



2021
**ANNUAL
REPORT**



CHILD WISE
creating child safe communities



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Acknowledgement of country

Child Wise acknowledges Aboriginal and Torres Strait Islander people as the traditional owners and custodians of the lands on which we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters.

We pay our respects to Elders past, present and emerging and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this report. We advise the report may contain images of deceased persons.



The year in review

It is with a sense of excitement and privilege that I step into my role as the new Chief Executive Officer of Child Wise. In doing so I would like to acknowledge the inspirational work of Natalie Siegel-Brown who during her leadership of Child Wise guided us into new markets, new sectors and new projects with significant impacts.

2021 was a massive year for Child Wise. Our work extended geographically into other countries across the globe, and in both breadth and depth. One of the most exciting things we saw from advocacy in the digital safeguarding field, is the inclusion of young people in government policy-making and legislative development. This is inspiring, given that our mantra is elevating children's voices and views in all decision-making that affects them.

The number of hours spent dedicated to child safeguarding grew from just below 5,000 in 2020 to over 17,500. We extended our reach from two countries outside Australia to eight. Our public profile grew exponentially: From 10 appearances in the media in 2020 to 256 in 2021. We also made significant submissions to many enquiries, particularly those relating to the online safety of children and young people. We supported approximately 50 child focused organisations over multiple consultancy, coaching and accreditation projects to help them strengthen internal child safeguarding capacity and to ensure compliance with child safety principles and legislation.

I am now looking to the future and how we can elevate the voice of all children and collaborate with leaders across institutions and systems to identify the barriers and enablers for change in safeguarding practice. We will do this by a determined focus on our strategic pillars: building our profile and influencing through thought leadership, extending our reach and deepening our positive impact for children and young people.

The people and organisations that come to Child Wise for support to grow their child safeguarding capacity inspire us with their desire to make real change to ensure children's rights to protection from violence, abuse and neglect are upheld.

We couldn't have achieved the accelerated change and associated progress we made without the expertise of the entire Child Wise team. Thank you for your dedication and I look forward to continuing the exciting trajectory.

Yours sincerely,

Nikki Lowe
Chief Executive Officer

Child Wise and Save the Children



Save the Children has a bold ambition to ensure that children, wherever they may live in the world, are free from violence and abuse. Despite our efforts over many years, we know that violence and abuse of children is still prevalent in many settings. This is an outrage, and we won't stand for it.

That's why we are determined to innovate the way we deliver impact, so that we can scale our work and keep more children safe. In doing so, we seek to amplify the voices and rights of children in everything we do.

Child Wise, as a social enterprise of Save the Children, is uniquely positioned to support this work. Child Wise is at the forefront of child safeguarding services, support and advocacy. It works with organisations across the globe that have an impact on children and young people to embed solutions that are fit-for-purpose and are effective. Child Wise assists organisations to become, and to stay, child safe.

We know this work is more important than ever. In 2021 alone, the impacts of COVID-19, climate change and the pace of digital transformation challenged all our pre-conceptions and priorities. Change is the only constant. And it makes our mission for children more critical than ever. One billion children (a thousand million!) don't have access to essential healthcare. Over 450 million children are not learning (that's 20 times Australia's whole population). More than 400 million face conflict or gender-based violence. And 1 billion children live below poverty lines. In 2021, both in Australia and overseas these numbers got worse for the first time in three decades.

Our strategy is ambitious and transformative. We want to increase our impact for children faster and on a larger scale than ever before. We are committed to defending the rights of children who are most impacted by discrimination and inequality. Through our advocacy, programs and initiatives, we will continue to advance the fight for child rights on these First Nations lands now called Australia, across the Pacific and around the world.

Only by working together can we reach our ambitious goals, working side by side with children, young people, families, staff, volunteers, supporters, partners, and governments. We still have much to achieve but I know the passion of the Child Wise team will continue to make a strong and significant contribution to our unwavering commitment to be fearless in achieving a better world for children.

Yours sincerely,

Mat Tinkler

Group CEO, Save the Children Australia

2021 Highlights



doubled

INCOME



RECRUITMENT OF
YOUTH ADVISORY BOARD

Outside Australia we are now working:



in
8

COUNTRIES



on
23

PROJECTS



with
10

CLIENTS



256

INSTANCES OF MEDIA
PUBLICATION OR REFERENCE



17,600

PROJECT HOURS
63% directly affecting children



'LIKE THIS'
DOCUMENTARY



SOUGHT BY MINISTERS
AND DEPARTMENTS
for expert comment and child
voice contribution



TWO MAJOR
digital safeguarding
engagements

About Child Wise



OUR VISION

Our vision is a world in which children and young people are safe from harm, and societies, systems and institutions seek, include and respond to their voices.



OUR MISSION

Our mission is to lead the world in transforming systems and institutions to keep children and young people safe from abuse and harm.

We do this by elevating the voice of all children and collaborating with leaders across institutions and systems to identify the barriers and enablers for change in safeguarding practice.

Strategic pillars



PROFILE

We build our profile to give us access to markets where children are most at risk.

We use our profile to influence the systems that impact on children and young people's safety.



EXTENDING OUR REACH

We seek out new sectors and new places across the world to generate child safeguarding impacts.

We look for sectors that don't even recognise they have a child safeguarding opportunity or problem.



FINANCIALLY SUSTAINABLE

Our income base sustains us and enables us to grow.

We are a diverse business with numerous income streams across multiple markets, locations and sectors.

We implement a dynamic pricing model that supports our ambition while allowing us to put our passion for impactful work first.



SOLVING WICKED PROBLEMS

We are not afraid of taking on the most insidious safeguarding problems to create real and meaningful safety for children and young people.

These are often problems that do not have a simple solution and that require us to engage with numerous sectors, such as the opportunities and challenges of the digital world.



IMPACT FOR CHILDREN AND YOUNG PEOPLE

We build capacity for the highest quality safeguarding in systems and institutions across the world.

Our influence and conduct increases safety of all children and young people, particularly those who may be at increased risk due to structural and systemic barriers such as health and social inequality, stigma and discrimination.



THOUGHT LEADERSHIP

Through our expertise and deep networks we influence agendas and share knowledge so that people think differently and better about how they can keep children and young people safe.

We provide a platform for the voice of children and young people to influence issues that impact them most.

What we do

At Child Wise, we are holistic, rigorous and child-focused in our approach to help organisations strengthen their child safety practice and build a child safe culture.

Our services are flexible and tailored to suit the needs of the organisations we work with.



Accreditation

Child Wise Accreditation provides assurance that your policies, processes, governance and culture are compliant with the National Principles for Child Safe Organisations, and that leaders demonstrate a commitment to continuously trying to make things safer for children and young people.



Advisory

Child Wise Advisory services are modular and tailored based on specific organisational needs. This may include undertaking an organisation-wide child safety review to identify gaps and strengths, supporting the development of an improvement plan, or policy review and development among other options. Digital safeguarding, critical incident reviews and guided self-assessments also form part of our advisory services.



Coaching

Child Wise Coaching is an effective and flexible way of translating new knowledge and skills into practice, whilst bringing policies and procedures to life in any organisational context. To achieve this, our experienced Coaches collaborate with organisational leaders and leadership teams and work alongside other key roles in organisations, including Child Safety Officers.



Child Safety Training

Child Wise Training Programs are designed to equip leadership teams, staff and volunteers with vital knowledge and skills in the prevention and early intervention of child abuse and neglect at their workplace.

Looking forward

STRATEGIC PILLARS

2022 FOCUS



Impact for children and young people

Continue to refine quality of tools and methodology.
Embed the voices of children in our own decision-making.



Extending our reach

Expand Global Safeguarding Offering to new locations and markets.
Expand our National Advisory Services across new markets.



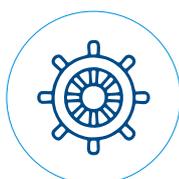
Financially sustainable

Embed new ways of working that increase efficiencies.
Continue business growth through expansion and profile.



Profile

Continue cutting edge advocacy that sees us sought out as experts.
Improve our public facing presence online.



Thought leadership

Invest in the development of thought leadership and generate positioning to new 'unconverted' industries.



Solving wicked problems

Grow and invest in our digital safeguarding offering.
Valour in working with clients who have both a strong desire to change and a significant need for improvement.

Our Board

1



1 Paul Ronalds (Chair)

Paul Ronalds joined Save the Children Australia as Chief Executive Officer in July 2013 and led the merger with Child Wise in December 2017. Prior to joining Save the Children, Paul was First Assistant Secretary responsible for the Office of Work and Family in the Department of Prime Minister and Cabinet.

2



2 Andrew Jackomos

Andrew Jackomos is a proud Yorta Yorta/Gunditjmara man. Andrew currently heads Aboriginal Economic Development for the Victorian Government. Prior to this, Andrew was appointed the Special Adviser for Aboriginal Self-Determination to the Victorian Government where he played an influential role in embedding the ethos of self-determination across the whole of government context. Andrew became a Child Wise board member in August 2020.

3



3 Peter Hodgson

Peter Hodgson is currently a director of several public companies and, until late 2016, was the Chief Executive Officer of The Myer Family Company. Peter has been a director of Save the Children since May 2012 and became Chairman in June 2012. He became a Child Wise board member since the merger in December 2017.

4



4 Michelle Somerville

Michelle Somerville was an audit partner at KPMG and has 26 years of experience in financial accounting, audit, risk management and compliance across a range of industries including the not-for-profit sector, in both Australia and the United States. Michelle has been a director of Save the Children since December 2012 and a Child Wise board member since December 2017.

5



5 Michelle Scott

Michelle Scott has over 30 years' experience leading and influencing government and community organisations to address and reduce contemporary, complex social challenges. She has also been an independent statutory officer, including as WA's first Commissioner for Children and Young People (6 years), and Public Advocate for WA (5 years). Michelle has been a director of Save the Children since November 2019.

Elevating the voices of young people

Our Youth Advisory Board (YAB) has now been recruited, inducted and is ready to support our work in 2022 and into the future.

This won't be your 'traditional' advisory board. Our YAB will be involved in direct project work, as well as informing how and what we deliver. Everything about how the group operates has been designed by young people themselves.

The Board will be a great resource for our clients to draw upon as well – we are committed to putting young people's voices at the heart of everything we do.

The members of our YAB are:

Grace Sholl

As a young person with lived experience of anxiety and depression, backed with professional experience, I joined the Child Wise Youth Advisory Board to advocate on the challenges faced by young people managing their mental health. I'm also an advocate for LGBTQIA+ rights. I've

recently finished a Bachelor of Psychology, and am starting a Master of Suicidology. I'm also a member of the Headspace Youth National Reference Group, the Queensland Family and Child Commission's Youth Advisory Council, and several government, university and community mental health research groups and committees.

When I'm not studying I love playing video games, volunteering in my local community, and taking naps with my cat.

Haydon Evans

My name is Haydon and I am so excited to be a part of the team. I may seem like the everyday guy but you will learn that I am fun, friendly and always there to help and have a laugh. Also if you're wondering what I like other than helping children that is easy – I love anime, video games, board games and last but not least dad jokes that's right dad jokes. I may not be a dad but I sure am on my way with all the jokes I tell.

Annelise Ryan

My name is Annelise Ryan, I am currently 19, and located in New South Wales. I am studying Occupational Therapy, and am interested in the way I can work alongside others using everyday valued activities to inform and guide the therapy process.

I enjoy bullet journaling and spending time with my cat and dog. I currently have 35 different plants, and love propagating them and giving baby plants to people around me!

I wanted to be a part of the Youth Advisory Board because I believe young people should have a say in all of the decisions that impact us. I am focused on supporting other young people who are neurodivergent. I believe the intersection of youth and disability can be incredibly difficult for some, and I would love to see more education about, and support for, young people with disabilities.

Sharif Habibi

My name is Sharif and I am 18 years old. I am currently year 12 Student studying Psychology, Forensic, Legal studies and Wood work. During my free time I like going out with friends. I also like volunteering at events which gives me an opportunity to get to know my community and improve my skills and I love playing basketball.

I moved to Australia in 2016 and since then I have been really passionate about doing things that brings a change and makes people happy. I look forward to working on important projects with the support of all the amazing youth in this team.

Wyatt Neef

Hi all, my name is Wyatt and I go by he/him pronouns and I'm 17 nearly 18 and I'm currently living in Adelaide, South Australia on the traditional land of the Kurna People. I'm from Germany however have lived in Australia for quite some time now. I have been living independently for just over 3 years now and am very passionate about advocating for children's rights and child safety as it is very close to my heart. I love travelling and hanging out with my friends, I also love watching Netflix when I get a spare minute.

Thérèse Casanova

My name is Thérèse, and my pronouns are they/them. I moved to Melbourne a year ago from Ballarat. I'm a student, studying professional writing and editing. I plan on becoming a sociologist. I like classical music, Formula 1 and sitcoms. I am extremely passionate about child protection especially when in regards to extreme religious sects in Australia, and the treatment of queer children. I am also an advocate for young people with very stigmatised mental health conditions and invisible disabilities.

Fatima Tahirian

I am Fatima, a second-year university student and to nurture my dream of becoming a cardiologist I am undertaking my Bachelor of Biomedical Science before studying Medicine. Alongside my part-time studies I have been involved in various volunteering roles, as it helps me meet new people and widen my horizon. I love to

write my personal experiences in my little journal book.

Azraf Ezaz

My name is Azraf and I go by he/him pronouns! I'm a year 12 student, and a certified enjoyer of caffeinated beverages. I enjoy keeping busy! I've never really been able to pick up a hobby for some reason? I do a little bit of everything; watching shows, playing video games, reading, studying (my mum says I could really work on how much I study though, so I intend to pick that up as a Hobby to End All Hobbies). I'm originally from Bangladesh, and my experiences while transitioning to Australian culture is where my passion for mental health and child safety comes from; which is what brought me to Child Wise. I moved to Melbourne in 2018 only to somehow realise I miss Bangladesh a lot more than I had reason to and that homesickness was interfering with everything I wanted to be. That's when I began volunteering in order to identify with Australia and I haven't looked back since.

Leo Bortolotto

I am Leo (they/them), a 20-year-old queer, trans and disabled student, currently completing a Bachelor of Business/Arts (Human Geography). I have a growing interest in Social Justice for those who share their intersections, and for those that don't, and love sharing the pride and personal experience of being a part of so many beautiful communities. I currently reside on the unceded Boon Wurrung Country and wish to pay my deepest

respects to their Elder's: past and present who have, and continue to care for Country and community.

Arshia Rana

Hello! I am Arshia, one of the members of Child Wise's Youth Advisory Board, as well as a speaker, student and climate advocate! If you don't find me in the library studying for an upcoming exam (Year 11 is hard!), then you'll find me with my nose in a book instead. Reading is my way of connecting with the world and gaining new experiences. I believe my experiences guide my identity as a young woman born in India, having lived in Denmark and now in Australia. I am extremely passionate about the climate crisis as a child rights crisis, and can't wait to share these experiences with the rest of the board and cultivate conversations that lead to actions that mobilise systemic and holistic change!

Sophia Pauchet

My name is Sophia, I'm originally from Tasmania but am currently studying a double Bachelor's degree of Criminology and Psychology in Canberra. As a young person, it is so exciting to be given a platform to share my thoughts and opinions on ongoing issues that impact me, and people like me, directly. Child Wise has already given me the opportunity to broaden my horizons for future career interests and understanding the greater impact that my studies can make.

Most of my spare time is spent either working my number of casual jobs, cooking, adventuring or painting.



Our collaboration with House of Muchness

'Like This' is a unique documentary developed in partnership with House of Muchness that exclusively features young people's voices about life online, and the risks and benefits of social media. And guess what? It's nothing like we thought. Young people see the risks and define problems online very differently to adults. If we don't start seeing it through their eyes, we risk missing the mark with solutions.

Like This is full of messages for all of us to hear: parents, politicians, social media companies or people who just care.

We received some amazing feedback from the audience, who were utterly impressed with the topic, the content, the film but most of all with how articulate, genuine, insightful, honest and brave the young people were.



“Such an important topic - for adults and young people alike. I would love for some younger people I know to watch it. Very valuable insights and suggestions.”

“So very insightful to hear from the young people directly and how honestly and bravely they communicated such a range of diverse issues in the online environment.”

“Great choice, and so good to get the young people's perspective from the inside as digital natives.”

“It is a very important topic in our present world and it was great to hear the young participants points of view and listen to what they have/are experiencing and some even struggling with in their everyday lives. I particularly liked the real honesty with which all the young people spoke...”

“Hearing from their perspective is very rich and giving me more awareness as a parent and also a mental health professional worker for young people.”

“The documentary provided great information about the challenges social media use creates for young people. It was wonderful seeing the articulate young people talk about the issues, and their suggested remedies.”



Focus groups on the retail sector

Child Wise works in Australia and around the world to help organisations do the best job possible to keep children and young people safe from harm, abuse and neglect. We also try to increase participation for children and young people and make sure their voices are heard in decisions that affect them.

Most of the work we do is with organisations where children and young people are a client ie are provided with something e.g. schools, out of home care, sporting clubs, leisure centres. There is a lot of legislation and many guidelines to make sure these places have processes in place to keep children and young people safe from harm.

One of the areas that feels like it is often missed is places where young people work, so we conducted some focus groups to really hear about their experiences of feeling safe/not safe in the work place.

The information they provided gave us a greater understanding of what it's like for the average young person in Australia who has a job. We can then use that information to help other organisations.

Some of the themes that came out of our conversations with young people are:

Common issues

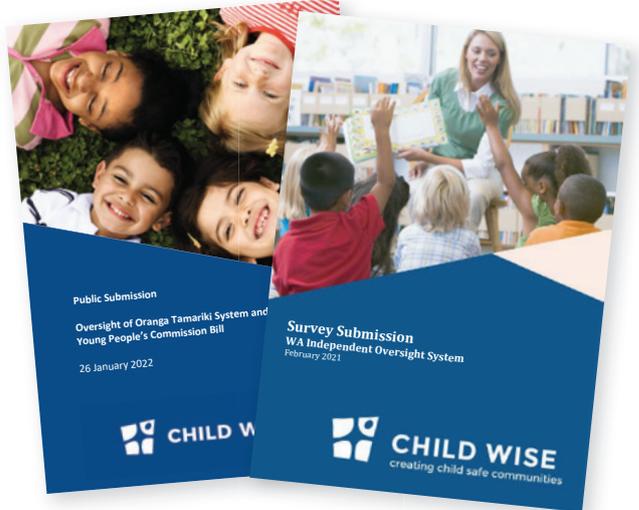
- Poor induction
- Not enough training
- Unsafe work environments
- Organisations have a lack of understanding of child safeguarding

Potential solutions

- Workplace rights and expectations to be part of school curriculum
- Unions more representative of younger workers
- Regulations and legislative change
- Collaboration and co-design with young people
- Organisations to have child safe officers/champions
- Workers rights helpline with multiple communication methods

Thought leadership

Our media presence and advocacy grew significantly in 2021.



Digital safeguarding and our partnerships

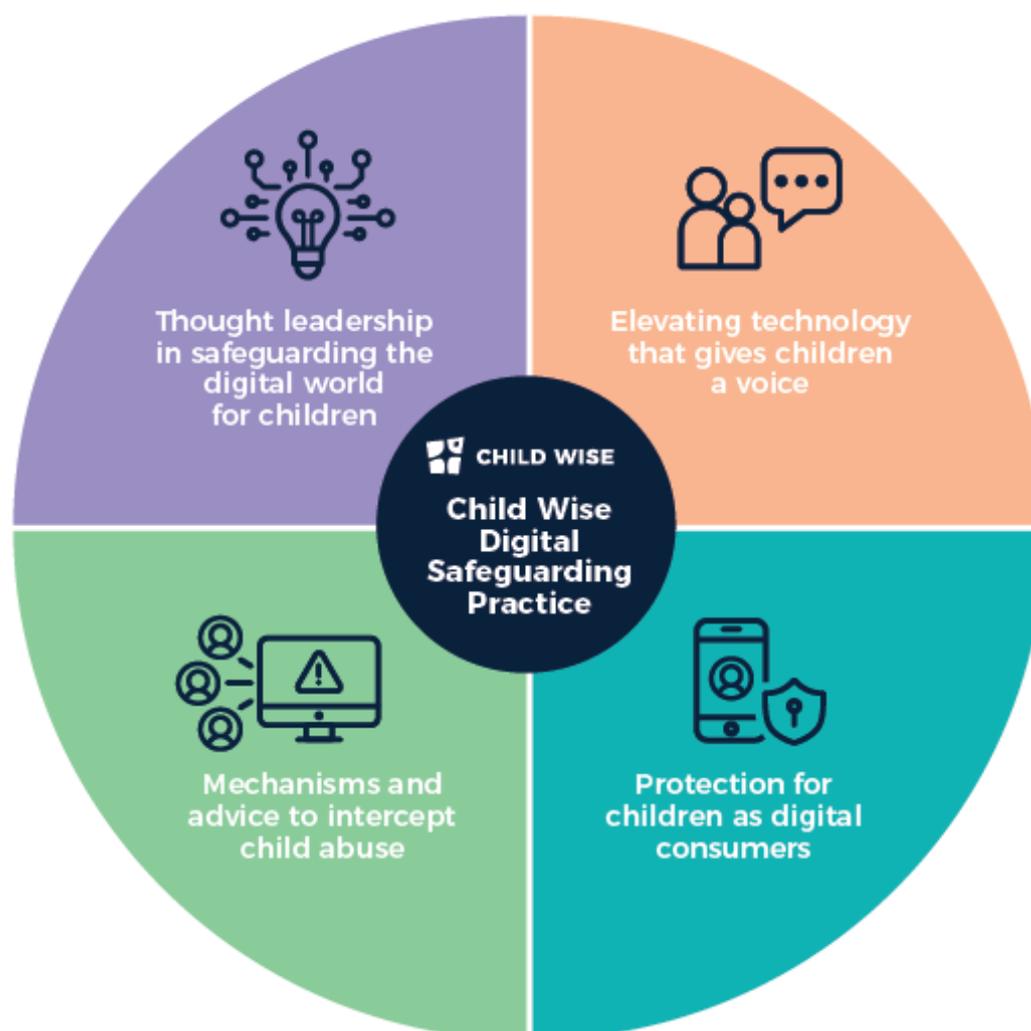
30 years of child safeguarding experience has shown us very clearly that the risk of abuse and harm to children has moved to the online environment. It co-exists with the risks that we already know about in physical environments.

Our digital safeguarding technology practice is focused on innovation in taking on child safeguarding challenges that may appear unsolvable, which have been exacerbated by the impact of the COVID-19 pandemic.

Moreover, our focus is on empowering children and young people to enjoy the benefits of using technology without compromising their rights, safety and overall wellbeing.

What does our digital safeguarding practice cover?

Why don't we talk about "child safeguarding online"? Digital safeguarding is much more than safety when children are users of social media. Children and young people tell us about the risks they face with text messages, online gaming and other forums that don't necessarily see them 'online' in the way you might ordinarily perceive. Our digital child safeguarding practice covers all of these aspects.





However, more than safeguarding children as consumers of technology, our practice also covers prevention and intervention of the horrific and insidious production and access to child sexual abuse material by offenders.

Importantly, we know that asking children and young people to abstain from technology is not the answer. Quite the opposite. For many children and young people, technology is their vehicle for safety. Young people have told us they disclose abuse using some of our partner apps, that they would never have disclosed prior to the advent of mobile devices. Technology is also a magnificent platform to advance and amplify their voice, empowerment and participation as equal partners with adults in society!

What does digital safeguarding involve?

Elevating technology that gives children a voice

We believe enabling children and young people to raise concerns and have a voice in what makes them feel safe or unsafe is imperative. Therefore, a key focus of our digital safeguarding practice is to empower them with digital tools that they can use to do so in a way that is easy and accessible at all times. Child Wise has partnered with Mind Of My Own, a UK-based world leader in co-designing apps with young people for young people.

Protection for children as digital consumers

Child Wise is a trusted adviser to major social media platforms and tech-providers on safeguarding their products. We provide expert guidance in implementing safeguarding mechanisms to ensure that children and young people that use social media platforms and tools are protected in doing so.

Mechanisms and advice to intercept child abuse

With businesses and organisations moving their services online due to COVID, we saw an increasing number of corporate devices being used to access or distribute online abuse material.

In 2020, Child Wise partnered with NetClean, a Swedish tech company, to provide organisations with unique technology that is capable of detecting the use, creation and distribution of child sexual abuse material (CSAM) on corporate devices. Child Wise has engaged with Australian law enforcement to accelerate the introduction of world leading workplace interception technology for the first time in Australia and the surrounding region.

Through our partnership with Oho, we are able to support organisations with workplace detection of workforce breaches to pre-employment working with children checks and other industry accreditations.

How we work: digital safeguarding

Save the Children Movement

Why did they come to us?

Save the Children wanted to build on Digital Safeguarding for Migrating and Displaced Children research undertaken in 2020. The goal was to offer a set of practical next steps for the aid sector, and concrete processes for assessing potential risks to program participants as a result of their access to digital tools, while participating in Save the Children's programs.

What did we do?

We developed a summary of Save the Children's approach to digital safeguarding, not only for migrating and displaced children but for all of Save the Children's program participants. We also reviewed Save the Children's suite of policies to assess whether they were a fit for the digital age and provided recommendations to policy owners on how to modernize the policies to meet the needs and realities of the digital age. In addition, guidance was created on moderation and escalation of potential safeguarding situations occurring in online environments under Save the Children's remit.

What was the result?

We provided recommendations for policy updates to Save the Children's wide-reaching policies, supported various policy owners to modernize and adapt policy, and helped improve Save the Children's awareness and application of digital safeguarding approaches across the network. This work helps Save the Children to improve its protection and safeguarding of vulnerable children and their families.

What will we do next?

Going forward, this work can serve as a basis for other policy recommendations and for training of staff and partners.





How we work: trauma responsive practice training

Why do organisations come to us for this service?

Generally to build capacity around trauma responsive practice.

What do we do?

We deliver tailored training aimed to give participants a greater understanding of trauma and its impacts, and build capacity in trauma responsive practice. The session introduces participants to the neuroscience of trauma, how it impacts the child's developing brain, and how to identify the indicators of trauma. Our training equips participants with tools and strategies to build a trauma-responsive organisational culture, including a focus on the principles of trauma-responsive practice – trust, safety, choice, empowerment, collaboration and cultural competence.

For example, as part of a significant project in 2021, Child Wise conducted a training needs analysis with Dilworth. Dilworth is a School in Auckland, New Zealand. It is the largest boarding only school in Australasia, supporting year levels 7 through 13 across three campuses: Junior, Senior and Rural.

The analysis identified a strong appetite among leaders for further capacity building around trauma responsive practice and in September we delivered training for the school Board and leadership team.

We welcome the opportunity to collaborate with any organisation to support them become better, safer places for children through capacity-building and increased understanding.

“Child Wise delivers appropriate, up-to-date relevant content, in a highly professional manner. The principles of trauma-responsive practice – trust, safety, choice, collaboration and cultural competence were very relatable and applicable to our school setting.”

How we work: international development

From policy to practice

Conciliation Resources

Why did they come to us?

Conciliation Resources (CR) is an international organisation committed to stopping violent conflict and creating more peaceful societies. Partnering with over 80 individuals and organisations, CR works around the World, in countries and regions across the South Caucasus, East and Central Africa, the Horn of Africa and West Africa, Latin America, South Asia, Southeast Asia and the Pacific. In 2020, CR registered Conciliation Resources Australia 2020, reflecting substantial growth in Southeast Asia and the Pacific Region.

CR sought Child Wise's support to review their existing safeguarding policy and associated documents to ensure that it met best practice and compliance standards for its work out of Australia.

What did we do?

We conducted a desktop review of their Keeping People Safe Policy, Code of Conduct and associated reporting procedures to assess the extent to which they met DFAT minimum standards, ACFID Code of Conduct, Child Wise standards and the Australian Child Safe Organisation Principles. In addition, we conducted stakeholder interviews with key members of leadership to explore understanding and application of the procedures.

Child Wise provided commentary and direct changes into CR's Policy and Code of Conduct to support alignment with best safeguarding practice. We also provided CR with a snapshot report against each of the standards along with a summary of any gaps and recommended changes. The snapshot report, along and direct follow up assisted with rapid communication of recommendations.

What was the result?

CR can have confidence that their revised Policy and associated documents are aligned with Australian safeguarding standards. In addition, our reporting provided a roadmap intended to support CR with seeking donor accreditations.

Action on Poverty

Why did they come to us?

Action on Poverty is a secular, independent NGO working through partnership to support international development programming across 14 countries. Their vision is to create a world free of poverty and inequality. Action on Poverty recognised the importance of continuous improvement across safeguarding and made the proactive decision to approach Child Wise for support. Specifically, Action on Poverty were eager to ensure the Safeguarding Policy and procedures reflected best practice and sought to ensure their staff were trained and supported to implement the policy.

What did we do?

Child Wise reviewed AOP's Child Protection and Prevention of Sexual Exploitation Abuse and Harassment (PSEAH) policies and procedures against Child Wise standards, the Australian Child Safe Organisation Principles as well as DFAT minimum standards. We provided commentary and made changes directly into the documents before delivering a leadership briefing on our recommended amendments.

Child Wise then delivered two training sessions to AOP staff:

- Introduction to Safeguarding in International Development focused on building capacity around safeguarding standards, legislation and regulation; understanding and identifying child abuse; preventing harm through safer recruitment; complaints management and responding and reporting.
- Leading and Governing a Child Safe Organisation focused on reinforcing knowledge and further building capacity around standards, legislation, and regulation with a particular emphasis on the responsibilities of executive leaders and board members.

What was the result?

AOP's policy and procedures reflect current best practice and staff, including leaders and governors, have an increased understanding and confidence to implement them.

International Women's Development Agency (IWDA)

Why did they come to us?

IWDA is an Australian-based organisation which resources diverse women's rights organisations, primarily in Asia and the Pacific, enabling them to be more resilient and effective. They also contribute to global feminist movements to advance their vision of gender equality for all.

IWDA sought Child Wise's expertise initially to support a review of their Child Protection Policy, and associated documents to ensure they were meeting requirements and best practice standards. Subsequently IWDA also sought tailored training sessions to build overall safeguarding capacity for leaders and staff. In addition, IWDA have engaged Child Wise to support ongoing capacity strengthening on specialised child safeguarding topics through our safeguarding coaching program.

What did we do?

1. Policy review: Child Wise provided feedback into IWDA's policy, including making recommendations for strengthening.
2. Training: Child Wise provided two sessions for IWDA – one for organisational leaders and safeguarding focal points, and one for partnership team staff.
3. Coaching: We provided coaching sessions across risk management, incident review, reporting 'fire drills' and safeguarding focal point roles. Each session had a focus on implementing strong safeguarding practice across these areas. Coaching combines theoretical and practical elements of implementing key safeguarding concepts for relevant staff.

“Child Wise has supported IWDA to significantly strengthen our approaches to safeguarding. IWDA has welcomed Child Wise's holistic approach, as opposed to a compliance approach, to safeguarding. With Child Wise's guidance IWDA has been able to have in-depth and frank discussions around the complexities of ensuring the safety of vulnerable persons in our work. As a result of the work with Child Wise, IWDA is assured we are a safer organisation for children, young persons and other vulnerable people.”

What was the result?

Strengthened Child Protection Policy and associated documents, aligned with best practice. Built capacity of leaders, focal points and partnership team staff in core areas of child safeguarding. These include:

- Understanding child abuse and harm
- Responding and reporting to concerns, complaints and incidents
- Relevant child rights and safety conventions, legislation and policy
- Donor requirements, including DFAT's Child Protection Policy and minimum standards
- Child safeguarding centred governance structures
- Building an organisational culture of safeguarding
- Organisational assessment and long-term implementation
- Assessing and mitigating risk

Our group coaching support enables staff to translate knowledge and theory into practical application. Coaching focussed on:

- a. Reporting 'Fire Drill': An end-to-end practice run of incidents through the reporting process to help identify any process improvements and ensure all staff are aware of the reporting procedure.
- b. Incident review: Using hypothetical scenarios, the session works with staff to identify the broad steps for incident review processes.
- c. Risk management: steps to conduct a child safeguarding risk assessment.
- d. Supporting Safeguarding Focal Points to identify their key responsibilities.

What will we do next?

IWDA and Child Wise will continue working together throughout 2022 and beyond. IWDA are committed to supporting partner organisations to strengthen and enhance their own approaches to safeguarding. Child Wise will assist in this process by undertaking a policy review, delivering Governance training and supporting IWDA's partner organisations to conduct safeguarding self-assessments and implementing associated recommendations and improvement plans.

How we work: the health sector

West Gippsland Healthcare Group (WGHG)

Why did they come to us?

WGHG have been a client with Child Wise since 2017 and have been an accredited organisation since 2018. WGHG is a sub-regional provider of health services located in the Shire of Baw Baw, located approximately 100km east of Melbourne. Services include:

- West Gippsland Hospital;
- Community Services Centres in Warragul and Trafalgar;
- Rawson Community Health Centre;
- Coinda Lodge Aged Care Residence;
- Andrews House Aged Care Residence; and
- Warragul Linen Service.

What did we do?

WGHG have a strong commitment to child safeguarding and at the end of their three year accreditation period decided to once again undertake a full Child Safe review that included site visits, stakeholder engagement and a document review. WGHG already have strong systems in place and a culture of child safety but wanted to ensure they were ready to meet the new Victorian Child Safe Standards in July 2022.

What was the result?

WGHG has demonstrated a culturally embedded commitment to child safety in their organisation. The investment of time, effort and resources in maintaining and improving identification of, and response to, child safety concerns is evident in increased reporting numbers and the high proportion of staff, leaders and Board members who passionately articulated child safety as a shared, organisation-wide responsibility.



“The purpose of child safeguarding review is to equitably and proportionately examine child safety across the organisation in order to provide a transparent system wide of child safety across the organisation.”



How we work: religious institutions

Catholic Education

Why did they come to us?

Child Wise was asked to undertake this review following a critical incident, as the Catholic Education was keen for an objective assessment of its safeguarding strengths, gaps and opportunities for improvement.

What did we do?

We conducted a learning-focused review of child safeguarding practice within the Catholic Education. The learning review involved a child-centred examination of policy, practice, and organisational culture, and resulted in a range of recommendations designed to facilitate continuous improvement. Many voices contributed to this learning review and its recommendations, and are therefore shaping the continuous improvement taking place across the Catholic Education.

What was the result?

Child Wise has welcomed the opportunity to collaborate further with the Catholic Education as it implements these recommendations. This has included reviewing and updating child safeguarding training for staff, and introducing the principles of trauma-informed care as a framework to strengthen child safeguarding practice.

What happens next?

Child Wise sees institutional child safeguarding as a continuum of ongoing improvement which requires strong leadership, critical reflection and an open, aware, learning-oriented culture. We value opportunities to collaborate with organisations over time to support them in this process of review and continuous improvement, helping them strive to become better, safer places for children.

How we work: youth member organisations

St John Ambulance Australia

Why did they come to us?

St John Ambulance Australia originally came to Child Wise in 2018 with a view to achieving Accreditation.

What did we do?

A review was conducted in 2018 and the organisation achieved accreditation in 2019. We then planned for annual reviews in 2020 and 2021.

What was the result?

Despite COVID challenges the national office prioritised continuous improvement and completed their final annual review in 2021.

What happens next?

St John Ambulance Australia are in the process of engaging in the re-accreditation process with Child Wise with an aim to continue their journey across child safeguarding for the next three years.

The national office continue to encourage and support state and territory based St John offices to achieve best practice, with Child Wise working closely with multiple state offices at different stages of the review and accreditation process.





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