



Standard 9

Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

How do we apply the Standard?

- Set clear expectations and boundaries for staff and volunteers.
- Conduct risk assessments to identify risks in your physical environment, where adults could have unsupervised interaction or higher risk activities.
- Design or alter your physical environments where possible, to minimise risk.
- Pay special attention to higher-risk settings like change rooms, cars, offsite activities, transport arrangements.
- Provide information for children, young people, parents, staff and volunteers about online safety.
- Equip children and young people to identify and speak up about negative experiences online.
- Have procedures to support responding to online concerns.
- Be aware of increased physical and online risks for children and young people with increased vulnerability.
- Talk with and listen to children and young people about what makes them feel safe or unsafe in your physical environments. Act on their feedback.

How do we document the Standard?

- Child Safety and Wellbeing policy identifies how your organisation will keep children safe in physical and online environments.
- Policy and procedures that address higher risk activities.
- Risk management plans that identify risks in your organisation and how they are managed.
- Code of Conduct outlines clear behavioural expectations.
- Policy and procedures that ensure facilities and services from third parties are child safe.
- Posters, newsletters, information sheets, brochures or booklets that give online safety information.
- Materials that educate children and young people about being safe online and speaking up or asking for help.
- Training materials and records on what training has been provided to staff and volunteers.
- Audits of physical environments and online communication.

What does it look like in action?

- Clear guidelines and boundaries, communicated in accessible ways.
- Be clear that the online environment is used in line with your organisation's Code of Conduct, policies and procedures.
- Provide guidance and channels for transparent and accountable online interactions.
- Proactively identify and mitigate physical and online risks.
- Communicate to children and young people in engaging and accessible ways about being safe online and asking for help.
- Respond to concerns about online safety and report to relevant authorities.
- Make changes or design your physical spaces to minimise risks.
- Seek out opportunities to ask children, young people and families about what makes them feel safe in your organisation's physical and online environments.

*how can
we help you?*