

Policy Owner: Director

Applies to: Employees, casual employees, interpreters, volunteers, contractors, consultants and representatives of Echo Interpreting.

Effective Date: 28 May 2026

Review Cycle: Every 2 years or as legislation changes or operational requirements change

1. Purpose

Echo Interpreting is committed to promoting and protecting the safety, wellbeing, dignity, and rights of children and young people.

Echo Interpreting has zero tolerance for child abuse, neglect, grooming, exploitation, violence, harassment, discrimination, or inappropriate conduct involving children and young people.

This policy outlines Echo Interpreting's commitment, as a private interpreting and communication access business, to providing child-safe services and maintaining appropriate professional standards where workers may come into contact with children and young people through the delivery of interpreting services.

2. Scope

This policy applies to all workers and representatives of Echo Interpreting, including:

- Employees
- Casual employees
- Interpreters
- Volunteers
- Contractors and consultants where applicable
- Management and representatives acting on behalf of Echo Interpreting

This policy applies whenever work is undertaken on behalf of Echo Interpreting, including:

- Educational settings
- Healthcare settings
- Community settings
- Family environments
- NDIS environments
- Online and remote interpreting assignments
- Work-related communications and interactions

3. Legislative Framework

This policy is informed by and aligned with relevant legislation and regulatory frameworks, including but not limited to:

- Child Wellbeing and Safety Act 2005 (Vic)
- Child Safe Standards (Vic)
- Working with Children Act 2005 (Vic)
- NDIS Act 2013 (Cth)
- NDIS Code of Conduct Rules 2018
- Privacy Act 1988 (Cth)
- Equal Opportunity Act 2010 (Vic)
- applicable child safety, worker screening, and safeguarding legislation in Australian jurisdictions where Echo Interpreting operates

Echo Interpreting will comply with applicable child safety, safeguarding, and worker screening obligations in the jurisdictions in which it operates.

4. Commitment to Child Safety

Echo Interpreting is committed to:

- Promoting environments that are safe, respectful, inclusive, and free from harm
- Listening to and taking concerns about child safety seriously
- Supporting the participation and inclusion of children and young people
- Respecting the rights, dignity, culture, identity, and diversity of children and young people
- Responding appropriately to child safety concerns
- Maintaining appropriate professional boundaries at all times

Echo Interpreting recognises the importance of:

- Cultural safety for Aboriginal and Torres Strait Islander children and young people
- Inclusion of children and young people with disability
- Respect for children and young people from diverse cultural, linguistic, religious, gender, and family backgrounds

5. Expected Standards of Behaviour

All workers must:

- Behave professionally, respectfully, and appropriately around children and young people
- Maintain clear professional boundaries
- Act in ways that promote the safety, wellbeing, and dignity of children and young people

- Comply with applicable laws, organisational policies, and safeguarding requirements
- Report child safety concerns promptly
- Cooperate with investigations or inquiries where required

Workers must not:

- Engage in abusive, exploitative, intimidating, discriminatory, or inappropriate behaviour
- Develop inappropriate personal relationships with children or young people connected to work activities
- Communicate with children or young people outside authorised professional contexts unless approved and appropriate
- Ignore, minimise, conceal, or fail to report child safety concerns

6. Working with Children Checks and Screening

Where required by law, client requirements, contractual obligations, or organisational requirements, workers must:

- Hold and maintain a valid Working with Children Check
- Notify Echo Interpreting of any suspension, cancellation, restriction, or change in status
- Comply with any screening, verification, or compliance requirements requested by Echo Interpreting

Failure to maintain required clearances may result in removal from assignments or other action.

Echo Interpreting will ensure workers are made aware of their child safety obligations through induction, policy acknowledgement, and relevant training or guidance appropriate to their role and level of contact with children and young people.

7. Reporting Child Safety Concerns

Any concern relating to the safety, wellbeing, or protection of a child or young person must be reported immediately in accordance with Echo Interpreting's **Safeguarding & Incident Management Policy**.

This includes concerns relating to:

- Abuse or neglect
- Grooming
- Exploitation
- Inappropriate conduct
- Violence or harassment
- Breaches of professional boundaries
- Unsafe environments or behaviours

Echo Interpreting will assess concerns appropriately and may escalate matters to external authorities where required, including:

- Police
- Child Protection authorities
- The NDIS Quality and Safeguards Commission
- Other relevant safeguarding or regulatory bodies.

Reports made in good faith will be taken seriously and handled confidentially to the extent reasonably practicable.

8. Confidentiality and Privacy

Child safety concerns and related information will be handled confidentially and sensitively.

Information will only be shared:

- On a need-to-know basis
- Where required for safeguarding, investigation, legal, or regulatory purposes
- Where disclosure is authorised or required by law

All records will be managed in accordance with Echo Interpreting's **Privacy & Confidentiality Policy**.

9. Breach of Policy

Failure to comply with this policy may result in:

- Removal from assignments
- Disciplinary action
- Termination of employment or engagement
- Referral to external authorities where appropriate

The seriousness of the response will reflect the nature and severity of the breach, the risk to children or young people, and Echo Interpreting's legal, safeguarding, and regulatory obligations.

10. Related Documents

This policy must be read and applied in conjunction with:

- Safeguarding & Incident Management Policy
- Code of Conduct Policy
- Complaints and Feedback Policy and Procedure
- Work Health & Safety (WHS) Policy
- Privacy & Confidentiality Policy
- Bullying, Harassment & Sexual Harassment Policy
- Equity, Diversity, Inclusion & Equal Opportunity Policy
- IT, Systems & Acceptable Use (including Social Media) Policy

- Incident / Near Miss Reporting Procedure/Form
- Worker Compliance Register
- Worker Engagement, Onboarding & Compliance Procedure

11. Policy Acknowledgement

All workers are required to acknowledge that they have read, understood, and agree to comply with this Policy.