

## **Safeguarding Children and Young People**

### **Code of Conduct Policy**

#### **1. Purpose**

Starlight Children's Foundation exists to brighten the lives of seriously ill and hospitalised children, young people, and their families by providing positive and enriching experiences that support their wellbeing and resilience.

Our most important responsibility is to ensure our programs are provided for all children and young people in a caring, nurturing, and safe environment.

To achieve this, we support, encourage, and expect our team to strive for the highest possible standards concerning safeguarding children and young people from abuse. We have developed this Safeguarding Child and Young People (SCYP) Code of Conduct to identify clear expectations for behaviour towards, and in the presence of, children and young people and prevent behaviour that may be harmful to them.

The SCYP Code of Conduct has been formally approved and endorsed by our National Board of Directors. It should be read in conjunction with related policies and procedures, and general community expectations concerning appropriate behaviour between adults and children.

#### **2. Related Policies**

- *Safeguarding Children and Young People Policy*
- *Code of Conduct Procedures*
- *Reporting and Responding Policy*
- *Reporting and Responding Procedures*
- *Social Media Policy*
- *IT Policy*
- *Anti-discrimination Policy*

#### **3. Related Legislation**

In upholding this Policy, the following legislation must be considered by the Starlight team:

- [Children and Young People Act 2008 \(ACT\)](#)
- [Working with Vulnerable People \(Background Checking\) Act 2011 \(ACT\)](#)
- [Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)](#)
- [Child Protection \(Working with Children\) Act 2012 \(NSW\)](#)
- [Care and Protection of Children Act 2007 \(NT\)](#)
- [Child Protection Act 1999 \(QLD\)](#)
- [Working with Children \(Risk Management and Screening\) Act 2000 \(QLD\)](#)
- [Children and Young People \(Safety\) Act 2017 \(SA\)](#)
- [Child Safety \(Prohibited Persons\) Act 2016 \(SA\)](#)
- [Children, Young Person's and their Families Act 1997 \(Tas\)](#)
- [Registration to Work with Vulnerable People Act 2013 \(Tas\)](#)
- [Working with Children's Act 2005 \(Vic\)](#)
- [Crimes Act 1958 \(Vic\)](#)
- [Children and Community Services Act 2004 \(WA\)](#)
- [Working with Children \(Criminal Record Checking\) Act 2004 \(WA\)](#)



## 4. Scope

All Starlight team members are required to commit to and abide by this *SCYP Code of Conduct*. Team members include our Board Directors, Executive team, People Managers, all paid team members, and all programs' volunteers, including interns (i.e., all volunteers interacting with children and young people).

## 5. Definitions

See appendix 1

## 6. Responsibilities

All Starlight team members must understand and comply with the *SCYP Code of Conduct*. As part of this commitment to observing the *SCYP Code of Conduct*, all team members are required to sign *Starlight's Team Member Commitment Statement* and *Starlight's Confidentiality Declaration*.

All team members should also do everything they can to ensure anyone who interacts with Starlight does so in a way that reflects our *SCYP Policy* and *Code of Conduct*.

Some Starlight team members have additional responsibilities, as outlined in the table below.

Position	Responsibility
Starlight Executive Team	<ul style="list-style-type: none"> <li>Promote a commitment to this Policy and its expectations.</li> <li>Ensure all People Managers have access to support and advice to understand and implement this, Policy.</li> </ul>
SCYP Representatives	<ul style="list-style-type: none"> <li>Review and update this Policy and supporting resources in consultation with relevant stakeholders.</li> <li>Support the implementation of this Policy, including providing training and advice in the application of procedures.</li> </ul>
People Managers	<ul style="list-style-type: none"> <li>Understand the SCYP Code of Conduct Policy and related procedures and ensure it is followed by your teams.</li> <li>Ensure any SCYP Code of Conduct breaches are logged.</li> <li>Ensure your team have access to this policy and related procedures.</li> </ul>

## 7. Key Requirements

The *SCYP Code of Conduct* outlines the behaviour and conduct all Starlight team members must adhere to when interacting with children, young people, and their families. The *SCYP Code of Conduct* plays a vital role in helping you safeguard children and young people from harm, risk of harm, abuse, and neglect.

## Sexual misconduct

Under no circumstance is any form of sexual behaviour to occur between, with, or in the presence of children or young people participating in any of our programs. Engaging in sexual behaviour while participating in our programs is prohibited even if the young person/s involved may be above the legal age of consent.

Sexual behaviour needs to be interpreted widely, to encompass the entire range of actions that would reasonably be considered sexual in nature, including but not limited to:

- Contact behaviour, such as sexual intercourse, kissing, fondling, sexual penetration or exploiting a child through prostitution; and
- Non-contact behaviour, such as flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.

## Positive guidance

Wherever possible, children and young people are encouraged to have a say, especially on issues that are important to them. Children and young people are given information about their safe participation in Starlight activities including access to information about safeguarding children and young people.

We strive to ensure that children and young people interacting with Starlight are aware of the acceptable limits of their behaviour so that we can provide a positive experience for all participants. Children and young people are encouraged to feel safe and be safe, and to have positive relationships and friendships with their peers.

However, there are times when team members may be required to use appropriate techniques and behaviour management strategies to ensure:

- An effective and positive environment
- The safety and/or wellbeing of children, young people or Starlight team members participating in our programs.

We require our team to use strategies that are fair, respectful, and appropriate to the developmental stage of the children or young people involved. The child or young person needs to be provided with clear directions and allowed to redirect their misbehaviour positively.

Under no circumstances are our team to take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered degrading, cruel, frightening or humiliating.

## Professional role boundaries

Our team should not, of their own volition or at the request of a child, young person or family member, act outside the confines of their role (as specified in their position description) when helping to deliver our programs.

To maintain professional relationships, Starlight team members must not:

- Provide unauthorised transportation; for example, providing transport in a private motor vehicle, including Starlight vehicles.
- Engage in activities with a Starlight child, young person, or their family outside authorised Starlight program delivery, including, for example, private tuition or babysitting.



- Provide any form of support to a child, young person, or their family, unrelated to our normal delivery of a Starlight program, including, for example, emotional or financial support.
- Seek contact with children or young people (or former participants) outside our program delivery.
- Accept an invitation to attend any private social function at the request of a child or young person who has participated, or is participating, in our programs or at the request of their family, including, for example, birthday parties.
- Develop any special relationships with children that could be seen as favouritism, for example, special treatment for specific children and young people.
- Engage in open discussions of a mature or adult nature in the presence of children and young people, for example, personal social activities.

If any of our team become aware of a situation in which a child or young person requires assistance beyond the confines of that person's role, or the scope of our organisation's usual service, they should discuss this with their manager.

### Use of language and tone of voice

Language and tone of voice used in all interactions with children, young people and their families should:

- Provide clear direction, boost their confidence, encourage, or affirm them.
- Not be harmful to children, and must not be:
  - Discriminatory, racist, or sexist.
  - Derogatory, belittling, or negative; for example, by calling a child a loser or telling them they are fat.
  - Intended to threaten or frighten.
  - Profane or sexual.

### Promoting equity and diversity

All team members must ensure their approach and interactions with children and young people are sensitive, respectful, and inclusive of all backgrounds and abilities.

When interacting with children and young people who are Aboriginal or Torres Strait Islander, from culturally and/or linguistically diverse backgrounds, Lesbian, Gay, Bisexual, Transgender, or Intersex (LGBTI) children and those unable to live at home, or who have a disability, our team will promote their safety (including cultural safety), participation and empowerment.

### Anti-Discrimination

Starlight is committed to providing a safe, inclusive, and respectful environment for children, young people, and the families we support. Our programs should be free from any form of discrimination, bullying and harassment based on a person's characteristics, which are protected under Australian law.

These include but are not limited to ethnicity or cultural background, faith, sexuality, gender identity, dis/ability, age, or family responsibilities. At Starlight, we treat each other with respect



and dignity.

## Working in pairs

Starlight team members will always work in pairs when interacting with children and young people.

Exceptions are listed below and are subject to always following the procedures outlined in the *SCYP Code of Conduct Procedures*.

Exceptions to working in pairs:

- Visits by a Family Relationship Coordinator or Programs Volunteer to children and young people to help develop and present their wish.
- Livewire.org community moderation with one chat host.
- A request by a hospital or clinic for a Starlight team member to work alone, for example visiting a child in isolation who has a restricted visitor list or providing procedural support.
- Media opportunities or research activities; for example, filming a Wish story or conducting an evaluation interview.

## Supervision

All team members are responsible for supervising the children and young people to which Starlight provides programs to ensure those participants:

- Engage positively with our programs.
- Behave appropriately toward one another.
- Are in a safe environment and are protected from external threats.

## Use of electronic and online communications

### Under 12 years old

We prohibit all direct electronic communication between our team and children under the age of 12 years without the express and written prior permission of our Head of Programs or CEO (Chief Executive Officer).

### Over 12 years old

Where appropriate to achieve a positive program experience, and if supported by the young person's parents, a Starlight team member may engage in direct electronic communication with a young person.

Wherever possible, email and text messages sent to a young person aged under the age of 18 years should be copied to their parent or guardian.

Where a parent is not included in the communication:

- Restrict such communication to issues directly associated with delivering our programs, such as advising that a scheduled event is cancelled or organising the logistics for a Starlight Wish.
- Limit the personal or social content in such communications to what is required to convey the program-related message in a polite, friendly manner. Do not communicate anything a reasonable observer could view as being of sexual nature or grooming behaviour.



- Do not use such communication to promote unauthorised social activity or to arrange unauthorised contact.
- Do not request a young person keep a communication a secret from their parents or guardians.
- Do not communicate with young people using Internet chat rooms or similar forums, such as social networking sites, game sites or instant messaging, except for the livewire.org site.

All Starlight team members are required to follow both Starlight's *Social Media Policy* and *IT Policy*.

Our team are required to ensure appropriate monitoring of children and young people when they use Starlight's electronic communication equipment to ensure they do not inadvertently place themselves at risk of abuse or exploitation via social networking sites, gaming sites, through web searches or inappropriate email communication.

## Giving gifts

Starlight team members must only give gifts in specific circumstances, including:

- Embellishments or wish sparkles as part of a wish experience.
- Prizes awarded for competitions, including online competitions.
- Prizes that were awarded as part of the live TV show in the Starlight Express Room (SER).
- When requested by medical staff, e.g., following a difficult procedure or celebrating when a child is leaving the hospital after a long-term stay.
- For special occasions, including Christmas and Easter.
- Gifts from celebrities and corporates when visiting the hospital, e.g., Liverpool FC giving out merchandise in the SER.

If any of our team become aware of a situation where they see gifts being given to children or young people outside these circumstances, they must call the SCYP Hotline or submit an online SCYP log.

Giving of gifts by our team members to children and young people to whom we deliver our programs is subject to:

- Parents or other responsible adults are being made aware of any gift given.
- Being done only to enhance the program experience, i.e., team members should not give gifts in a way that could be perceived as grooming.

## Photographs of children and young people

Under these guidelines:

- Children and young people are to be photographed by a Starlight team member while involved in our programs only if:
  - *A program manager has granted prior and specific approval.*
  - *The context is directly related to participation in our programs.*
  - *The child is appropriately dressed.*
  - *The image is taken in the presence of other team members.*
  - *The image is taken on a Starlight device or the device of a professional photographer/film crew, i.e., not on a personal camera including a mobile phone.*

- Images (digital or hard copy) are to be stored on Sharing Impact Hub to prevent unauthorised access by others. They are not to be stored on local computers or kept on the camera or phone.
- If images are to be shared externally, our Consent Policy must be followed.
- Images (digital or hard copy) are to be destroyed or deleted as soon as they are no longer required.

### Physical contact with children and young people

Any physical contact with children and young people must be appropriate to the delivery of our programs and based on the needs of the child or young person (such as to assist a child to participate), rather than the needs of our team member.

Permission should always be sought from the child or young person, except where it is not possible to prevent harm to the child, e.g., they are falling.

Under no circumstances should any of our team have contact with children or young people participating in our programs that:

- Involves touching of:
  - genitals
  - buttocks
  - the breast area
- Would appear, to a reasonable observer, to have a sexual connotation.
- Is intended to cause pain or distress to the child or young person, for example, corporal punishment.
- Is overly physical—as is, for example, wrestling, horseplay, tickling or other roughhousing.
- Is unnecessary—as is, for example, assisting with toileting when a child does not require assistance and is not part of program delivery.
- Is initiated against the wishes of the child or young person, except if such contact may be necessary to prevent injury to the child/young person or others, in which case:
  - Physical restraint should be a last resort.
  - The level of force used must be appropriate to the specific circumstances and aimed solely at restraining the child or young person to prevent harm to themselves or others.
  - An online SCYP log or call to the SCYP Hotline must be made as soon as possible.

Our team are required to make a SCYP log of any physical contact initiated by a child or young person that is sexual and/or inappropriate; for example, acts of physical aggression, to enable the situation to be managed in the interests of and for the safety of the child or young person, our team, and any other participants.

### Overnight stays and sleeping arrangements

Overnight stays (where a Starlight team member is staying overnight with a Starlight family) are not part of Starlight program delivery.

During activities such as Wish Week, a parent or guardian will always be staying with the child and will be their primary carer throughout the stay. Starlight team members stay in separate accommodations.

Overnight stays at a Starlight team member's home or the home of a child, young person or their

family are not permitted under any circumstances.

### Change room and Bathroom arrangements

Starlight team members must never be in the presence of a child, young person, or their family when either the Starlight team member or the child, young person or family member is getting dressed, undressed, or using the bathroom.

### Captain Starlight costumes, Starlight and Livewire uniforms and ID badge

Starlight team members should wear their costume, uniforms, and ID badge only while delivering programs or as required by Starlight, such as when representing Starlight at functions, events, or specific activities as sanctioned by Starlight.

Costumes, uniforms, and ID badges must only be used by the Starlight team member they are issued to and returned when employment or volunteering ceases.

### Use, possession or supply of alcohol or drugs

While working with children and young people team members must not:

- Use, possess or be under the influence of an illegal/illicit drug.
- Use, or be under the influence of alcohol.
- Be incapacitated by any other legal drug such as prescription or over-the-counter drugs.
- Supply alcohol or drugs (including tobacco) to children and young people participating in our programs.

This standard of behaviour is expected to be followed beyond direct program delivery when there is a reasonable likelihood of encountering children or young people, for example, an overnight stay in a remote community during a Starlight Healthier Futures Initiative visit.

Use of legal drugs other than alcohol is permitted, provided such use does not interfere with your ability to care for children involved in our programs.

### Transporting children, young people, and their families

The transport of children, young people or their families is not part of any other Starlight program delivery (except for Wishgranting) and is prohibited.

When transporting children, young people, and their families as part of their Starlight Wish:

- A parent or guardian must always be with the child or young person during any transportation.
- Transport should never be in a Starlight team member's personal vehicle or a Starlight car; it should always be through a recognised third-party provider such as a taxi, chauffeured hire car service, public transport etc.

### Working with third parties

Whilst in the presence of children and young people in our programs (in hospital and online), any third party will always be accompanied by a Starlight team member.



For the Wishgranting program where third parties are visiting a family home, a Starlight team member will be present whenever possible. If this is not possible, families will be briefed on what to expect from the visit. When families are on wishes outside the home, they will receive an itinerary that includes any third party they are engaging with.

## What to do if there is a breach of the Code of Conduct

*If a serious incident occurs where a child or young person is in immediate harm, risk of harm, abuse or neglect, team members must follow the reporting and responding process which may include contacting the police or other relevant authorities. This process is outlined in the Reporting and Responding Policy.*

All team members are expected to make a SCYP log if they notice practice or behaviour that is contrary to the expectations of behaviour set out in the SCYP Code of Conduct Policy.

There may be exceptional situations where the SCYP Code of Conduct cannot be followed, for example, in an emergency. It is crucial that, wherever possible, you seek your manager's approval before taking action that contravenes these guidelines, or that you advise your manager as soon as possible after an incident in which these guidelines are breached.

A failure to report inappropriate behaviour, breaches of Starlight's SCYP Code of Conduct, or concerns regarding the safety, welfare or wellbeing of children and young people will be considered as misconduct and will result in disciplinary action.

Disciplinary action may include suspension while matters are investigated and/or termination of the employment or volunteering contract. In addition to any internal disciplinary proceedings, Starlight will report to the police all instances in which a breach of the law has or may have occurred.

## What should be logged?

At Starlight, if a team member does not follow the Code of Conduct and there is any doubt, observation or concern involving inappropriate behaviour towards a child or young person, it must be logged.

In situations where our team becomes aware of harm, risk of harm, abuse, or neglect whether through observation of potential indicators or by directly observing potentially abusive behaviour towards a child or young person, they are required to follow the process outlined in the Reporting & Responding Policy.

This applies regardless of whether the breach has been made by a team member or someone external and includes:

- Any behaviour that does not seem appropriate or feel right, regardless of how minor or trivial the behaviour appears.
- Any team member that does not follow the Code of Conduct policy, regardless of how minor or trivial it may appear.
- Any complaint, or observation, advised by a Starlight parent, family member or health professional.

At Starlight, our approach is **Act don't Judge**. You must act on the basis there is no doubt, observation, or concern too small or insignificant to log. You do not need to verify the validity of your concern.



## How do I report?

Where the Code of Conduct has not been followed, team members must complete and submit a SCYP log online or call the Starlight SCYP hotline within 24 hours. The receipt of the log will be acknowledged, and the team member will be informed when appropriate action has been taken. This process is outlined in the Code of Conduct Procedures.

## 8. Communication

At Starlight we:

- Communicate our *SCYP Code of Conduct Policy* to all Starlight team members.
- Involve our team in reviews of our *SCYP Code of Conduct Policy*.
- Advise all team members of any significant alterations to our *SCYP Code of Conduct Policy*.

## 9. Monitoring and Review

We review this policy in year two of our triennial strategy cycle. A review may also be undertaken due to circumstances such as legislative change, organisational change including program changes, and insights gained from incidents. Reviews will incorporate feedback from the Starlight team and a record of changes will be kept.

### Approvals & Revisions:

Approver Name:	Felicity McMahon
Approver Title:	Head of Programs
Approval Date:	1 July 2022
Effective Date:	1 July 2022
Review Date:	1 July 2023

### Endorsed By:



**For and on behalf of the Board**  
**Murray Coleman OAM**  
Chair  
Starlight Children's Foundation

Date: 30 August 2022



**Louise Baxter**  
Chief Executive Officer  
Starlight Children's Foundation

Date: 30 August 2022

## Appendix 1: Definitions

Term	Definition
Child or young person	<p>Starlight children and young people include:</p> <ul style="list-style-type: none"> <li>• Those children and young people who interact with a Starlight program. The target age range for most children and young people is four to eighteen years; however, we do reach children as young as newborns through to their twenty-second birthday.</li> <li>• Those who have interacted with a Starlight program in the past and are still below the upper age limit of our program delivery (i.e., their twenty-second birthday).</li> <li>• Siblings and those living with the Starlight family, e.g., foster children and cousins.</li> <li>• Volunteers under the age of eighteen years.</li> </ul>
Gift	<p>A gift is anything that is given to or left for a child, young person, or their family to keep by a Starlight team member. Gifts may include:</p> <ul style="list-style-type: none"> <li>• Presents of any value; and</li> <li>• Prizes.</li> </ul> <p>Gifts exclude:</p> <ul style="list-style-type: none"> <li>• Arts and crafts that a child may make as part of a Starlight program.</li> <li>• Information brochures; and</li> <li>• Activity packs are given out as part of program delivery.</li> </ul>
Grooming	<p>Grooming is a term used to describe what happens when a perpetrator of abuse builds a relationship with a child for the purpose of abusing them. There is no set pattern concerning the grooming of children. For some perpetrators, there will be a lengthy period before the abuse begins. The child may be given special attention and what starts as a normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then into more serious sexual behaviour. Other perpetrators may draw a child in and abuse them relatively quickly. Some abusers do not groom children but abuse them without forming a relationship at all. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports, and religious activities, or in internet chatrooms, on social media or by other technological channels.</p>
Starlight Team member	<p>Board Directors, Executive team, People Managers, all paid team members, and all programs' volunteers, including interns (i.e., all volunteers interacting with children and young people).</p>
SCYP Log	<p>A written report of a breach of the Code of Conduct completed online, or via the SCYP Hotline by calling 1800 951 150. All reports are to be made as soon as possible and within 24 hours of behaviour or incident being observed.</p>



## **Appendix 2: Starlight's Confidentiality Declaration**

### CONFIDENTIALITY DECLARATION

I recognise that as a team member of the Starlight Children's Foundation, I may learn certain facts and have access to records that are of a highly personal and confidential nature.

I acknowledge that all matters relating to Starlight's operations, volunteers, children, and families are to be always kept confidential. Further, I understand that such information, which includes medical condition and treatment, relations with family members, names and addresses of individuals and their friends and family, and other records pertaining to volunteer workers, staff, clients, is Confidential Information.

I agree that I will not disclose any confidential information to any person who is not employed by or a volunteer for the Starlight Children's Foundation except as required by the duties of my role.

Please click 'CONFIRM' to agree.



## **Appendix 3: Safeguarding Children and Young People, Statement of Commitment, Paid Team Members, Volunteers, National Advisory Board**

Starlight Children's Foundation exists to brighten the lives of seriously ill and hospitalised children, young people, and their families. In every state and territory of Australia, we provide positive and enriching experiences that support their wellbeing and resilience.

Our most important responsibility is to ensure Starlight programs are provided in a caring environment, nurturing and safe for all children and young people. Starlight's National Board of Directors and Executive approves, endorses, and actively ensures our commitment to safeguarding children and young people from abuse and neglect

### **Starlight Team Member, Statement of Commitment**

As a team member:

- I have been provided with a copy of Starlight's Code of Conduct during my online prior-to-commencement onboarding and have read and understand the Code of Conduct.
- I understand my responsibilities in relation to ensuring and promoting the safety of children and young people.
- I will participate in all required learning and development concerning safeguarding children and young people including online Safeguarding Children and Young People onboarding within four weeks of commencing; annual training, and additional role-specific training where required.
- I will observe the Code of Conduct during my employment/time with Starlight to ensure and promote the safety of children and young people participating in Starlight's programs.
- I will identify and act on any doubts or concerns by reporting these to my direct manager or designated point of contact immediately and supporting and encouraging any other team members to do the same.
- I understand I must report any criminal conviction or charge after my employment that indicates I may present a potential risk to the children or young people or may impact my ability to fulfil my role.
- I have been provided with access to, have read, have understood, and am committed to adhering to Starlight's safeguarding children and young people policies, procedures and practices and must act to preserve its integrity. Failure to observe these policies, procedures and practices will result in disciplinary action and possible termination of my employment or volunteer agreement.



## **Appendix 4: Safeguarding Children and Young People, Statement of Commitment for State Advisory Board Members**

Starlight State Advisory Board members are a group of highly motivated, engaged individuals who are genuinely invested in advocating Starlight's mission to brighten the lives of seriously ill and hospitalised children and young people.

The role of Starlight State Advisory Board members, as established by The Board of Directors, is for members to contribute their knowledge and expertise and support Starlight by working with the State Partnerships Manager to raise funds in line with Starlight's Strategic Plan.

Starlight's most important responsibility is to ensure Starlight programs are provided for all children and young people in a caring, nurturing, and safe environment.

We are serious about actively ensuring our commitment to safeguarding children and young people from harm, risk of harm, abuse, and neglect. In addition to current Fit2Work and Working with Children Checks, we require our Advisory Board members to acknowledge & sign the following statement of commitment:

### **Starlight State Advisory Board Member, State of Commitment**

As a Starlight State Advisory Board Member:

- I commit to ensuring and promoting the safety of children and young people in Starlight's programs.
- I will raise any doubts or concerns concerning the safety of children and young people to my Starlight Relationship Manager or designated point of contact immediately.
- I understand that I must report any criminal conviction or charge after my appointment as a Starlight Advisory Board Member that indicates that I may present a potential risk to the children or young people or may impact my ability to fulfil my role.

Please click 'CONFIRM' to agree.



## **Appendix 5: Safeguarding Children and Young People, Statement of Commitment for Health Professional Advisory Board Members**

Starlight Health Professional Advisory Board Members are a group of highly motivated, engaged individuals who are genuinely invested in advocating Starlight's mission to brighten the lives of seriously ill and hospitalised children and young people.

The role of Health Professional Advisory Board Members, as established by The Board of Directors, is for members to contribute their specialist knowledge and to identify and advise Starlight on emerging opportunities and challenges around children's health care. They will also act to provide guidance and feedback on program strategies, policies, and facilitate introductions and support relationships that assist program delivery and expansion.

Starlight's most important responsibility is to ensure Starlight programs are provided for all children and young people in a caring, nurturing, and safe environment.

We are serious about actively ensuring our commitment to safeguarding children and young people from harm, risk of harm, abuse, and neglect. In addition to current Fit2Work and Working with Children Checks, we require our Health Professional Advisory Board Members to acknowledge & sign the following statement of commitment:

### **Starlight Health Professional Advisory, Statement of Commitment**

As a Starlight Health Professional Advisory Board Member:

- I commit to ensuring and promoting the safety of children and young people in Starlight's programs.
- I will raise any doubts or concerns concerning the safety of children and young people to my Starlight Relationship Manager or designated point of contact immediately.
- I understand that I must report any criminal conviction or charge after my appointment as a Starlight Advisory Board Member that indicates that I may present a potential risk to the children or young people or may impact my ability to fulfil my role.

Please click 'CONFIRM' to agree.

## **Appendix 6: Ambassador Welcome Letter**

Welcome to the Starlight Team!

Thank you for becoming a Starlight Ambassador, and congratulations! We are incredibly excited about your appointment, and we know you will SHINE in this role.

In recent times, we have all experienced a period of uncertainty, social isolation, and disruption. For children and their families managing a serious illness, these are challenges they face every day, and which have only been exacerbated by the difficult times we have all faced.

It is important to note that there have been no fewer sick kids during this time. Therefore, despite the necessary changes and restrictions, we continued to work with our partners in healthcare to bring joy and laughter to as many sick kids as possible.

Starlight is considered an essential service and during 2020 we accelerated program innovations, especially in the digital space, so we could continue to brighten the lives of seriously ill kids. Why? Because Happiness Matters!

I am incredibly proud to share that, in a year when so much was cancelled, we delivered over 400,000 positive Starlight experiences!

As a Starlight Ambassador, you will play an important part in delivering our mission – and our team will support you every step of the way.

Before each engagement, your Starlight representative will provide you with resources and tips to guide your experience. Whenever you are engaging with a child or young person as an Ambassador there will be a Starlight team member there to support you.

Our most important responsibility is to ensure Starlight programs are provided in an environment which is caring, nurturing and safe for all children and young people.

We are very proud of our accreditation as a Child Safe Organisation through the Australian Childhood Foundation, and we take our child safety responsibilities seriously. As a Starlight Team member, you are part of this responsibility.

Please read and sign our Starlight Ambassador Statement of Commitment and if you have any queries at all, please don't hesitate to contact your Starlight Relationship Manager.

Thank you and welcome again to the team. I look forward to seeing you at an upcoming event or activation soon.

Warmest wishes,  
Louise Baxter  
Chief Executive  
Starlight Children's Foundation  
T: 02 8425 5908  
E: [louise.baxter@starlight.org.au](mailto:louise.baxter@starlight.org.au)



## **Appendix 6: Safeguarding Children and Young People Statement of Commitment, Ambassador**

Starlight Ambassadors are a group of highly motivated, engaged high profile individuals who are genuinely invested in advocating Starlight's mission to brighten the lives of seriously ill children, young people, and their families across Australia.

Our most important responsibility is to ensure Starlight programs are provided for all children and young people in a caring, nurturing, and safe environment.

We are serious about actively ensuring our commitment to safeguarding children and young people from harm, risk of harm, abuse, and neglect. In addition to the current Fit2Work Check, we require our Ambassadors to acknowledge and sign the following statement of commitment:

### Starlight Ambassador, Statement of Commitment

As a Starlight Ambassador:

- I commit to ensuring and promoting the safety of children and young people in Starlight's programs.
- I will raise any doubts or concerns concerning the safety of children and young people to my Starlight Relationship Manager or designated point of contact immediately.
- I understand that I must report any criminal conviction or charge after my appointment as a Starlight Ambassador that indicates that I may present a potential risk to children or young people or may impact my ability to fulfil my role.

Please click 'CONFIRM' to agree.



## **Appendix 7: Child Protection Assurance**

Please read carefully:

By signing this document, you are assuring the Starlight Children's Foundation that you have not in any jurisdiction in any country;

- (a) been found guilty by a Court of a sexual offence against a student or child; or
- (b) been found guilty by a Court of any act involving personal violence towards a student or child; or
- (c) do not have any charges pending against you in respect of the offences in (a) and (b) above;
- (d) been dismissed from any previous employment because you were involved in improper conduct of a sexual nature with a student or child; or
- (e) retired or resigned from your previous employment following allegations that you were involved in improper conduct of a sexual nature with a student or child; or
- (f) been advised by any employer that your name has been included on a list of those not to be employed in a child-related area of activity.

If you are not able to give such assurance the Starlight Children's Foundation may cease your placement without notice.

You further agree to notify Starlight Children's Foundation immediately of any factors which may affect your suitability for working with children.

Please click 'CONFIRM' to agree



Final