

Akuolie – Safety Standards

Effective Date: April 5, 2026

Review Date: April 5, 2027

1. Our commitment to safety – Akuolie is deeply committed to creating and maintaining a safe, inclusive, and respectful environment for all women who engage with our services, programs, workshops, events, and online community. This includes a particular focus on supporting women of colour and refugees, migrants, young mothers, single mothers, and those accessing sensitive services. The well-being of our community is our highest priority.

2. Scope – These safety standards apply to all Akuolie staff, volunteers, participants, members, and anyone interacting within Akuolie-managed spaces, both online and in-person, including our offices, event venues, workshops, programs, and our online discussion circles.

3. Duty of Care – Akuolie acknowledges its legal and ethical Duty of Care to ensure the safety and well-being of all individuals participating in our activities. We commit to taking all reasonable steps to prevent harm, identify and mitigate risks, and respond effectively to incidents.

4. Compliance, Police Checks & Working With Children Checks (WWCC) – All Akuolie staff and volunteers who work with participants, especially those under 18 or in vulnerable contexts, undergo mandatory national police checks and relevant state-specific WWCCs. These checks are regularly updated in line with legal requirements. We comply with all relevant state and Commonwealth laws and regulations regarding child safety, vulnerable persons, privacy, and service delivery across all jurisdictions we operate in.

5. Code of Conduct – All individuals associated with Akuolie are expected to uphold the following principles: respect & dignity: treat all individuals with respect, courtesy, and dignity, regardless of age, background, ethnicity, religion, sexual orientation, ability, or any other characteristic; inclusivity: actively foster an inclusive environment where everyone feels welcome, valued, and safe to express themselves; non-discrimination: there is zero tolerance for any form of discrimination, harassment, bullying, or abuse (physical, emotional, verbal, sexual, or financial); confidentiality: maintain strict confidentiality regarding personal information shared within support groups, counselling, or case management. Breaches of confidentiality will be taken seriously; professional boundaries: staff and volunteers must establish and maintain

clear, appropriate professional boundaries with all participants; integrity: act with honesty, transparency, and accountability in all interactions.

6. Specific safety measures for child safety – Akuolie is a child-safe organisation. While our primary focus is on women aged 16 and older, we recognise some participants may be under 18 or bring children to events, programs or services. We adhere to all Child Safety Standards (e.g., Victorian Child Safe Standards and interstate equivalents), ensuring: robust screening processes for staff and volunteers; child-focused policies and procedures; mandatory reporting of suspected child abuse and neglect; safe physical and online environments for children where they are present; sensitive services: services are delivered by appropriately qualified and vetted professionals; strict protocols for intake, consent, confidentiality, and record-keeping are followed; information is shared only with explicit consent or where legally mandated (e.g., duty of care to report harm); physical environment safety: all Akuolie offices and event venues are assessed for safety risks and maintain appropriate emergency procedures (fire, first aid etc.) and access to spaces is controlled; online community safety (discussion circles): our online platforms are actively moderated by trained staff/volunteers with clear rules of engagement enforced to prevent harassment, hate speech, or inappropriate content. Reporting mechanisms are readily available for users to flag concerns and prompt action will be taken against any user who breaches the Code of Conduct.

7. Incident reporting & response – Any safety concerns, incidents, or breaches of this Code of Conduct should be reported immediately to an Akuolie staff member or directly at: akuole@akuolie.com.au. All reports will be treated seriously, confidentially, and investigated promptly and fairly. Akuolie has clear procedures for responding to incidents, including escalation to relevant authorities when necessary.

8. Breaches – Breaches of this Code of Conduct may result in disciplinary action, including removal from programs, termination of membership, or involvement of external authorities as appropriate.

9. Review – These Safety Standards and Code of Conduct will be reviewed regularly, or as required by changes in legislation or organisational practice, to ensure they remain effective and relevant.

