

Whittaker's Wings Foundation Limited

Safeguarding & Vulnerable Persons Policy

ABN 66 672 377 678

Purpose

To ensure the safety, dignity, and wellbeing of all individuals engaging with Whittaker's Wings, particularly those experiencing grief and trauma.

Scope

Applies to all:

- Board members
- Volunteers
- Staff
- Representatives

Policy Statement

Whittaker's Wings is committed to:

- Trauma-informed care
- Respectful, compassionate engagement
- Protecting vulnerable individuals from harm

Principles

- **Dignity:** Every family is treated with respect
- **Consent:** Participation is always voluntary
- **Confidentiality:** Personal information is protected
- **Non-judgement:** Support is inclusive and culturally sensitive

Expected Behaviour

All representatives must:

- Maintain professional boundaries

- Avoid giving medical or clinical advice
- Respect hospital protocols
- Use appropriate, sensitive language

Prohibited Behaviour

- Exploitation or inappropriate relationships
- Sharing personal stories without consent
- Misuse of confidential information

Reporting Concerns

Any safeguarding concerns must be:

- Reported immediately to the Board or nominated officer
- Documented in writing
- Managed confidentially

Response

The Foundation will:

- Act promptly
- Escalate to relevant authorities if required
- Prioritise the wellbeing of affected individuals

Review

Reviewed annually or after any incident.