

## **A New Way Services INC – Protecting Vulnerable People**

All people, regardless of their age, gender, race, religious beliefs, disability, sexual orientation, or family or social background, have equal rights to protection from abuse, neglect, or exploitation.

**A New Way Services INC** (a new way) is committed to promoting and protecting the welfare and human rights of those who interact with or are affected by our work, particularly those who may be at risk. We operate a zero-tolerance approach to abuse, neglect, or exploitation.

All staff, volunteers, partners, and third parties working with 'A New Way' share a responsibility to safeguard vulnerable people, with specific responsibilities assigned to designated individuals.

---

### **Roles and Responsibilities**

#### **1. Board Members**

- Protect all individuals interacting with or affected by A New Way Services INC.
- Ensure the organisation complies with all relevant safeguarding laws and takes a survivor-centric approach.

#### **2. Safeguarding Manager Portfolio**

- A designated board member will oversee safeguarding responsibilities as the Safeguarding Manager.
- If this portfolio is not appointed, the Chair of the Board assumes these responsibilities.

#### **3. Safeguarding Manager Responsibilities**

- Oversee and manage reports of abuse, neglect, or exploitation.
- Ensure all staff, volunteers, and contractors are trained in safeguarding policies and legal requirements.
- Facilitate effective implementation of safeguarding measures.

#### **4. Staff and Volunteers**

- Understand and comply with safeguarding policies, legal requirements, and reporting obligations.
- Promote a culture of safety and support for vulnerable individuals.

## **5. Contractors and Partners**

- Adhere to A New Way Services INC's safeguarding policies and procedures in all interactions.
- 

### **Assessing Suitability of Staff, Volunteers, Board Members and Contractors**

A New Way Services INC ensures the suitability of individuals working with vulnerable people through the following measures:

#### **Comprehensive Application Process**

- All applicants (staff, volunteers, and contractors) must submit detailed applications, including references from previous roles, particularly those involving work with vulnerable groups.

#### **Background Checks**

- National Police Checks: Mandatory for all Staff & Board Members. Also mandatory for any volunteers or contractors who will be working with vulnerable people.
- Working with Children Checks (WWCC): Required for individuals working with minors, as per NSW legal requirements.

#### **Verification of Qualifications and Experience**

- Verification of professional qualifications and relevant experience to ensure competency.
- 

### **Acceptable Behaviour Policy**

'A New Way' fosters an environment where all individuals, especially vulnerable people, are treated with dignity, respect, and care.

#### **Guiding Principles**

- Always act in the best interests of vulnerable individuals, prioritising their safety, rights, and dignity.
  - Foster an inclusive environment that values diversity and does not tolerate discrimination, harassment, or abuse.
  - Maintain clear and professional boundaries in all interactions.
-

**Acceptable Behaviour****1. Respectful Communication**

- Use language that is respectful, age-appropriate, and culturally sensitive.
- Listen actively and validate the experiences and feelings of vulnerable individuals.

**2. Maintaining Professional Boundaries**

- Strictly avoid inappropriate personal relationships with vulnerable individuals.
- Do not share personal contact information unless necessary and approved by A New Way Services INC.

**3. Encouraging Safe Environments**

- Create and maintain a safe, supportive, and welcoming environment for all.
- Avoid actions or behaviours that could be perceived as threatening, abusive, or exploitative.

**4. Reporting Concerns**

- Report any suspected abuse, neglect, or exploitation immediately in accordance with the reporting procedures outlined in this policy.

**Unacceptable Behaviour**

- Engaging in any form of discrimination, bullying, harassment, or abuse.
  - Using offensive or inappropriate language or gestures.
  - Acting in a manner that exploits, coerces, or manipulates vulnerable individuals.
  - Ignoring or dismissing concerns raised by or about vulnerable individuals.
- 

**Legal Obligations and Safeguarding Implementation****1. Adherence to Legal Obligations**

- **Mandatory Reporting:** Staff and volunteers are trained to recognise and report suspected abuse or neglect in compliance with the NSW Department of Communities and Justice requirements.
  - **Safeguarding Legislation:** The organisation ensures compliance with the Children and Young Persons (Care and Protection) Act 1998 and the NSW Ageing and Disability Commission Act 2019.
-

## 2. Implementation of Safeguarding Policies

- **Comprehensive Safeguarding Policies:** Policies outline acceptable behaviour when working with vulnerable people and are regularly reviewed to align with legal requirements and best practices.
  - **Regular Training:** Ongoing training ensures staff and volunteers understand their responsibilities and are equipped to act in the best interests of vulnerable individuals.
  - **Clear Reporting Procedures:** The organisation has straightforward procedures for reporting concerns about the safety and well-being of vulnerable people.
- 

### Reporting a Concern

Concerns about the safety or well-being of vulnerable individuals can be reported to:

- **Email:** [safeguarding@anewway.church](mailto:safeguarding@anewway.church)

This email is accessed exclusively by the Safeguarding Manager to ensure confidentiality and prompt response.

### Public Availability of Reporting Information

All policies, including this Safeguarding Policy and detailed information about how to report concerns, are publicly available on the **A New Way Services INC** website.

### Response Process

- All concerns will be acknowledged promptly and managed transparently in accordance with the organisation's procedures.
  - Reports involving criminal offences or immediate risks to safety will be referred to law enforcement authorities.
- 

### Incident Management

A New Way Services INC ensures all suspected, perceived, or actual safeguarding incidents are addressed through:

- Reporting criminal offences to law enforcement and relevant authorities.
- 

### Privacy and Data Protection

All personal information collected will respect individual privacy and confidentiality unless disclosure is required to ensure safety.

---

**Policy Review and Administration**

This policy will be reviewed annually.

A New Way Services INC is committed to maintaining the highest standards of safeguarding to protect the vulnerable and ensure their safety and dignity in all interactions.