

HIA LEARNING

WORKING WITH CHILDREN

POLICY

Document Control

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Introduction

About HIA Learning

The Housing Industry Association Ltd RTO ID: 1091, trading as HIA Learning, is a Registered Training Organisation (RTO) delivery nationally recognised training and assessment services.

This policy establishes HIA Learning's requirements for protecting the safety and wellbeing of children participating in its training and assessment activities.

Purpose & Application

Purpose

The purpose of this policy is to:

- ensure that children participating in HIA Learning training and assessment activities are provided with a safe and appropriate learning environment;
- outline the obligations of relevant HIA Learning personnel when working with children; and
- detail how HIA Learning complies the legal requirement for screening of people working with children.

Scope

This policy applies to:

- HIA Learning employees, trainers, assessors, contractors and volunteers;
- children participating in HIA Learning training and assessment activities; and
- parents, guardians and carers of those children.

This policy applies specifically to HIA Learning's training and assessment activities and should be read in conjunction with [HIA's Youth and Child Protection Policy](#), which is publicly available on our website.

This policy also addresses specific child safe environment requirements in South Australia that apply to HIA Learning's training and assessment activities.

Definitions

In this policy:

HIA/HIA learning	references to HIA, HIA Learning, "we", "our" or "us" mean Housing Industry Association Ltd.
Participant	means an individual who is enrolled with HIA Learning for training and assessment services.
Child	means an individual or participant who is under 18 years of age.
Child related work	means work requiring direct contact with a child or children including: • physical or face-to-face contact; • oral communication; • written communication; • electronic communication. "Contact" does not include providing information to children on HIA's website or through other means where there is no direct exchange of information or communication with a child. Contact must be direct and not incidental to the work. Any service or activity in the course of which contact with children occurs



	incidentally or would not reasonably be expected to occur is not considered to be child-related work.
Harm	means physical or psychological harm (whether caused by an act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect. Psychological harm does not include emotional reactions such as distress, grief, fear or anger that are a response to the ordinary vicissitudes of life.
HIA Learning personnel	means all employees, contractors, consultants, trainers, assessors, volunteers and other persons engaged by, or acting on behalf of, HIA Learning who may work with, supervise or come into contact with children in connection with HIA Learning activities.

Child Safety Commitment

General statement

HIA Learning is committed to providing a safe, respectful and supportive environment for children participating in its training and assessment activities.

Most HIA Learning programs are delivered to adult learners. However, HIA Learning may from time to time deliver training or assessment services to children, including through school-based programs, pathway programs, funded initiatives and other vocational education activities. Where children participate in HIA Learning activities, their safety and wellbeing is a priority.

National Principles for Child Safe Organisations

HIA Learning adopts the National Principles for Child Safe Organisations.

To support this commitment, HIA Learning will:

- **Provide safe training and assessment environments**
 - take reasonable steps to identify, assess and manage risks to the safety and wellbeing of children participating in HIA Learning activities;
 - ensure children are treated with dignity, respect and fairness;
 - maintain appropriate standards of conduct and professional boundaries for personnel working with children; and
 - maintain a learning environment in which children are safe, supported and able to participate appropriately.
- **Listen and respond**
 - encourage children and their parents or guardians to raise questions, concerns, feedback or complaints;
 - provide clear information about available support and reporting pathways; and
 - respond to concerns in a timely and appropriate manner.
- **Select and support suitable personnel**
 - ensure relevant personnel hold and maintain any Working With Children Check or equivalent clearance required by law;
 - require all personnel involved in training and assessment delivery, or who may have direct contact with children, to maintain any clearance required under applicable state or territory legislation;
 - apply appropriate recruitment, screening and induction processes;
 - provide relevant personnel with information and training regarding their responsibilities when working with children; and
 - require personnel to promptly report concerns regarding a child's safety or wellbeing in accordance with this Policy and applicable law.
- **Meet legal and regulatory obligations**
 - comply with applicable child safe environment, mandatory reporting and screening



requirements;

- cooperate with relevant government agencies and regulators where required;
- maintain policies, procedures and records necessary to support compliance; and
- where required by the *Children and Young People (Safety) Act 2017 (SA)*, review this Policy and lodge or update a Child Safe Environment Compliance Statement with the South Australian Government.

- **Integrate child safety into broader risk management**

- consider child safety as part of HIA Learning's overall risk management framework;
- identify, assess and implement controls for risks that may affect children participating in activities;
- review activities involving children and implement appropriate controls where required; and
- periodically review child safety measures to ensure they remain effective and proportionate to HIA Learning's operations.

Roles and Responsibilities

General Manager - Training	● Owner of this Policy. ● Responsible for implementation, review and compliance with applicable child safe environment requirements.
Deputy General Manager - Training	● HIA's nominated child safety contact in South Australia. Where required by law, reports of suspected harm or risk of harm should be made to the Child Abuse Report Line (CARL) on 13 14 78, or to SAPOL on 000 where a child is at immediate risk.
HIA Learning Managers	● Responsible for implementing this Policy within their areas of responsibility. ● Ensure relevant personnel are appropriately trained and maintain any required Working With Children Check or equivalent clearance.
HIA Learning Personnel (including HIA Trainers and Assessors)	● Must comply with this Policy and any related procedures. ● Must take reasonable steps to promote the safety and wellbeing of children participating in HIA Learning activities. ● Must report concerns regarding a child's safety or wellbeing in accordance with this Policy. ● Responsible for holding a valid Working with Children check if required for their role.
Mandated Notifiers (SA)	Certain HIA personnel will be mandated notifiers under the <i>Children and Young People (Safety) Act 2017 (SA)</i>. They are required by law to notify the Department for Child Protection if they suspect on reasonable grounds that a child or young person is, or may be, at risk of harm. Further information regarding these obligations is set out in the South Australia Specific Requirements section of this Policy.
Trainers and Assessors	Ensure a safe and friendly training and assessment environment for children. Where any adult participants are in the same class with children, trainers and assessors are responsible to ensure children are free from harassment, including children are not being left alone, or with any adult participant without supervision.

Working with Children Requirements

Duty of care

All HIA Learning personnel must take reasonable steps to identify and manage risks to the safety and wellbeing of children participating in HIA Learning training and assessment activities.

Personnel who work with, supervise or otherwise have contact with children must maintain appropriate



professional boundaries and conduct themselves in a manner that promotes a safe, respectful and inclusive learning environment.

Trainers and assessors are responsible for ensuring that training and assessment activities are delivered in a manner that is free from bullying, harassment, discrimination and other inappropriate conduct.

HIA Learning expects personnel to:

- treat children with respect and listen to their views and concerns;
- communicate in a clear, professional and age-appropriate manner;
- involve a parent or guardian where appropriate;
- maintain appropriate professional boundaries at all times; and
- promptly report concerns regarding the safety or wellbeing of a child, or seek guidance from the Deputy General Manager - Training where required.

Personnel must not:

- use personal social media accounts to communicate with children in connection with HIA Learning activities;
- disclose a child's personal information except where authorised, required by law, or necessary for legitimate HIA Learning purposes;
- leave a child unattended in circumstances where HIA Learning has responsibility for supervision; or
- meet privately with a child in an isolated or closed environment unless there is a legitimate reason and appropriate safeguards are in place.

Code of Conduct

All HIA Learning staff must be compliant against this code of conduct at all times. Breach of this code of conduct may result in a disciplinary action depending on the nature of the breach, and the employment might be terminated.

Recruitment and Staff Management

HIA Learning seeks to ensure that personnel who work with, supervise, or may have contact with children are suitable for those roles and understand their responsibilities when working with children.

As part of its recruitment and engagement processes, HIA Learning undertakes a range of screening and suitability checks, including reference checks, verification of qualifications and experience, and Working With Children Checks or equivalent clearances where required by law.

HIA's Employee Services Team conducts reference checks for employees and maintains employee records, including reference check and Working With Children Check (WWCC) records where required. Where a trainer or assessor is engaged as a contractor, reference checks are conducted by the Manager – Teaching and Learning, and relevant records are maintained on the trainer file.

All HIA Learning personnel who work with, supervise, or may have contact with children are required to read and understand HIA's Youth and Child Protection Policy and this Policy as part of their induction and ongoing compliance obligations.

Training, Supervision and Support

Staff training is provided regularly to ensure all relevant people maintain the awareness in minimising risks and harm to children.

HIA Learning provides relevant personnel with information, guidance and training to support their responsibilities when working with children.

Where required by law, funding arrangements, or operational activities, personnel must complete child safety, mandatory reporting or other related training and maintain any Working With Children Check or equivalent clearance applicable to their role.

Course Enrolment

Where a child seeks to enrol in a HIA Learning training product, written consent must be obtained from the child's parent or guardian before enrolment is confirmed.

Where a financial agreement is entered into with a child, written consent must be obtained from the child's parent or guardian before the agreement is finalised.

Information provided to children and their parents or guardians regarding enrolment, participation, fees and course requirements should be clear, accurate and appropriate to the circumstances.

Working With Children Check (WWCC)

HIA Learning requires relevant personnel who work with, supervise, or may have direct contact with children to hold and maintain any Working With Children Check (WWCC), Working With Vulnerable People registration or equivalent clearance required by the legislation of the State or Territory in which the activity is conducted.

Each state and territory has their own process for applying for or renew a WWCC, refer to the table below which includes relevant links to the jurisdiction instructions.

State/Territory	Link to the instruments of how to apply for/renew a WWCC
NSW	https://www.service.nsw.gov.au/transaction/apply-for-a-working-with-children-check
VIC	https://www.vic.gov.au/working-with-children-check
QLD	https://www.qld.gov.au/jobs/blue-card-services
ACT	https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people
WA	https://www.wa.gov.au/organisation/department-of-communities/working-children-check
SA	https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/screening-checks/screening-wwcc/for-individuals/apply-for-a-check
TAS	https://www.justice.tas.gov.au/rwvp
NT	https://nt.gov.au/emergency/child-safety/apply-for-a-working-with-children-clearance

Reporting requirements

General

Mandatory reporting laws require specified people to report designated types of child maltreatment to state or territory authorities. These laws also outline the circumstances under which a report must be made, including the level of certainty that activates the person's duty to report.

- (1) If any HIA Learning personnel suspect, on reasonable grounds, that a child participating in, or otherwise connected with, HIA Learning training and assessment activities is experiencing harm or may be at risk of harm, they should promptly report the matter to the relevant state or territory authority in accordance with applicable mandatory reporting requirements.
- (2) Certain HIA Learning personnel may have specific legal obligations to make reports under child protection legislation. These obligations vary between jurisdictions and may apply to personnel whose roles involve providing services directly to children, supervising activities involving children, or who otherwise fall within a legislated category of mandated notifier.
- (3) Where a concern relates to the conduct of a member of HIA Learning personnel, or arises in connection with HIA Learning training and assessment activities, the matter must also be reported internally to the Deputy General Manager - Training or another delegated manager as soon as practicable.
- (4) A person who makes a report in good faith will be supported by HIA Learning and will not be disadvantaged for raising a concern regarding the safety or wellbeing of a child.
- (5) Where a child is in immediate danger or requires urgent assistance, emergency services must be contacted immediately by calling 000.

- (6) If a member of the HIA learning community suspects, on reasonable grounds that a child with whom they have contact through HIA activities is being or has been harmed, that person should report the matter to state or territory authorities as listed in the table below.

State/Territory	Link to the instruments of how to make a mandatory report	Report Line
NSW	https://dcj.nsw.gov.au/children-and-families/family-domestic-and-sexual-violence/my-situation-is---/i-want-to-report-child-abuse.html	13 14 44
VIC	https://services.dffh.vic.gov.au/reporting-child-abuse	13 12 78
QLD	https://www.families.qld.gov.au/our-work/child-safety/protecting-children/report-child-abuse	1800 177 135
ACT	https://www.act.gov.au/community/children-youth-and-families/report-risk-of-significant-harm-to-a-child	1300 556 729 (for family environment) 131 444 (other)
WA	https://www.wa.gov.au/service/justice/criminal-law/report-child-abuse	131 444
SA	State Government's Child Abuse Report Line See specific requirements below	
TAS	https://www.justice.tas.gov.au/safety/child-safety/reporting-child-safety-concerns-in-justice	1800 000 123
NT	https://nt.gov.au/law/crime/report-child-abuse	1800 700 250

South Australia Specific Requirements

In South Australia, certain HIA Learning personnel may be mandated notifiers under the *Children and Young People (Safety) Act 2017 (SA)* and have legal obligations to report suspected harm or risk of harm to a child.

Mandated notifiers

For HIA Learning, mandated notifier obligations are applied to trainers, assessors, learner support personnel, training coordinators, managers responsible for training delivery, and senior staff who supervise personnel providing services to children.

This may include personnel whose duties involve:

- delivering training or assessment directly to children;
- providing mentoring, learner support or similar services to children;
- supervising, coordinating or managing activities involving children;
- managing or supervising personnel who deliver services to children; or
- otherwise falling within a prescribed category of mandated notifier under applicable legislation.

Reporting obligations

If HIA Learning Personnel reasonably suspect that a child is experiencing, or is at risk of experiencing, harm, they must take the concern seriously and act promptly.

Reasonable grounds for concern may arise where:

- a child discloses that they have been harmed or are at risk of harm;
- a child displays behaviour, injuries or other indicators that give rise to concern for their safety or wellbeing;
- a child discloses concerns about another child; or
- a parent, guardian, family member, colleague or other person provides information indicating that a child may be at risk of harm.

Personnel who are mandated notifiers must comply with their legal reporting obligations under South Australian law. This is a personal legal responsibility and cannot be discharged by reporting the matter solely



through HIA Learning's internal reporting processes.

Reports of suspected harm or risk of harm should be made to the Department for Child Protection via the **Child Abuse Report Line (CARL)** on **13 14 78**. The service operates 24 hours a day, 7 days a week. Non-urgent concerns may also be reported through [e-CARL](#), although serious concerns must be reported by telephone.

Where a child is in immediate danger, emergency services must be contacted on **000**.

A mandated notifier's duty of care is not over when they make a report to CARL. They should consider how they can continue to respond to the needs of the child and their family.

Reports involving HIA staff

Where any HIA staff member is being reported to CARL/SAPOL for any potential risk or harm to a child, HIA may prohibit them from any work that may have a contact with a child until the investigation is finalised.

HIA Learning may continue to deliver the agreed training and assessment services to a child after a report has been made to CARL/SAPOL upon consent from both the child, and their parent(s)/guardian(s). Where necessary, additional support services may be provided to the affected child, and/or their family. Where the required support services are out of HIA's capacity, we may refer the child and their family to a relevant external support service.

Where the child, or their parent(s)/guardian(s) wishes to suspend, defer, or withdraw from their enrolled training product(s) from us due to a reported case to CARL/SAPOL, HIA Learning will follow our *HIA Learning Suspension, Deferral and Variation Policy*, *HIA Learning Completion and Withdrawal Policy* and *HIA Learning Fees Charges and Refunds Policy* to ensure each instance is dealt with fairly and appropriately.

Policy Governance

Feedback

Children and their parents or guardians are encouraged to provide any feedback to us in relation to the training and assessment services that we offer. Any feedback, complaint or appeal could be lodged following our [HIA Learning Feedback, Complaints and Appeals Policy](#).

HIA Learning also provides opportunities for participants to provide feedback through learner questionnaires and other feedback mechanisms.

Additional Funding Contract Requirements

There may be additional requirements imposed by funding contracts. Refer to the relevant Funding Annexes for specific details.

Legislative Framework

- Working with Vulnerable People (Background Checking) Act 2011 (WWVP Act) (ACT)
- Care and Protection of Children Act (NT)
- Children and Young People (Safety) Act 2017 (SA)
- Child Safety (Prohibited Persons) Act 2016 (SA)
- Working with Children Act 2005 (VIC)
- Child Protection Legislation Amendment Act 2014 (NSW)
- Children and Young Persons (Care and Protection) Regulation 2022 (NSW)
- Working with Children (Risk Management and Screening) Act 2000 (QLD)
- Registration to Work with Vulnerable People Act 2013 (the Act) (TAS)
- Working with Children (Criminal Record Checking) Act 2004 (WA)

Related Policies

- HIA Learning Feedback, Complaints and Appeals Policy
- HIA Learning Participant Support Policy



- HIA Learning Access and Equity Policy
- HIA Learning Suspension, Deferral and Variation Policy
- HIA Learning Completion and Withdrawal Policy
- HIA Learning Fees Charges and Refunds Policy
- HIA Learning Risk Management Table

Responsibilities for implementation

- Manager - Enrolments and Funding
- Manager – Teaching and Learning
- Deputy General Manager – Training

Key stakeholders

- Customer Service Coordinators
- Trainers/Assessors

Version History

Version	Effective date	Change Notes
1.4	20/08/2026	Policy rewritten
1.3	01/07/2025	Policy updates to reflect the changes in the SRTOs 2025
1.0	Sep 2016	Initial release