



Keeping Kids Safe

GORAP POLICY STATEMENT¹

Great Ocean Road Adventure Park (GORAP²)

- Recognises that all kids and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe;
- Considers any form of child/young person abuse, including emotional, physical, sexual abuse or neglect, as intolerable under any circumstances; and
- Has legal and moral responsibilities to protect children and young people from harm and to ensure that any incidents of suspected child abuse are promptly and appropriately managed.

KEEPING KIDS SAFE POLICY – CHILD VERSION

GORAP believes children who participate in our recreational adventure activities or services should:

- feel comfortable
- be cared for
- feel safe and be safe

Every GORAP staff member does their best to make sure children are protected from any harm that is reasonably foreseeable:

- No one should hurt your feelings or your body.
- You should always feel comfortable to say NO to an adult if they ask you to do something that makes you feel unsafe or uncomfortable.
- If you ever feel unsafe or uncomfortable a GORAP team member will listen to you and act to help you.
- It is always okay for you to tell someone if you are not feeling comfortable or safe or if you have been hurt.
- If you are unhappy with the way you are being treated, please tell a GORAP team member or a parent.

GORAP welcomes all children to use our recreational adventure activities and services.

GORAP welcomes differences and sees it as a good thing as this is what makes each child unique.

¹ Keeping Kids Safe Policy 15 April 2017 v4

² Rural Construction and Maintenance Pty Ltd ABN 88 606 339 431 (trading as GORAP)



Rules for GORAP team members.

GORAP team members (the people who work here) rules are always trying to keep you safe.

Everyone who works at GORAP:

- Looks out for children to make sure they are safe and comfortable
- Will check that you have an adult or team member looking after you at all times
- Wears a uniform
- Makes rules that are fair and that you can understand
- Is not allowed to yell at you in an angry way or be grumpy towards you
- Will explain to you if you have broken a rule
- Will help you if you ask for help
- Is not allowed to give you lifts in their car
- Makes sure that everyone can enjoy the GORAP recreational adventure activities.

Responsibilities of children

Children also have responsibilities when they attend a GORAP recreational adventure activities and services location.

These responsibilities are:

- Treat others including parents, children and staff with respect and
- Listen to others and respect their opinions
- Children can choose their own friends but are not to stop other children from enjoying and participating in a program or service
- Don't tease or hurt other children
- Let a team member or parent know if you are unhappy with the way you are being treated



Young Person Version GORAP POLICY STATEMENT

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- Has legal and moral responsibilities to protect children and young people from harm and to ensure that any incidents of suspected child abuse are promptly and appropriately managed.

KEEPING KIDS SAFE POLICY – YOUNG PERSONS VERSION

GORAP believes that young people who participate in our programs or services should:

- feel comfortable
- feel safe and be safe
- have a right to contact your parents or others if you feel unsafe, uncomfortable or distressed at anytime during a program
- be provided with activities that are suitable for your age and development, that are taken by appropriately qualified team members
- have the right to be provided with clear directions and give an opportunity to redirect your behaviour in a positive manner, should you have broken program rules and/or misbehaved
- NOT be subject to disciplinary action involving physical punishment, or any form of treatment that could reasonably be considered to be degrading, cruel, frightening or humiliating
- Have a right to provide input, suggestions and feedback about a program you have participated in.



GORAP Team Member Responsibilities

GORAP Team members have a **Code of conduct** that they must follow. This code aims to make sure that you are protected from harm and that our programs are enjoyable and worthwhile for all participants. The team member code of conduct includes the following:

- It is the job of our team members to do their best to make sure that you are protected from harm
- It is the job of our team members to effectively supervise program participants at all times
- We must make sure that suitable team member to young people ratios are maintained at times
- Team members are never to be alone with a young person where they cannot be observed by other GORAP team members or adults
- GORAP Team members are not allowed to exceed their level of authority. This means that they cannot be employed for babysitting, tutoring or visiting you at your home, unless there is a direct family relationship. Team members are not allowed to friend you on any personal social media sites e.g. Facebook or twitter or sms text you. They are not allowed to communicate with you in any way beyond the scope of the program or service you are participating in.
- Team members must use guidance strategies that are fair, respectful and appropriate to your age and background
- Team members are required to report and respond to any incidents of abuse or neglect towards children or young people who participate in our recreational activities and services.

Responsibilities of young people at GORAP

When you participate in a GORAP recreational adventure activities, you also have some responsibilities including:

- Let a team member or parent know if you are unhappy with the way you are being treated or you don't feel safe
- Treat other participants and adults with respect
- Follow the rules of the program you are participating in
- You are free to choose your own friends. However don't stop other young people from enjoying and participating in a program or service
- Listen to others and respect their opinions



Parent Version GORAP POLICY STATEMENT

Great Ocean Road Adventure Park (GORAP)

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- Considers any form of child/young person abuse, inclusive of emotional, physical, sexual abuse or neglect, as intolerable under any circumstances; and
- Has a legal and moral responsibility to protect children and young people from harm and to ensure that any incidents of suspected child abuse are promptly and appropriately managed.

KEEPING KIDS SAFE POLICY – PARENT VERSION

GORAP provides a wide range of recreational adventure activities and services for people of all ages, including children and young people.

GORAP takes our responsibility for keeping children and young people safe very seriously. GORAP follows clear policies, procedures and practices that aim to keep children and young people who participate in our recreational adventure activities and services safe.

Please find below a summary of these below or contact our GORAP staff members.

Keeping Kids Safe Policy

GORAP recognises that all children and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe.

GORAP works to safeguard children and young people in our care from any of the following:

- Sexual abuse
- Physical abuse
- Emotional
- psychological abuse
- Neglect
- Bullying

Training GORAP Team Member Roles and Responsibilities:

All GORAP Team members have clear roles and responsibilities with respect to safeguarding children and young people.



GORAP Team Member Code of Conduct

GORAP team members are required to maintain the highest standards of professional conduct towards customers, children and young people. GORAP's Code of Conduct assists in the identification and prevent behaviour that may be harmful to the children and young people in our care.

Transport - GORAP team members must not: Travel, or be accommodated, alone with a child participant before, during or after a GORAP recreational adventure activities or service.

Supervision - All children need to be supervised and accompanied by an adult or team member at all times while participating in a GORAP recreational adventure activity or service. GORAP team members must ensure young children are appropriately supervised in bathrooms and showers (if applicable). GORAP Team members are never to be alone with a young person where other GORAP team members or adults cannot have the opportunity to observe them.

Physical / emotional contact with children and young people - inappropriate physical contact with children and young people is not allowed. Appropriate delivery of the programs and services and based on the needs of the child or young person (such as to assist or comfort a distressed young person) rather than on the needs of our personnel. GORAP team members must not hug, have a child sit in their lap, cuddle, kiss, and hug or touch children in an inappropriate and/or culturally insensitive manner.

Uniform(s) - GORAP team members must be identified by a branded uniform that is familiar to the children and is the same or similar as that of their co-workers.

Positive Guidance- GORAP activities are designed to build confidence. GORAP aims to make children and young people aware of the acceptable limits of their behaviour. There are times when team members may be required to use appropriate behaviour management strategies to ensure:

- An effective and positive environment
- The safety and/or wellbeing of children, young people or personnel participating in our programs and services.

Any behaviour management strategy used must be:

- Fair & Respectful
- Appropriate to the developmental stage of the children or young people involve

All children or young persons shall be provided with clear directions and given an opportunity to redirect their misbehaviour in a positive way. Under no circumstances are GORAP team members to take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating. Adhering to role boundaries.



Our team members are not to act outside the confines of their duties, as specified in their position description, when helping to deliver our programs and services.

GORAP team members must not engage children (other than direct family relations) from GORAP programs in non- GORAP activities such as baby-sitting, tutoring and weekend trips. All team members are obliged to immediately report knowledge of such activities to their Manager or Supervisor.

Photographs of children and young people

Children and young people may be photographed whilst involved in our programs and services for security or promotional purposes. ***This is stated within our Terms and Conditions on our website(s).***

Use of electronic communication

GORAP team members must not:

- Take and retain photos on personal mobile phones
- Provide use of their mobile phones to a child or young person in their care
- Text or email information directly to a child or young person's mobile or email address, unless for the express purpose of conducting GORAP business.
- All communication made should be directed to parents/guardians
- Use personal social media accounts (such as Facebook or Twitter), to contact or converse with children. Any contact should be directed to parent/guardians
- Place on social media (e.g. Facebook, Instagram) or any other medium photos of children in care. Parent Responsibility. The policy does not allow team members to engage children enrolled in a GORAP program, in non-GORAP activities, such as babysitting or tutoring, unless there is a direct family relationship. Parents are asked to adhere to this policy at all times. We encourage parents/guardians to report any concerns relating to the safety or wellbeing of their own or other child/ren) or young person in a GORAP location.
- This can be done:
 1. By speaking to our GORAP staff in person; or
 2. By contacting the GORAP on alan@greatoceanroadadventurepark.com or call 0417 10 66 25.



Responding to Child Abuse Reports and Allegations

GORAP team members play an important role in protecting children and young people who may be at risk of harm due to abuse or neglect. Team members often have daily or weekly contact with children, young people and their families, and so are well placed to observe when a child or young person appears to be at risk of harm. Our GORAP Staff members are required to identify, report and respond to any concerns about, or incidents of, serious abuse or neglect towards children or young people to whom we provide services.

Team members are required to:

- Report suspected abuse to their direct supervisor/manager
- Report suspected abuse to the Department of Child Safety (or other relevant Department) or the Police Confidentiality is of the utmost importance to fair and effective reporting processes. Only authorised GORAP team members and GORAP legal representatives will have access to documentation regarding a report. GORAP will cooperate and comply with any reasonable request from the Department of Child Safety (or other relevant Department) and Police as required by law.

Kids Safety

Many children and young people visit GORAP venues each year and participate in the recreational activity programs and services offered. GORAP takes our responsibility for keeping children and young people safe very seriously and continuously looking to improve. GORAP has and follows clear policies and practices that aim to keep children and young people who participate in our recreational activity programs and services safe.

In a safe and supportive environment, recreational activity programs and services are provided so children and young people:

- feel safe and protected from harm;
- help plan activities and make decisions; and
- have their best interests considered and upheld.

GORAP has developed a ***Child and Youth Risk Management Strategy*** that is designed to help ensure GORAP venues are safe and supportive places for children and young people to attend. Screening every GORAP team member through the working with children check (or state equivalent) is a part of the strategy.

GORAP encourages parents/guardians to report any concerns relating to the safety or wellbeing of their own or other child(ren) or young person in a GORAP venue. This can be done:

1. by speaking to our staff in person; or
2. by contacting the GORAP Child Protection Officer on alan@greatoceanroadadventurepark.com or call 0417 10 66 25.