

National Child Safety Policy

National Operations

Document Owner

Board

Approval Level

3

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Purpose

Housing Choices Australia (HCA) is fully committed to ensuring the safety, protection, and wellbeing of all children. This Policy establishes a child-safe culture at the core of HCA's operations and sets clear expectations for all Staff, including board members, directors, contractors, volunteers, and students to actively prevent, identify, and respond to risks of child harm in all HCA Environments.

It provides guidance on recognising risks, reporting concerns, and taking appropriate action, while ensuring that all suspected harm is thoroughly and promptly investigated.

HCA forbids all forms of child harm and implements robust procedures and controls to prevent it.

The Policy also emphasises the importance of engaging and empowering children, ensuring their voices are heard, respected, and central to our decision-making. Through this Policy, HCA demonstrates its unwavering commitment to a culture where every child is valued, protected and supported to thrive within all HCA Environments.

1.1 Scope

1.2 This Policy applies to all entities of HCA, and all Staff engaged by HCA excluding Housing Choices South Australia (**HCSA**) which has its own policy (Safeguarding Children and Young People) Safe Environments Policy – South Australia.

1.3 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.

2. Definitions

- 2.1 **“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 National Child Safety Reporting Procedure.
- 2.2 **“Child harm”** means conduct towards, against, with or in the presence of a child, or threatening to engage in such conduct, which includes:
- a) Physical violence.
 - b) Conduct of a sexual nature, including a sexual offence against a child and grooming behaviour.
 - c) Emotional or psychological harm; or
 - d) Abandonment of a child.
- 2.3 **“Child Safety”** means matters related to HCA’s duty of care to children in its care, protecting all children from harm, managing the direct or inadvertent risk of child harm, taking steps to prevent the occurrence or reduce the occurrence of child harm, providing support to a child at risk of child harm, and responding to incidents or allegations of child harm.
- 2.4 **“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 harm.
- 2.5 **“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).
- 2.6 **“Maintenance Contractor”** means an individual, business or company who enters a contract to provide maintenance services, projects and tasks primarily involving repairs to homes. The term “maintenance contractor” excludes individuals employed directly by HCA.
- 2.7 **“Staff”** means all HCA employees, directors, maintenance contractors, volunteers, and students on placement.
- 2.8 **“WWCC”** means the following in each State and Territory:
- 2.8.1 In Victoria, a Working with Children Check issued pursuant to the *Worker Screening Act 2020* (Vic);

- 2.8.2 In Western Australia, a Working with Children Check issued under the *Working with Children (Criminal Record Checking) Act 2004* (WA), as amended; and
- 2.8.3 In Tasmania, a Working with Vulnerable People Card issued under the *Registration to Work with Vulnerable People Act 2013* (Tas), as amended.
- 2.8.4 In South Australia, a Working with Children Check (WWCC) is issued under the Child Safety (Prohibited Persons) Act 2016, as amended.
- 2.8.5 In NSW, a Working with Children Check (WWCC) is issued under the Child Protection (Working with Children) Act 2012, as amended.

3. Commitment to the safety of children

- 3.1 HCA is committed to providing children with a safe and nurturing environment in which they can learn and thrive.
- 3.2 HCA is committed to promoting and protecting the health, safety, and wellbeing of all children. We have zero tolerance for child harm, and the safety and protection of children is always the priority.
- 3.3 HCA supports, values, and respects all children, and is committed to their safety, participation, and empowerment.
- 3.4 HCA has zero tolerance for all forms of harm against children, and all allegations will be treated seriously in accordance with our policies and procedures.
- 3.5 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.
- 3.6 The safety, welfare and best interests of the child are paramount.

4. Policy Principles

- 4.1 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 all forms harm against children.
 - b) The best interests, safety and wellbeing of the child are paramount.
 - c) Child safety is a shared responsibility of all adults in the community.
 - d) All children have a right to feel and be safe and have equal rights to protection from harm.
 - e) HCA will consider the opinions of children when developing child safety policies and procedures to promote engagement with and the empowerment of children.
 - f) HCA will ensure that families participate in decisions affecting 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.

- g) 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.
- h) 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.
- i) Professionals and prescribed persons working with children have legal and ethical responsibilities to support the safety, welfare, and wellbeing of children.

5. Responsibilities

5.1 All staff share responsibility for ensuring the safety, protection, and wellbeing of all children who engage with Housing Choices Australia (HCA). This responsibility extends to preventing, identifying, and responding to actual or suspected child harm or risk of harm.

In fulfilling this responsibility, all staff must:

- a) Promote Child Safety.
- b) Actively uphold a safe environment where all children feel and are safe.
- c) Take all reasonable steps to prevent, reduce, or eliminate risks of child harm.
- d) Identify and Respond to Child Harm
- e) Be vigilant in identifying signs of child abuse, neglect, or other harm.
- f) Respond to disclosures or suspicions of harm in a child-focused, sensitive, and professional manner.
- g) Participate in Training and Development.
- h) Complete mandatory child safety induction and training and proactively seek further guidance or training where required.
- i) Report Concerns and Breaches.
- j) Report immediately (or as soon as practicable) any concern, disclosure, or suspicion of child harm or risk of harm.
- k) Report any actual or suspected breach of this Policy, the Code of Conduct, or the Child Safety Reporting Procedure to a Child Safety Officer (CSO) or their line manager.

5.1 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 and the National Child Safety Reporting Procedure.

5.2 Maintenance Contractors are required to:

- (a) All maintenance contractors are required to comply with the child safety reporting obligations relevant to each state, as outlined in the Housing Choices Australia's Child Safety Policy and Procedure. This includes adhering to the specific reporting pathways, timeframes, and documentation standards detailed in the annexed state-based reporting guidelines. Contractors must take immediate action to report any suspected child harm, or safety concern in accordance with these procedures and are expected to prioritise the safety and wellbeing of children at all times while delivering services on behalf of Housing Choices Australia.

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6. Responsibilities of Directors

6.1 Directors of Housing Choices Australia (HCA), as members of the Board, hold ultimate responsibility for ensuring compliance with the National Principles for Child Safe Organisations and all relevant state Child Safe Standards. Collectively and individually, Directors must:

6.2 Prevent and Detect Harm:

- a) Exercise due diligence to identify, prevent, and respond to risks of child harm.
- b) Oversee systems that effectively detect, manage, and respond to actual or suspected harm.

6.3 Ensure Strong Governance and Oversight

- a) Ensure robust internal control systems are in place, including clear processes for responding to complaints and concerns.
- b) Require and review regular reporting on the effectiveness of child safety policies, procedures, and practices.

6.4 Model a Child Safe Culture

- a) Actively demonstrate leadership by modelling HCA's commitment to child safety in governance and decision-making.
- b) Publicly affirm and uphold a zero-tolerance approach to child abuse and harm.

6.5 Implement and Monitor Policy and Practice

- a) Approve and oversee implementation of child safety policies, procedures, and codes of conduct.
- b) Ensure HCA has effective recruitment, screening, and monitoring practices to confirm staff and others engaged are suitable to work with children.
- c) Ensure staff and volunteers are equipped with the necessary knowledge, skills, and awareness through regular training and professional development.

6.6 Empower Children, Families, and Communities

- a) Promote meaningful participation of children in decisions that affect them.
- b) Ensure children, families, and communities are informed of their rights and protections, and that information is accessible and transparent.

7. The CEO

7.1 The CEO is responsible for;

- a) managing and overseeing the response of reports of harm to children;

- b) seeking approval from external authorities before appointing an external investigator, independent of HCA, with appropriate skills and expertise to conduct investigation of reports of child harm;
- c) preventing, identifying, and mitigating child safety risks, including the risk of child 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 National Child Safety Reporting Procedure, and their overall child safety obligations, including the obligation to report suspected child harm;
- f) ensuring appropriate policies and procedures are in place, including effective internal control systems for the detection of child harm and risks of harm to children;
- g) Providing support for Staff in undertaking their child safety obligations;
- h) Ensuring that this Policy, the Codes of Conduct, and the National Child Safety Reporting Procedure are reviewed and updated every two years and after every child safety incident; and
- i) Monitoring compliance with this Policy, the Codes of Conduct, and the National Child Safety Reporting Procedure.

Managers and Supervisors

7.2 All managers or supervisors must:

- a) Always promote and model child safety;
- b) Assess the risk to child safety, including the risk of child 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 harm or the risk of child 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 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 Director of People and Culture

7.3 The Managing Director, 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 any staff member who requires a WWCC/WWVP to undertake child-related work unless they hold a valid clearance. This includes situations where a card has expired, a first-time application is pending, or a negative notice has been issued
- 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)

7.4 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) CSOs are available to listen, discuss and clarify issues confronting Staff in relation to child harm and risk of harm.
- c) Supporting Staff to make reports to external authorities in accordance with the National Child Safety Reporting Procedure;
- d) Being familiar with the types of harm that might occur and be alert to any indications of such conduct, including 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 National Child Safety Reporting Procedure, 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 National Child Safety Reporting Procedure, 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, considering 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 HCA 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 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 Code of Conduct is publicly available on the HCA website

11. Reporting and Response to Breaches

- 11.1 Staff Reporting: Staff must report any breach or suspected breach of this Policy, the Codes of Conduct, or the National Child Safety Reporting Procedure to a Child Safety Officer (CSO), Safeguarding Specialist, and/or the Managing Director of People & Culture as soon as possible after becoming aware of the breach or suspected breach.
- 11.2 HCA Response: When a suspected breach is reported or becomes known to HCA, the Managing Director of People & Culture will take immediate steps to ensure the safety and wellbeing of any child who may be at risk because of or in relation to the breach.
- 11.3 Investigation and Procedural Fairness: Suspected breaches of this Policy, the Codes of Conduct, or the National Child Safety Reporting Procedure 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 applicable reportable conduct.

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; 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 National Child Safety Reporting Procedure);
- (f) HCA requires all staff roles to maintain a relevant child related screening check as part of their employment:

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.

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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 Managing Director; and
- (e) Instructing and supporting compliance with procedures for responding, suspecting, and identifying child harm or risk of child 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 Risks Associated with HCA Services and Programs;

HCA recognises that its services, programs, and environments may present risks to the safety and wellbeing of children. These risks include:

- a) Images and media - photographs or videos of children taken without consent, used inappropriately, or stored or shared in ways that compromise privacy, dignity, or safety.
- b) Online environments - exposure to harmful content, grooming, cyberbullying, exploitation, or misuse of personal information.
- c) Physical environments - hazards within buildings, facilities, or community spaces, or situations where children are left unsupervised or interact with adults without adequate visibility or oversight.
- d) Programs and events - limited supervision, unclear behavioural boundaries, or insufficient oversight of contractors, partner organisations, and volunteers.
- e) Recruitment and conduct of personnel - unsuitable individuals gaining access to children due to inadequate vetting, induction, supervision, or monitoring of staff, contractors, or volunteers.

- f) Information sharing and record-keeping - inappropriate disclosure, storage, or handling of children's personal or sensitive information, especially in the context of family violence, custody arrangements, or child protection matters.
- g) Children's participation and voice - children not being encouraged or supported to raise concerns, provide feedback, or contribute to decisions, reducing opportunities to identify risks or improve safety.
- h) Cultural safety and inclusion - children from Aboriginal and Torres Strait Islander backgrounds, children with disability, and children from culturally and linguistically diverse communities not having their identity, culture, or needs respected, increasing the risk of exclusion or harm.

14.3 Mitigating and Preventing Risks;

To address these risks, HCA requires all staff, contractors, volunteers, and associated personnel engaged in programs or events involving children to:

- a) Protect privacy and manage images responsibly - obtain informed consent before capturing images or videos, ensure secure storage, and use media only for legitimate, child-safe purposes consistent with HCA's Privacy Policy.
- b) Maintain safe physical environments - identify and address hazards in buildings, facilities, and community spaces, and design environments to maximise visibility and reduce opportunities for harm.
- c) Safeguard programs and events - uphold behavioural standards under the Child Safety Code of Conduct, and ensure effective oversight of contractors, volunteers, and partner organisations.
- d) Strengthen workforce integrity - apply robust recruitment, screening, and induction processes; monitor the ongoing suitability of personnel for child-connected work; and act promptly to address concerns.
- e) Protect information and records - handle children's personal and sensitive information securely and lawfully, respect confidentiality, and ensure staff understand when and how to share information with authorities.
- f) Children's participation and voice - provide safe and accessible ways for children to express their views, raise concerns, and contribute to decisions, and ensure feedback informs practice.
- g) Ensure cultural safety and inclusion - foster culturally safe and inclusive environments, uphold the rights and identities of Aboriginal and Torres Strait Islander children, children with disability, and children from culturally diverse backgrounds, and actively respect their voices and needs.
- h) Embed governance and accountability - integrate child safety into HCA's overall risk management framework, regularly review and evaluate controls through governance

processes, and provide ongoing training to maintain staff awareness of their obligations.

15. Responding to Complaints and Feedback

15.1 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.

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15.2 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.

16. Investigations

16.1 The CEO 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).

16.2 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.

16.3 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.

17. Record keeping

17.1 All reports of harm or risk of 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 harm. Reports must be securely stored by the Workplace Health and Safety Manager and recorded on the electronic incident register.

17.2 CSOs are responsible for ensuring adequate records are maintained.

17.3 The Director of 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 National Child Safety Reporting Procedure;
- (b) Complaints, reports, and disclosures of actual or suspected child 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.

18. Privacy

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

Principles

18.2 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.

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

Disclosing information and privacy

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

18.5 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 National Child Safety Reporting Procedure (annexed) set out applicable reporting requirements for each State.

19. Monitoring and review

19.1 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 National Child Safety Reporting Procedure shall be conducted every two years.

20. 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) National Child Safety Procedure</p> <p>(b) Child Safety Code of Conduct</p> <p>(c) Code of Conduct</p> <p>(d) Privacy Policy</p> <p>(e) Complaints and Appeals Policy</p> <p>(f) Recruitment Policy</p> <p>(g) Risk Management Policy</p> <p>(h) Risk Management Framework</p> <p>(i) Policy and Procedure Management Policy</p>

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1.1 21.2 Version Notes

Version	Date	Details	Author	Approver



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 بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. 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 بگیرند. 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 312 737**