of Conduct and the Child Safety Code of Conduct.
- 10.2 The Codes of Conduct apply to all Staff excluding Maintenance Contractors.
- 10.3 Maintenance Contractors are required to comply with the Maintenance Contractor Code of Conduct.
- 10.4 HCA requires all Staff to adhere to the highest standards of conduct and behaviour towards and in the presence of children. HCA does this by:
 - (a) HCA requires all Staff to read, understand, and agree to comply with the Codes of Conduct as part of HCA's child safety induction and training.
 - (b) The Child Safety Code of Conduct is publicly available on the HCA website.

11. Breaches

- 11.1 Staff must report any breach or suspected breach of this Policy, the Codes of Conduct, or the Child Safety Reporting Procedures to a CSO and/ or the Managing Director as soon as possible after becoming aware of the breach or suspected breach.
- 11.2 If HCA becomes aware of a suspected breach of this Policy, the Codes of Conduct or the Child Safety Reporting Procedures, HCA will take immediate steps to ensure the safety and wellbeing of any child who may be at risk as a result of or in relation to the breach.
- 11.3 Suspected breaches of this Policy, the Codes of Conduct, or the Child Safety Reporting Procedures, are treated seriously by HCA and will be investigated in a manner that affords procedural fairness to the subject of the investigation and complies with any reportable conduct schemes if applicable. HCA will handle the allegations in a confidential manner to the greatest extent possible.

12. Recruitment

- 12.1 HCA engages in a range of recruitment strategies to ensure that HCA Staff (excluding Maintenance Contractors) working with children are suitable and supported to reflect child safety and wellbeing in practice, including:

- (a) developing clear position descriptions for jobs or categories of jobs that involve child-related work setting out:
- i. the job's requirements, duties and responsibilities regarding child safety and wellbeing; and
 - ii. the job occupant's essential or relevant qualifications, experience, and attributes in relation to child safety and wellbeing;
- (b) examining written applications and engaging in face-to-face interviews for Applicants who will or may work with children (where possible);
- (c) engaging in a thorough examination of a person's suitability to work with children prior to inviting them to take a leadership position with children;
- (d) screening all persons that will (or could reasonably) work with children to verify that they have a valid WWCC before they commence working with children at HCA, and keeping records of all relevant information (excluding Staff in Western Australia); and
- (e) informing all applicants for jobs at HCA that involve child-connected work of the child safety practices (including this Policy, the Codes of Conduct, and the Child Safety Reporting Procedures);
- (f) HCA requires the following roles to maintain a relevant child related screening check as part of their employment (excluding Staff in Western Australia):

i. National Leadership Positions:

- a. Chairperson
- b. Managing Director
- c. Executive Management Team

ii. Operational Team Positions:

Tasmanian Operations	All	<i>Registration to Work with Vulnerable People Act 2013 (Tas)</i>	Working with Vulnerable People
Victorian Operations	All	<i>Worker Screening Act 2020 (Vic)</i>	Working with Children
Western Australia Operations	Nil – ineligible to apply for WWCC under legislative regime	<i>Working with Children (Criminal Record Checking) Act 2004 (WA)</i>	Working with Children
New South Wales	Nil due to service limited to adults	<i>The Child Protection (Working with Children) Act 2013 (NSW)</i>	NIL

12.2 HCA will make reasonable efforts to gather, verify and record the following information about a person whom it proposes to engage to perform child-connected work:

- (a) WCC status, or similar check including confirmation that HCA has been registered on the person's WWCC or similar check as employer (except Staff located in Western Australia);
- (b) proof of personal identity and any professional or other qualifications;
- (c) the person's history of work involving children, including any history of complaints, disciplinary action or allegations of reportable conduct made against the person in the course of any employment or voluntary position held by the person; and
- (d) in the case of activities that involve overnight stays, reference checks will be obtained to the extent that it is reasonably practicable.

12.3 HCA requires applicants to provide a police check before they commence employment and at any time during their engagement with HCA upon the request of HCA.

13. Supervision, training, development, and support for Staff

13.1 HCA has strategies and safeguards in place to ensure that all Staff are adequately supervised, trained, and supported to understand their obligations and responsibilities to create a child safe environment which is appropriate to their role.

13.2 Those strategies and safeguards apply to all Staff and include:

- (a) induction to support their understanding of their reporting obligations and annual refresher training where appropriate;
- (b) ongoing supervision by Managers and Supervisors who are trained in HCA policies and procedures;
- (c) training before engaging with children;
- (d) compliance with this Policy monitored by the Chief Operating Officer; and
- (e) instructing and supporting compliance with procedures for responding, suspecting, and identifying child abuse and harm or risk of child abuse or harm towards children.

14. Risk Management

14.1 To help maintain a safe environment for children, HCA reviews its risks in the physical and online environment regularly and implements strategies to reduce these risks.

14.2 HCA understands there may be a number of risks associated with its services and programs in relation to:

- (a) images or videos taken of children during a program or event;
- (b) the online environments in which children engage with HCA.

14.3 To mitigate or prevent those risks, HCA requires staff associated with those programs or events to:

- (a) comply with the Privacy Policy and comply with responsibilities in relation to privacy and information sharing;
- (b) comply with this Policy, the Codes of Conduct including the Child Safety Code of Conduct and the Child Safety Reporting Procedures which establishes expected behavioural standards and responsibilities when having contact with children;
- (c) review risks, and monitor and evaluate the effectiveness of the implementation of its risk controls (Audit, Assurance and Risk Committee);
- (d) make child safety a part of HCA's overall risk management strategy approach;
- (e) have human resources policies to assess Staff in relation to compliance with their child safe obligations and continued suitability for child-connected work; and
- (f) ensure appropriate training is conducted for all Staff.

15. Reporting and responding to risk of abuse or harm to a child

15.1 HCA is committed to ensuring that children who access HCA's services and programs are kept safe from abuse and harm and the risk of abuse or harm by:

15.2 Responding to suspicions that a child has been abused or harmed or is at risk of abuse or harm in an appropriate manner which prioritises the safety of children.

15.3 Requiring Staff to call 000 and make a report to Police if a child is at immediate risk of abuse or harm.

15.4 Requiring Staff to follow the relevant Child Safety Reporting Procedure applicable to the State or Territory in which the child is situated (annexed to this Policy).

15.5 Complying with all obligations under any applicable state or territory Reportable Conduct Schemes and any other applicable laws, and will provide information to government agencies including police, and do all things necessary to assist with enquiries.

16. Responding to Complaints and Feedback

- 16.1 HCA is committed to continual improvement by having a Complaints and Appeals Policy which clearly outlines the roles and responsibilities of Staff, and approaches for dealing with different kinds of complaints.
- 16.2 HCA ensures that children and their families are aware of the Complaints and Appeals Policy by:
- (a) Publishing a copy of the Complaints and Appeals Policy on the HCA website, and
 - (b) Providing a copy of the Complaints and Appeals Policy to all Staff upon commencement of their employment.

17. Investigations

- 17.1 The Managing Director will make every effort to keep any child safety investigation confidential; however, from time to time Staff may need to be consulted in conjunction with the investigation (e.g. to provide witness statements).
- 17.2 HCA will do all things necessary to assist in any external investigations conducted by police or any other investigations conducted under any applicable reportable conduct scheme.
- 17.3 Following the completion of any external authority investigations, any investigation conducted by HCA will be conducted in accordance with procedural fairness to protect the integrity of the investigation and the interests of all the parties involved in the investigation.

18. Record keeping

- 18.1 All reports of abuse and harm or risk of abuse and harm must be recorded in the form of a Child Safety Incident Report. A Child Safety Incident Report must record places, times, dates, names of people, observable behaviours, or evidence of abuse or harm. Reports must be securely stored by the Workplace Health and Safety Manager and recorded on the electronic incident register.
- 18.2 CSOs are responsible for ensuring adequate records are maintained.
- 18.3 The General Manager, People and Culture will ensure that the following records are held and maintained indefinitely:
- (a) allegations, complaints, and concerns of a breach of this Policy, the Codes of Conduct, or the Child Safety Reporting Procedures;
 - (b) complaints, reports, and disclosures of actual or suspected child abuse or harm to a child;
 - (c) reports made to external government agencies or regulators including reports to police or reports made under any applicable reportable conduct scheme;

- (d) investigation reports, evidence, and records of interviews in relation to any investigation under this Policy; and
- (e) all decisions and actions taken in relation to any child safety complaint, report of a breach or disclosure received.

19. Privacy

19.1 HCA will collect, use, disclose and hold personal information in accordance with the Privacy Act 1988 (Cth) and its Privacy Policy.

Principles

19.2 There are two guiding principles in respect to a child's privacy.

- (a) Best interests: HCA and all Staff will do what they believe is in the best interest of the child. The paramount consideration is the safety of children.
- (b) Respect privacy: HCA and all Staff will respect a child's privacy, except when this conflicts with the best interest's principle. This means acting consistently with the *Australian Privacy Principles* and the Privacy Policy.

19.3 As much as is reasonably possible, an individual's privacy is to be protected. Individuals who make reports or disclosures of abuse or harm and individuals who are the subject of accusations are all entitled to privacy.

Disclosing information and privacy

19.4 Staff must act consistently with the Privacy Policy, this Policy, the Codes of Conduct, the Child Safety Reporting Procedures, and relevant statutory requirements.

19.5 Where a disclosure, such as reporting to government department or police, is required, or authorised by a reportable conduct scheme or other law, the disclosure will not be a breach of privacy. The Child Safety Reporting Procedures (annexed) set out applicable reporting requirements for each State and Territory.

20. Monitoring and review

20.1 HCA welcomes feedback from all members of the community including families and children on how it can improve its risk management approach and better protect the safety of children. Please direct feedback to the Managing Director or Board Chair in writing. A review of this Policy, the Codes of Conduct and the Child Safety Reporting Procedures shall be conducted every two years.

21. Key Relevant Documents

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
<p>(a) <i>Registration to Work with Vulnerable People Act 2013 (Tas);</i></p> <p>(b) <i>Children, Young Persons and their Families Act 1997 (Tas);</i></p> <p>(c) <i>Criminal Code Act 1924 (Tas);</i></p> <p>(d) <i>Worker Screening Act 2020 (Vic);</i></p> <p>(e) <i>Children Wellbeing and Safety Act 2005 (Vic);</i></p> <p>(f) <i>Children Youth and Families Act 2005 (Vic);</i></p> <p>(g) <i>The Crimes Act 1958 (Vic);</i></p> <p>(h) <i>Working with Children (Criminal Record Checking) Act 2004 (WA);</i></p> <p>(i) <i>Children and Community Services Act 2004 (WA)</i></p> <p>(j) <i>National Principles for Child Safe Organisations</i></p> <p>(k) <i>Child Safe Standards (Victoria)</i></p> <p>(l) <i>National Principles for Child Safety (WA)</i></p> <p>(m) <i>Child Information Sharing Scheme Ministerial Guidelines – Guidance for information sharing entities (VIC)</i></p> <p>(n) <i>Performance Outcome 5: Probity (National Regulatory System for Community Housing)</i></p>	<p>(a) Child Safety Reporting Procedure - Victoria</p> <p>(b) Child Safety Reporting Procedure - Tasmania</p> <p>(c) Child Safety Reporting Procedure - Western Australia</p> <p>(d) Child Safety Code of Conduct</p> <p>(e) Code of Conduct</p> <p>(f) Maintenance Contractor Code of Conduct (under review)</p> <p>(g) Privacy Policy</p> <p>(h) Complaints and Appeals Policy</p> <p>(i) Recruitment Policy</p> <p>(j) Risk Management Policy</p> <p>(k) Policy and Procedure Management Policy</p>



English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بنا على هاتف رقم **1300 312 447** Housing Choices Australia. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرید. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**. Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.