



Queensland Youth Orchestras
Child and Youth
Risk Management Strategy

Updated 3 November 2022

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1. Introduction

Queensland Youth Orchestras (QYO) is Queensland's major orchestral training and performance organisation for young musicians aged 7 to 25. QYO is a non-profit, registered charity organisation run by paid and volunteer staff with a mission 'to nurture and inspire a diverse community of young musicians through the joy of making music together in world class youth orchestras and ensembles'. QYO is a world-class youth orchestra organisation and a member of the Youth Orchestras Australia (YOA) network.

Purpose

The purpose of the QYO Child and Youth Risk Management Strategy (CYRMS) is to assist QYO in protecting the safety, health and well-being of children while they are involved in activities and services provided by QYO. The CYRMS guides all of our activities, attitudes and behaviours from our strategic objectives through to day to day practices.

Examples and application

The policies and practices within the CYRMS are broad in their application, with many examples used throughout. As not all circumstances of conduct can be listed, determining appropriateness of conduct relies on what a reasonable person would consider to be appropriate in the circumstances.

Guiding legislation, reports and systems

- *Working With Children (Risk Management and Screening) Act 2000* (Qld) ('Working with Children Act')
- *Child Protection Act 1999* (Qld) ('Child Protection Act')
- *Civil Liability Act 2003* (QLD)
- *Criminal Code 1899 Act* ('Criminal Code')
- *Human Rights Act 2019* (Qld)
- United Nations Convention on the Rights of the Child 1990
- National Principles for Child Safe Organisations
- Australian Royal Commission into Institutional Responses to Child Sexual Abuse
- Queensland Family and Child Commission Report on Blue Card Services
- Blue Card Services policies, procedures and guide

Other QYO policies and procedures

- Code of Conduct: Adults
- Code of Conduct: Participants
- Drugs, Alcohol and Smoking Policy
- Technology and Social Media Policy
- Disciplinary Policy
- Privacy Policy
- Grievance Procedure

Guiding Principles

- All children who engage with QYO have a right to safety and protection from harm.
- QYO prioritises the safety, health and wellbeing of children.
- QYO will promote child safeguarding to children, in a child-friendly, age appropriate manner.
- QYO will promote child safeguarding to parents and all involved in QYO activities to ensure awareness of child safety being everyone's responsibility.
- QYO welcomes all children, irrespective of gender, culture, religious or sexual orientation, and ability/disability to participate in QYO services and activities.
- The safety and protection of children is the responsibility of all at QYO.
- QYO is established upon an environment and culture to reduce the likelihood of harm and will appropriately respond to all allegations, disclosures or suspicions of harm. QYO will appropriately respond to breaches of the CYRMS.
- QYO recognises that some children have increased risk and vulnerability, including those from culturally or linguistically diverse backgrounds, those of Aboriginal or Torres Strait Islander heritage, and children with disabilities. QYO promotes equity and respects diversity for the safety and wellbeing of all children.
- QYO strives for continuous improvement in leadership, governance and accountability around child protection matters.

Scope

The CYRMS has been prepared according to guidelines provided by the Queensland Government Department of Justice and Attorney-General's Blue Card Services unit. The purpose of Blue Card Services is to 'keep Queensland children safe by assisting organisations to be child-safe and screening people who work with children'.

The CYRMS and all related policies and procedures apply to QYO's paid and volunteer staff, as well as parents, members, external contractors, visitors, children or any other person deemed appropriate.

This strategy covers all children, as defined by the *Child Protection Act 1999* who attend in person, participate in online activities or engage with QYO in any capacity. Children are considered to be those under 18 years of age. While the CYRMS is aimed at protecting children, the main principles and processes outlined in this Strategy apply to all QYO participants. 'Participant' is defined below.

How we will achieve this:

- Adhere to the National Principals for Child Safe Organisations and employ effective risk management strategies.
- Provide a safe environment and embed child safety in leadership, governance and culture.
- Improve children's participation in understanding ways to protect themselves, pathways to report feeling unsafe, and education that no one has the right to invade their privacy or make them feel unsafe.
- Regularly seek child, parent, guardian and community feedback on ways to improve policy, procedures, training, communication and other child safeguarding resources to ensure the safety of children.
- Rigorous screening, selection, training and management of all QYO staff, especially those working directly in child related activities.
- Annual review of key staff.
- Ensure the environment is conducive to minimising risk i.e. physical spaces, online activities, upholding privacy.
- Take immediate action if a complaint is made and implement temporary and necessary safeguards.
- Report harm or suspicions of harm in line with legislative requirements.
- Use best practice record keeping.
- Regularly review legislative requirements and evidence-based best practice.
- Manage any person charged or convicted of child-related abuse, neglect or harm in accordance with risk. If it is determined that QYO cannot adequately manage the risk then the individual may be prohibited from attending or engaging in QYO activities.
- The CYRMS is made readily available.
- Privacy and confidentiality are upheld, consistent with the QYO Privacy Policy.

Definitions

The following definitions are applicable throughout the CYRMS:

Adult	An individual aged 18 years and over who is involved in QYO. This includes paid and volunteer staff, parents of members, members aged 18 and over, the board, contractors and visitors.
Blue Card Services	administers Working with Children Check on behalf of the Queensland Government's Department of Justice and Attorney-General.
Child	An individual under 18 years pursuant to the definition in the <i>Child Protection Act</i> .
Facilities	Approved facilities include: <ul style="list-style-type: none"> • The Old Museum, 480 Gregory Terrace, Bowen Hills QLD 4006 • Queensland Performing Arts Centre • Music Camp and audition venues • Other facilities approved for use by QYO management
Parent	A child's mother, father or someone currently exercising parental responsibilities.
Members/Performer Members	A musician participating in a QYO orchestra, whether or not they are under the age of 18 years.
Orchestra	All QYO orchestras and ensembles of any size.
Parent	A parent or caregiver of a QYO Participant.
Parent volunteer	A QYO parent who volunteers where their child attends a QYO activity.
Participant	A musician or other individual involved in a QYO activity, including Members (defined above), and non-members such as collaborating musicians involved in a QYO workshop, joint rehearsal, joint concert or other project.
Queensland Youth Orchestras (QYO)	Queensland Youth Orchestra Council, trading as Queensland Youth Orchestras.
Restricted Employment	Restricted employment refers to situations or exemptions that allow a person to work with children without a blue card. These include: <ul style="list-style-type: none"> • a volunteer parent. • a volunteer who is under 18. • paid or unpaid staff who work in regulated child-related employment for not more than 7 days in a calendar year. • a consumer at a child-related service outlet~ where they also carry out work at the outlet. ~ A place where disability services are provided to children. ⁱ
Restricted Person	A restricted person is a person who is any of the following: <ul style="list-style-type: none"> • has been issued a negative notice as per division 5 of the <i>Working with Children Act</i>. • has a suspended blue card. • is a disqualified person as per s169 of the <i>Working with Children Act</i>. • has been charged with a disqualifying offence that has not been finalised.ⁱⁱ
Staff	An individual in the employment of QYO, including volunteer staff
CYRMS or 'the strategy'	The QYO Child and Youth Risk Management Strategy.
Underage volunteer	A person under the age of 18 volunteering for QYO.
Volunteer	A person employed by QYO, or another person, and does not carry out any work for QYO, or the other person, for financial reward.
Youth	Same definition as Children above, an individual aged under 18 years

Review

Queensland Youth Orchestras Child and Youth Risk Management Strategy				
Version	Date	Author	Endorsed by	Date of endorsement
1	10/04/2022	QYO & Indi Resources		
To be reviewed annually or post incident Next review is due April 2023				

2. Statement of Commitment

Queensland Youth Orchestras (QYO) is committed to the safety, health and wellbeing of all children and protecting them from harm. This is our top priority.

We believe every child has a right to be safe and feel safe, and we have zero tolerance for child harm, neglect or abuse.

QYO supports and advocates for the rights of children to be safe, healthy, empowered and participate in decisions and processes that affect them.

QYO facilitates children in their learning, playing and appreciation of music, in order to reach their full musical potential and we are committed to providing a safe and supportive environment for them to do so.

Our values of artistic excellence, creativity and innovation, teamwork and leadership, integrity and inclusiveness further reflect QYO's commitment to child safety, health and well-being.

3. Code of Conduct: QYO Adults

All paid and unpaid staff, including office staff, conductors, tutors, auditioners, volunteers, other administrative and artistic staff, contractors and others deemed appropriate, of Queensland Youth Orchestras (QYO) are responsible for the safety and wellbeing of young people who are members of, or engage with QYO. All paid and unpaid staff are required to act in accordance with this Code of Conduct in their physical and online interactions with children.

I will:

- Act in accordance with QYO's Child and Youth Risk Management Strategy (CYRMS) at all times.
- Behave respectfully, courteously and ethically towards children and their families, and towards other staff.
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and wellbeing of all children participating in QYO activities.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children.
- Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.
- Involve children in making decisions about activities, policies and processes that concern them wherever possible.
- Contribute, where appropriate, to QYO policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children's safety and wellbeing as required by the QYO risk assessment and management policy or process.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with the CYRMS for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by the *Criminal Code Act 1899* (QLD) and *Child Protection Act 1999* (QLD) and by QYO internal and external reporting policies and procedures.
- Comply with QYO protocols on communicating with children.
- Comply with the *Working With Children (Risk Management and Screening) Act 2000* (QLD), *Child Protection Act 1992* (QLD) and QYO policies and procedures on record keeping and information sharing.

<p>I will NOT:</p>	<ul style="list-style-type: none"> • Engage in any unlawful activity with, or in relation to a child. • Engage in any activity that is likely to physically, sexually or emotionally harm a child. • Unlawfully discriminate against any child or their family members. • Be alone with a child unnecessarily. • Arrange personal contact, including online contact, with a child I am working with for a purpose unrelated to QYO activities. • Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent, or unless I am required to do so by QYO policies and procedures on reporting. • Use inappropriate language in the presence of a child, or show or provide a child with access to inappropriate images or material. • Work with a child while under the influence of alcohol or prohibited drugs. • Ignore or disregard any suspected or disclosed child harm or abuse.
<p>If I think this Code of Conduct has been breached by another person in QYO I will:</p>	<ul style="list-style-type: none"> • Act to prioritise the best interests of children. • Take actions promptly to ensure that children are safe. • Promptly report any concerns to the QYO General Manager, QYO Board, or another QYO manager or leader. • Follow QYO policies and procedures for receiving and responding to complaints and concerns. • Comply with mandatory reporting legislation if relevant, and with the QYO policies and procedures on internal and external reporting.
<p>I agree to abide by this Code of Conduct during my employment with the QYO. I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment with QYO.</p>	<p>..... Signature</p> <p>..... Full Name</p> <p>..... Date</p>
<p>Source: Australian Human Rights Commission, 2021. <i>Child Safe Organisations: Example Code of Conduct.</i></p>	

4. Code of Conduct: Participant

Aim

The Queensland Youth Orchestras (QYO) Board and management want everyone within QYO to be respectful, safe and well wherever they are.

Scope

This Code of Conduct applies to all QYO orchestra members and others who participate in any QYO activity. It applies at all times, as we want all our members to get the most out of rehearsals, tutorials, camps, performances, tours and other activities with QYO.

Definitions

- Bullying means when someone tries to severely frighten or hurt another person. This can be done in person or over the internet.
- Cyberbullying means when someone uses the internet to say unkind things about another person.
- Disruptive student is a student who behaves in a way that makes it hard for other students to learn and hard for conductors and tutors to teach.
- Harassment means when someone bothers a person so much by using words or actions that are not respectful, that the person being harassed has trouble learning or becomes unhappy or hurt.
- Parent means a mother or father or any other person who takes care of a child the way a mother or father does.
- QYO means Queensland Youth Orchestras.
- QYO Activity means any rehearsal, tutorial, concert, performance, music camp, tour, workshop, service or any time spent with QYO.
- QYO Property means any instrument or item owned, hired or borrowed by QYO, or part of a QYO building, venue, grounds, parking lot or transportation (eg. bus, truck).
- QYO Adult means any individual aged 18 years and over who is involved in QYO. This includes paid and volunteer staff, parents of members, members aged 18 and over, the board, contractors and visitors.

General Behaviour

As a QYO Participant you must:

- Act with respect, and show kindness and care to all.
- Take pride in your appearance. You are representing QYO, so dress appropriately and ensure your concert uniform is clean and tidy.
- Have regular lessons with your instrumental teacher.
- Get back to us promptly if we contact you asking for a response. Tell us if your contact or medical details change.
- Not engage in any bullying, harassment or intimidating behaviour.
- Not drink or use drugs before or during any QYO activity, or possess these things including tobacco. Never touch, film or take photos of other members, staff or participants without their or their parent's consent.
- Not access or share obscene material at QYO venues or during QYO activities.
- Comply with the QYO Technology and Social Media Policy.
- If you are aged under 18, you must not have a relationship with anyone at QYO aged 18 or over.

AND, VERY IMPORTANT..... You must let a responsible adult know if you feel unsafe, someone else feels unsafe or if you are worried something is, or could be wrong.

Language

There is an expected standard of language to be used when involved with QYO. Communication must always be respectful and considerate.

Do use language that is:

- Polite and friendly
- Encouraging and uplifting
- Calm and inclusive
- Respectful, gracious and considerate

Listen carefully and address any issues with a positive and helpful attitude.

Do not use language that:

- Is rude (eg. rude jokes) or crude (eg. swearing) or yelling
- Is abusive, harsh, threatening or intimidating
- Makes someone else feel bad, such as speaking down to, humiliating or embarrassing someone
- Is discriminatory in any way, including racial, cultural, homophobic or sexist words
- Passive aggressive

Attendance

Being part of QYO is a serious commitment for the whole year.

It is important that you regularly attend rehearsals, tutorials, concerts and other activities. Please let us know as soon as possible if you are unwell, have school or university commitments, or if you will be away for any other reason. If you are away on more than three occasions, we may need to review your ongoing membership. Your attendance record is considered when you re-audition for QYO.

Rehearsal and Tutorial Etiquette

As a QYO Participant you must:

- Sign for and take care of your sheet music and folder. Return them immediately after each concert or as directed by the Orchestra Librarian.
- Arrive 15 minutes before the scheduled start time of your rehearsal, tutorial, performance or other QYO activity, unless otherwise advised by your Orchestra Administrator. If you are running late please let your Orchestra Administrator know.
- Follow sign-in and sign-out procedures for your orchestra.
- Bring your instrument, music folder, water bottle, 2B pencil and eraser to every rehearsal, tutorial and concert.
- Ensure mobile phones and electronic devices are switched off and out of sight during rehearsals.
- Set up and put away any special equipment you are using.
- Pay full attention and do not talk or be disruptive when the conductor or tutor is working with the orchestra or section.
- Never leave a QYO activity early without advising the section leader and your Orchestra Administrator.
- Help pack up as directed by your Orchestra Administrator when rehearsals and tutorials are finished. This may involve stacking chairs, putting away music stands and clearing away rubbish.
- Practice your music regularly at home between weekly rehearsals.
- Listen, understand and participate in Building Emergency training and evacuations.
- Keep rehearsal rooms, dressing rooms and performance venues tidy.

Technology and Social Media

It is important that you use social media and technology correctly. We do not tolerate bad behaviour such as cyberbullying, or being rude, disrespectful or deliberately mean online or via any communication methods, eg. text messages. Anything that is considered inappropriate can be reported to the police, or legal action could be taken. Always be respectful, kind and caring to yourself and others.

Technology Agreement:

All QYO Participants must:

- ensure your mobile phone and other electronic devices are switched off and out of sight during rehearsals, tutorials and concerts
- promote and uphold the good name of QYO and ensure that the digital reputation of others is protected when using social media, including the posting online of any photos or videos of yourself or other people
- not film or photograph anything that would result in damaging the reputation of QYO, or a member of QYO
- not say anything in a social media forum that is disrespectful and that you would not be prepared to say to someone in person
- when participating in online conversations, always act with integrity and ensure that you respect an individual's privacy and opinions
- not post personal information given to you privately, eg. names, private conversations, emails, and photographs
- not access or share obscene, pornographic, or explicit material
- always behave with respect and courtesy, without harassing, threatening or being dismissive
- recognise that certain information needs to remain confidential and is not for public discussion

Safety

Personal Safety

To ensure you stay safe and well while involved in any QYO activity, QYO Participants must:

- remain within the grounds of The Old Museum or the venue being used
- never run in venues used by QYO
- not access areas labelled as "Out of Bounds" or "No Access"
- not lift or move heavy equipment (risers, multiple chairs, percussion) when you could get hurt. If in doubt ask someone for help.
- use acoustic shields and ear plugs, if needed, to keep your hearing healthy.
- wait in a safe place if you are waiting for a parent to pick you up. If they have not collected you on time, please tell a QYO staff member.
- keep valuables (wallets, mobile phones etc.) with you at all times. QYO cannot guarantee the security of any personal property during QYO activities.

Instruments

You must be really careful with your instruments because QYO does not provide insurance cover for QYO members or their instruments. QYO does not accept responsibility for damage to participants' instruments or property at QYO activities or during transport to and from QYO activities.

You must:

- provide your own instrument for QYO activities - with the exception of members who have authorised use of QYO instruments.
- take great care where you leave your instruments and cases. This will vary depending on the room being used. In general, store these away from fire exits and close to walls, so people can safely walk past.
- return instruments to cases when they are not being used.
- make sure you/your parents insure your instrument(s) appropriately with a reputable insurance company.

Building

QYO is based at The Old Museum at Bowen Hills. Please respect this beautiful, heritage-listed building and grounds by:

- not leaving cases or other items in front of fire exits or in pathways leading to fire exits.
- never placing end-pins of cellos or basses directly on the polished hardwood floors. Cello and bass players must always use their own stoppers, or use boards provided by QYO.
- using the bins provided to keep the building clean
- obeying parking and safety signs, including speed limits and curbs painted yellow to indicate no parking

VERY IMPORTANT:

If you have concerns about someone's behaviour, actions, attitude, language or anything else, please tell an adult you trust, and your parent.

QYO CHILD PROTECTION OFFICER:

Geoff Rosbrook

QYO General Manager

Phone: 0408 615 631

Email: geoff@qyo.org.au

5. Organisation Procedures

1. Overview

This section provides a guide for how QYO adults interact with children in order to maximise safety. Examples provided are not exhaustive.

Anyone who sees, or suspects breaches of these procedures must report it to their Orchestra Administrator, or an office staff member. An Incident Report Form is provided in Appendix A.

2. Ratios

- 2.1. One on one private lessons, tutorials or other activities are only permitted if a parent of the child, or QYO staff member, in addition to the teacher or tutor, is present in the room to supervise for the entire activity.
- 2.2. For general rehearsals and operations, e.g. ensemble rehearsals and tutorials, QYO will ensure there is at least one adult present to supervise every 25 young people aged under 18 and at least one adult to supervise every 40 young people aged 18 or over.
- 2.3. No adult is to spend time alone in a secluded environment with children. Adults must follow the guiding principle to be in the direct sight of another adult, but out of hearing for individual consultations or conversations that may require privacy.
- 2.4. For small group activities, eg. a tutor with 2 to 4 young people, the ensemble administrator or another delegated staff member must check the activity at least once every 30 minutes. For these activities a parent or staff member may sit in the room.

3. Supervision and attendance

- 3.1. QYO will ensure that when QYO activities take place at The Old Museum, external venue hirers are either not present, or if they are present, that they and their activities do not pose a significant risk to the welfare of children involved in QYO activities. This is best managed by having QYO Venue or QYO Office staff present at all times when external hirers are on site. Regular contractors are required to have Blue Cards.
- 3.2. During rehearsal/tutorial breaks, children must stay within the grounds of The Old Museum or other venue being used and in areas where they can be properly supervised, e.g. the rehearsal room their orchestra is using and adjacent spaces.
- 3.3. Orchestra Administrators are required to maintain an attendance register for all QYO activities and this must be taken at the start of each activity and checked after any official breaks. QYO ensemble staff must investigate any absences of children and other members following breaks.
- 3.4. Orchestra Administrators or delegated ensemble volunteer staff must contact parents to discuss a child's absence without apology.

4. Drop off, pick up and parents failing to arrive

- 4.1. Children remain the responsibility of their parent until the child arrives at the designated check-in point for The Old Museum or other venue being used for their scheduled QYO activity, and the child's attendance is registered by QYO staff. QYO may distribute communication to parents, advising a child may arrive up to 30 minutes prior to their activity.
- 4.2. Where parents are collecting their children from QYO activities, they must do so on time, or make alternative arrangements and let these be known through contact with the relevant QYO staff, usually the Orchestra Administrator.
- 4.3. For children who are being collected by private vehicle from QYO activities (as opposed to driving themselves, using public transport or walking to their next destination), QYO will remain responsible for the child until a parent arrives, or alternative action has been taken as per s4.7 and s4.8 if a parent fails to attend.
- 4.4. QYO will provide a safe space for children who are waiting for their parent to arrive, i.e. a well-lit area, with adult supervision.
- 4.5. QYO is responsible for ensuring parents and children know the start and finish times, and location of all QYO activities.

- 4.6. QYO will retain details of parents and emergency contact names and numbers. QYO will ensure that QYO staff have access to phones.
- 4.7. In the event a parent fails to collect their child within 30 minutes after a QYO activity, the relevant QYO staff member will:
 - 4.7.1. attempt to make contact with the child’s parent/s or other people listed on the QYO database as their ‘emergency contacts’.
 - 4.7.2. ask the second to last child and their parent, or another QYO person to wait with them and the child in a safe location;
- 4.8. If the parent, and other approved contacts are unable to be contacted, the QYO adult will:
 - 4.8.1. advise the General Manager, other relevant staff, or board member.
 - 4.8.2. If those mentioned in 4.8.1 cannot be contacted, notify the Queensland Police Service and adhere to their instructions.
- 4.9. At no time will a QYO adult or member transport a child to their home, or another alternative location, unless express permission has been given by the child’s parent(s).
- 4.10. Should a parent provide express permission that their child may be transported via a third party, consideration may be given to using the ‘Shebah’ ride service, or alternative child-safe ride service. This will occur at the parent’s expense and on the condition the child will be met at the end of the journey by the parent or other adult as nominated by the parent.

5. Language and emotional boundaries

- 5.1. QYO expects all persons to meet the standards of appropriate language when involved in any QYO activities. This expectation extends to both oral and written forms.
- 5.2. Specific consideration must be given to the way in which adults interact with children, so that effective communication is achieved with respect to a child’s age and level of maturity.
- 5.3. The tone and content of any interaction must remain appropriate within personal and professional boundaries, and be able to withstand outside scrutiny.

The table below provides examples of appropriate and inappropriate conduct. This list is not exhaustive.

Language	
Appropriate	Calm Inclusive Encouraging Polite and friendly Funny and uplifting Respectful, gracious and considerate Content is age appropriate and relevant to the child’s level of maturity Discussions on protecting themselves from harm only using appropriate content Listen carefully and address any issues with a positive and helpful attitude.
Inappropriate	Rude jokes Crude language, cursing or swearing Sexualised content, including commentary about a child’s physical appearance, pornography etc. Yelling, abusive tones or gestures Speaking down to, humiliating or embarrassing a child Sharing secrets or being overly personal Using harsh, threatening or intimidating language Discrimination of any kind, including racial, cultural, homophobic or sexist slurs. Passive aggression

6. Physical Contact

- 6.1. There are minimal circumstances in which it is considered appropriate to have physical contact with children. QYO adults are required to avoid physical contact with children, unless exceptional circumstances arise.
- 6.2. In the rare circumstances where physical contact is considered necessary, QYO adults must ensure it is, and is seen as, appropriate to both the adult and the child. If possible, the child must give specific permission, and any physical contact should take place in view of other adults and/or members.
- 6.3. It is acknowledged that children may not be aware of the same boundaries, therefore the onus is on the adult to ensure appropriate physical contact and guide children in these.

The lists in the table below are not exhaustive.

Physical contact	
Appropriate	Providing first aid and/or supporting children who may have hurt themselves. Hand shake. A conductor or tutor correcting placement of hands/arms/body to assist musical objectives. High 5
Inappropriate	Long hugs, hugging from behind, kissing, tickling, massaging or any type of sexual or sexualised contact Children sitting on a lap Wrestling Hitting, punching, kicking, smacking or any other violent or malicious action. Undertaking a task of a personal nature for a child if they can do it for themselves, such as changing clothes, feeding, personal grooming or toileting. Facilitating situations which unnecessarily result in close physical contact with a child.

7. Communication with children

- 7.1. All communication with children outside of QYO activities will be carried out via a parent unless the parent has provided their express permission.
- 7.2. QYO staff will not have any private contact with a child for any reason via any method. i.e., No contact will be made in person, online (i.e. email, social media), telephone or via any other means, other than that which has been approved by a parent.
- 7.3. The collection of private information about a child by an adult is likely to be considered inappropriate.

8. Online standards

8.1. Upholding the Code of Conduct

While using online mediums the Code of Conduct must be upheld. All staff, volunteers and others representing QYO who are participating in online modes of communication must communicate appropriately and maintain an appropriate physical presentation and language.

8.2. Service provision

Service provision is to continue as per *Section 1 – Ratios*. For online QYO activities, eg. Zoom conference calls, children and parents will be encouraged to engage online together. If this is not possible, children will be encouraged to remain in an open environment (i.e. in a family room, not in a bedroom).

If an adult is required to engage with a child online individually, it is important that record keeping is accurate, up to date and all policies and procedures are upheld.

8.3. Profiles

All staff and volunteers participating in online modes of communication should have an organisational account to conduct their formal duties. Also, all participants should have identifiable accounts to ensure that everyone is accountable for their own communication and interactions, and that evidence can be collected in the event of an incident.

It is important that a mutually agreed upon software is used and is age appropriate. This ensures all participants can be aware of unwanted contact from other devices or software under the guise of legitimate communication. I.e. if you agree to communicate via Microsoft Teams, all young people know that if they get a request via a different medium that this may be illegitimate.

It is also imperative that NO personal details are shared online without express permission from QYO office staff. This includes phone numbers, addresses, email addresses and any other information that may be personally identifiable.

8.4. Administration

It is important that staff have the ability and knowledge to manage the technology they are using. They must know how to invite attendees and how to use the mute or blocking applications. This ensures that if anyone tries to share inappropriate content, the staff member can respond quickly and effectively.

8.5. Record Keeping

Staff and volunteers should keep records of the time, date, attendees and content covered in video conferencing. If there is a compelling reason to record the online interaction, presenters MUST ensure they have obtained permission from the children and their parent(s) prior to doing so. This content should always be kept on a secure server and in a confidential location.

9. External contact with children

- 9.1. At no time shall a QYO adult have contact with a child outside of the purposes of QYO, unless express permission and acknowledgment has been provided by the child's parent(s).
- 9.2. QYO adults must not provide babysitting to a QYO child, nor may a child involved with QYO stay overnight at the home of a QYO adult except within their own family.

10. Interactions between members of different ages

- 10.1. The QYO Office Administrator will regularly provide all Orchestra Administrators information on members, staff and others involved in QYO activities. This information will identify which participants are children, and Orchestra Administrators will be encouraged to monitor the safety, health and well-being of children.
- 10.2. Orchestra volunteer staff will receive training on child safeguarding to further enhance the safety of children.

11. Tours, camps and overnight stays

- 11.1. QYO recognises residential camps, tours, overnight stays and some other external activities as high risk. Activities identified as high risk require a risk management plan. Refer to Section 9: Managing High Risk and Special Events.
- 11.2. For further information, adults and participants can refer to tour and camp handbooks for these specific activities
- 11.3. Examples of risk mitigation to ensure children's safety and wellbeing are:
 - 11.3.1. Children must be segregated from adults for accommodation arrangements, with the exception of appropriate adult supervision.
 - 11.3.2. Adults must not enter the rooms of children, unless for an expressed and approved purpose. Similarly, children must not enter the rooms of adults.
 - 11.3.3. Children will be informed of their right to safety, and what to do if they have any concerns.
 - 11.3.4. Emergency contact phone numbers will be included with tour information for participants.

11.3.5. QYO employees will ensure an allocation of approximately one adult per 12 members aged under 18 and one adult per 18 members aged 18 years and over for camps and tours. This ratio will be increased if there is a significant proportion of members with high support needs.

12. Transportation

- 12.1. Transporting children to and from QYO activities remains the sole responsibility of the child's parent. However, if QYO staff are concerned that parents are unaware of certain risks, (e.g. a young musician walking through potentially unsafe areas to catch public transport at night) staff are encouraged to notify the child's parents.
- 12.2. QYO staff must not transport a child without first obtaining written permission from the child's parent and approval from the QYO General Manager. The QYO staff must provide a clear reason for the transportation, and seek to have at least one additional adult on the journey. They must uphold all standards set out within the CYRMS while transporting a child.
- 12.3. In the case of bus or plane travel, QYO will ensure the engagement of a reputable airline or bus company and will ensure that buses are fitted with seatbelts. QYO will ensure that parents grant signed permission for their child to travel on a bus or plane prior to undertaking the journey. QYO adults will always accompany children when being transported by bus, plane or similar transportation method.

13. Management of Medical Issues

- 13.1. QYO adults must not administer medication to any members, unless a parent has provided written instructions and consent for QYO staff or volunteers to administer medication and the QYO staff or volunteer has agreed to take on this responsibility.
- 13.2. QYO staff and volunteers must ensure they are aware of the nearest hospital or medical centre during QYO activities.
- 13.3. If a child becomes sick or injured during a QYO activity, QYO staff will notify parents as soon as possible after ensuring appropriate care has been organised for the member.
- 13.4. QYO will retain up to date medical information for children, as completed by a child's parent upon acceptance of QYO membership. This information will be made available to Orchestra Administrators and other relevant staff.
- 13.5. Children are encouraged to stay hydrated and bring a water bottle to all QYO activities. Water bottles are permitted everywhere in The Old Museum and other venues used by QYO.
- 13.6. First aid kits are located in the QYO Office and will be taken on external day trips, tours and music camps. A record of any administration of first aid must be kept in the notebook located within each first aid kit.

14. Visitors

- 14.1. Visitors must seek permission from QYO staff to attend any QYO activity other than a concert performance as an audience member.
- 14.2. Visitors aged 18 years and over that have a Blue Card must show it to QYO staff on arrival, or meet requirements for exemption under the *Working With Children Act*.
- 14.3. QYO may give permission to visitors aged 18 or over who do not have a Blue Card to attend QYO activities under specific circumstances.
- 14.4. Visitors must check in according to the required practice of the day, and remain under the supervision of their assigned QYO supervisor during their visit.
- 14.5. The CYRMS will apply to visitors for the duration of their visit.

15. Parent volunteers and underage volunteers

- 15.1. QYO relies on parents of current members to fill volunteer positions each year, especially as Orchestra Administrators, Librarians and Stage Managers. QYO requires parent volunteers who occupy these positions, or who fill other volunteer positions that are ongoing throughout the year, to hold a Blue Card. Parent volunteers are allowed to commence work at QYO without a Blue Card if their child is attending the same QYO activities, provided QYO ensures that a Blue Card application is underway. If a parent is a restricted person (i.e., cannot obtain a Blue Card) they cannot become a QYO staff member.

- 15.2. QYO volunteers who are under the age of 18 are not required to hold a Blue Card. However, if an underage volunteer is a restricted person (i.e., charged or convicted of offences that would otherwise preclude them from obtaining a Blue Card) they cannot volunteer with children.
- 15.3. Parent volunteers and underage volunteers must adhere to the CYRMS and advise if they become a 'Restricted Person' or charged or convicted of any offence that may prevent them from holding a Blue Card.
- 15.4. Parents and underage volunteers are required to sign the declaration indicating they have read and understood the Code of Conduct, Organisational Procedures and Managing Harm policy.

16. Video, Photography, and other Technology

- 16.1. Taking of photographs, videos or recording any images of children is strictly prohibited unless approval of parents/guardians has been obtained. Any such images must be appropriate and justifiable.
- 16.2. Images will not be published on any personal media platforms of staff unless specific permission has been granted by the QYO Board via a minuted resolution, with the clear objective of promoting QYO activities. As of October 2022, the QYO President and QYO Artistic Director have permission to post photos and videos of QYO members in this way on their personal media platforms.
- 16.3. When images are taken, children will be dressed and clothed appropriately, and engaged in activities relevant to their age and level of maturity.
- 16.4. Images will only be used in relation to QYO activities.
- 16.5. Where possible official QYO devices will be used to take photos or videos. The use of personal devices to gather and store images of children will be limited, however there may be some circumstances where this is appropriate. Any images taken on a personal device will be sent through to the QYO Office and destroyed from the personal device at the earliest available opportunity.
- 16.6. Limited photographs of children will be publicly available, and any images made publicly available will not include any identifying particulars i.e. child's name, or where they attend school, unless permission is granted by the children's parents.
- 16.7. Parents will be advised of avenues to lodge complaints or concerns such as the Office of the Australian Information Commissioner.
- 16.8. If an external party takes any images of children, these will remain the property of QYO.
- 16.9. No technology use is allowed within change rooms.
- 16.10. Any photographs, video or audio footage taken at QYO events by family, friends or non-staff attendees are restricted for private use only and must not be posted publicly on the internet, especially social media unless permission is granted by QYO Office staff. Refer to Social Media Policy.
- 16.11. All children and QYO staff must abide by the QYO Social Media Policy.

17. Drugs, Alcohol and Smoking

- 17.1. QYO has strict rules for members and QYO adults regarding the use and possession of drugs, alcohol, and smoking. These are detailed in the QYO Drugs, Alcohol and Smoking Policy.

18. Behavioural Standards

- 18.1. QYO strives to create and sustain a culture of teamwork and friendship in all activities.
- 18.2. Physical, mental, or verbal abuse, or sexual harassment is unacceptable conduct by any QYO adult or member. QYO recognises the right for all to work, volunteer, and participate in an environment free from physical and psychological danger, and commits to addressing the concerns of adults and members promptly and effectively.
- 18.3. Bullying is understood as intimidation, or the use of words or actions that intend to cause harm, distress, coerce or cause fear. This may be in communication (oral or written form, including in cyberspace) that may be considered offensive, e.g. rude jokes, crude language, or using racial, cultural, homophobic or sexist slurs. Being abusive or intimidating includes using an abusive tone or gestures like moving into another person's personal space, finger pointing, or talking over the top of others. Language which is punitive, demeaning, or aggressive is never acceptable. Passive

aggression such as purposely ignoring someone, withholding relevant information, isolating, or being condescending in order to humiliate someone is unacceptable.

18.4. Sexual harassment is unlawful in employment situations and educational institutions. Examples of sexually harassing behaviour include: unwelcome touching, staring or leering, suggestive comments or jokes, sexually explicit pictures or posters, unwanted invitations to go out on dates, requests for sex, intrusive questions about a person's private life or body, unnecessary familiarity such as deliberately brushing up against a person, insults or taunts based on sex, sexually explicit physical contact, and sexually explicit emails or SMS text messages. A working environment or workplace culture that is sexually permeated or hostile is considered to be unlawful sexual harassment. Some of the factors which may indicate a potentially hostile environment include the display of obscene or pornographic materials, general sexual banter, crude conversation or innuendo and offensive jokes.

19. Standards of dress and attire

19.1. QYO staff and volunteers are required to wear items of identifying nature such as name badges, lanyards or QYO branded shirts while on duty at QYO events and activities. Members are required to maintain and wear a clean concert uniform for performances as specified when accepting their offer.

20. General Safety

COVID Safety

20.1. QYO requires everyone involved in any QYO activity to follow and comply with current government health directives, and other instructions specific to the type of activity and the venue being used.

Work Health and Safety

20.2. All QYO adults and members must follow Work Health and Safety requirements. It is everyone's responsibility to report hazards and take corrective action if safe to do so. This includes Fire and Emergency Evacuation policies and procedures.

Sun Protection Policy

20.3. Wherever possible, QYO will:

- Schedule outdoor activities and events to avoid the peak, ultraviolet period from 10.00am to 3.00pm.
- Provide adequate shade, or the option to access shaded areas for outdoor activities.
- Actively encourage sun safe attitudes, behaviours and actions. i.e. the wearing of sun protective clothing, a suitable hat, use broad spectrum, water resistant, 50+ sunscreen etc.
- QYO will provide and/or sell sunscreen for outdoor events.
- Provide easy access to drinkable water and encourage members to bring their own water bottles.

21. Confidentiality of information

21.1. QYO's sharing of information is based on the principle of prioritising the best interests of a child's safety and wellbeing above all else.

21.2. QYO adults must take care with the confidentiality of all member information, particularly children.

See the QYO Privacy Policy for more information.

Reporting

QYO staff and volunteers are responsible for reporting any conduct, seen or heard, that does not comply with the CYRMS, to a QYO Office staff member, Orchestra Administrator or the QYO General Manager if available. They can take practical action, be an additional witness and report the conduct or incident in writing to the QYO General Manager and/or QYO Board.

For more information on reporting guidelines, see Section 8: Reporting Harm and Section 9: Breaches.

6. Recruitment, Selection, Training and Management

Policy statement

QYO is committed to the safety and wellbeing of all children and acknowledges that a key element is ensuring the right people are appointed to work with children. QYO will actively appoint and support those who aim to provide a fun and educational experience for all children, and who meet the standards for child protection and safety. QYO highly values its staff and is committed to promptly addressing all issues that may arise.

Pre-Appointment

When advertising, recruiting and appointing applicants, QYO will be clear about its commitment to provide a safe and supportive environment for children. QYO will carefully consider an applicant's eligibility, capability and suitability to performing a role that aligns with its commitments and in accordance with relevant legislation.

Position Descriptions

All position descriptions will highlight QYO's Statement of Commitment and describe the expectations that applicants must be deemed suitable, eligible and capable of working with children in a safe manner, and in accordance with relevant legislation.

Position descriptions will outline the skills, experience and responsibilities required of the role, including:

- the nature and the environment of the service provided to children
- the responsibilities and level of supervision associated with the position, and
- the experience and qualifications required of the position.

Within the position descriptions and broader advertising materials applicants will be informed they are subject to Blue Card screening, referee checks, identification verification, and that QYO will request the candidate disclose any information relevant to their eligibility to engage in activities involving children and young people.

QYO will review position descriptions for full-time staff annually to ensure roles and responsibilities remain current, compliant with legislation, aligned with QYO culture and take into consideration improvements made (including where incidents have led to changes in policy and procedure). QYO will review position descriptions for other staff every two years, or adjust more frequently as major changes occur.

Recruitment

To apply for a full-time, part-time or contract position within QYO an individual must:

- make an application;
- provide contact details of two referees;
- hold a Blue Card or Exemption Card, or be willing to complete an application;
- be able to provide photographic evidence of their ID (i.e. drivers licence);
- be willing to participate in an interview; and
- be ready, willing and able to abide by the CYRMS and other policies and procedures.

Parents and underage volunteers, and visitors:

See the below section ***Parent and underage volunteers, visitors and high risk individuals*** for more information where an individual such as a visitor, parent volunteer or underage volunteer, may not require a Blue Card.

Interview process

Each interview will explore an applicant's background, work history, skills and values, and evaluate their suitability to work with children and young people. During the interview process, appropriate and informative questions will be asked to help QYO select the most appropriate person for the role, and consider how well they will uphold the organisation's values, including the CYRMS.

Questions will be included that explore the candidate's capacity to contribute to QYO's safe and supportive environment. As an employer with a responsibility to provide a safe and supportive organisation for children and young people, QYO has the right to question any inconsistencies in a person's work history.

Question types may include:

- scenario-type questions that explore how an applicant might behave in employment-related situations
- open-ended questions that allow the applicant to provide detailed answers, and
- probing questions which ask applicants to elaborate on the answers they have provided to previously asked questions.

Referee checks

Checking referee reports is a vital part of the QYO selection process. QYO staff will carry out reference checks with the most recent employers to verify the identity of prospective employees, accuracy of the details of previous employment, and suitability of individuals to work with children and young people. If the reference is written, the referee will be contacted to confirm authenticity. Some questions to Referees may include:

- Would you employ the person again?
- Have you directly supervised the applicant and directly observed their work with children?
- Do you have any concerns about the applicant working directly with children?
- Can you give an example of a time when you observed the applicant managing a child with challenging behaviours?

Selection

QYO will choose the most suitable candidate for the position. Only people who will promote and protect the rights, interests and wellbeing of children and young people will be selected. Assessment will be based on the position description developed for the role, with the aim to recruit someone who has the skills and attributes to fulfil the role requirements, or someone who, with a little extra training, can acquire the skills. Selection criteria will be used.

Example below:

SAMPLE SELECTION CRITERIA

Duties and Tasks	Skills and Attributes
<ul style="list-style-type: none"> - talking and interacting with children - communicating with parents and carers - supervising children rehearsing, performing and playing together 	<ul style="list-style-type: none"> • keen desire to work with children including patience and enthusiasm • values children's rights to feel safe and happy • prior experience with working with children • understanding of physical and emotional needs of children • communication skills including rapport and trust building skills • leadership skills • problem solving and conflict resolution skills • positive reinforcement/strength-based approach
<ul style="list-style-type: none"> - organising activities with children - organising special events such as music camps and concerts 	<ul style="list-style-type: none"> • keen desire to work with children including patience and enthusiasm • values children's rights to feel safe and happy • prior experience with working with children • leadership skills • problem solving and conflict resolution skills • time management and planning skills

Source: Queensland Department of Justice and Attorney-General Blue Card Services, 2021, *Child and Youth Risk Management Strategy Organisation's Toolkit*, Queensland.

QYO Responsibilities

QYO staff will 'link' the successful applicant to the QYO Blue Card services account prior to the individual commencing any duties with QYO.

Post-Appointment

Induction

Each successful applicant will be required to participate in an induction.

The QYO induction pack will include:

- the CYRMS including the Code of Conduct
- a position description
- obligations and responsibilities of QYO adults should they become a restricted person; and

Prior to participating in any duties the applicant must:

- acknowledge and sign the Code of Conduct
- complete online building and emergency procedures training for The Old Museum
- complete the CYRMS training program

CYRMS induction training will cover these topics:

- what QYO children indicate makes them feel safe at QYO activities
- what is harm
- reporting on harm, or disclosures or suspicions of harm
- rights and responsibilities of staff, as well as those of children and young people, including mandatory reporting obligations to report sexual offending against a child by another adult to police
- obligations for staff to reduce or remove a known risk of sexual offending against a child by an adult associated with an institution
- what to expect if there is an allegation of harm made against them or to them
- what constitutes a breach of QYO's CYRMS and the potential consequences, and timeframes for reporting a breach
- roles of key people in QYO
- QYO Disciplinary Policy and Grievance Procedure
- Ongoing Blue Card requirements, including reporting any changes to criminal activity

Probationary period

The performance of new, paid administrative staff who are on permanent tenure or contracts of one year or more, and their suitability for the role will be assessed through a probation period before confirming their full employment. It may be necessary for the person to receive close supervision throughout the probationary period. During the probation period, the QYO General Manager (or appropriate staff member) will meet with a new employee or volunteer to:

- set goals
- identify training needs, specifically in relation to child safeguarding, risk management practices
- identify and provide any additional support needed to ensure success in the role

Ongoing Training

- Annual training that covers topics similar to Induction Training will be provided to QYO staff and training may include learnings from the previous year.
- Staff may also be required to participate in additional training on child safeguarding.
- To assist staff and volunteers, QYO will ensure training can be easily accessed.

Ceasing services:

- Services or activities provided by QYO staff may be terminated by QYO by providing notice in writing in accordance with Australian employment laws.
- QYO staff may also terminate their services in accordance with Australian employment laws.
- QYO may conduct an exit interview or questionnaire
- Following termination QYO will de-link the staff member from QYO via Blue Card Services.

Exit interviews or questionnaires

QYO may conduct an exit interview or questionnaire with staff who are leaving QYO, to assist the organisation to identify systemic issues that may impact on the safety and wellbeing of children at QYO.

The exit interview or questionnaire will seek to:

- gather information about the effectiveness of the recruitment process
- identify possible areas for improvement in organisational processes, management, job design, remuneration or career planning and development, and
- receive positive feedback on what is working well at QYO.

Privacy and confidentiality

- QYO staff and volunteers have a right to privacy and confidentiality and any information about them will be maintained in accordance with the QYO Privacy Policy.
- QYO staff and volunteers must adhere to the QYO Privacy Policy.

External communication:

- QYO staff must not make statements, represent QYO or speak to the media about QYO activities or services without the express permission of the QYO General Manager and/or Board.

Complaints

- QYO takes all concerns and complaints seriously.
- Complaint can be submitted directly to the QYO General Manager or Board.
- Complaints can be made at any time in writing or verbally.
- Complaints will be addressed and, where possible, complainants will be informed of the outcomes.

Disciplinary matters

- Should a QYO adult, participant or visitor breach any guidelines in the CYRMS they may be dealt with as per *Managing Breaches* in Section 9 of this document. Breaches may also be dealt with as per *Managing Harm* policy.

Parent and underage volunteers, visitors and high-risk individuals

Parent and underage volunteers

- QYO staff may request parents or underage individuals to become QYO volunteer staff. Parents will be screened to ensure they meet current legislative requirements - at the time of this policy, parent volunteers are required to hold a Blue Card or Exemption Card, or have an application lodged, if their child is attending the same activities. If a parent is a restricted person (i.e. cannot obtain a Blue Card) they cannot volunteer with children.
- QYO volunteers who are under the age of 18 are not required to hold a Blue Card. However, if an underage volunteer is a restricted person (i.e., cannot obtain a Blue Card) they cannot volunteer with children.
- Parent Volunteers and underage volunteers must adhere to the CYRMS and advise if they become a 'Restricted Person' or are charged or convicted of any offence that may prevent them from holding a Blue Card.
- Parent and underage volunteers are required to sign a declaration indicating they have read and understood the Code of Conduct, Organisational Procedures and Managing Harm policy.

Visitors

- Visitors may not require a Blue Card or Exemption Card, as long as their participation with QYO does not exceed seven (7) days per calendar year and they have not been considered a 'Restricted Person' or charged or convicted of any offence that may prevent them from holding a Blue Card nor Exemption Card.
- The QYO Administration Officer is required to keep a log of all visitors and manage the seven days per calendar year frequency test.

High Risk Individuals

- The QYO Administration Officer is responsible for advising the QYO General Manager if an individual has been unsuccessful in obtaining a Blue Card or Exemption Card or if a notification is received that the individual has had their Blue Card or Exemption Card suspended or cancelled, or if their application has been withdrawn.
- The QYO General Manager will ensure high risk individuals no longer engage in any child related services or activities at QYO.
- Depending on the outcome, a risk management plan may be required for an unsuccessful applicant if they wish to continue attending QYO. The QYO General Manager will be responsible for ensuring a risk management plan is created and endorsed under these circumstances.
- An individual's privacy and confidentiality will be upheld at all times.

Record keeping

The QYO Administration Officer is responsible for managing the Employee Register to track the status of all staff and visitors. This will include pre appointment and post appointment obligations i.e. Blue Card eligibility, suitability to work with children, induction and training.

7. Identifying Harm

Policy Statement

QYO is committed to protecting children and promoting their rights, interests and well-being through appropriately dealing with harm when it has been suspected, identified or disclosed.

Guiding Principles

QYO will manage harm by:

- Building relationships with children founded upon trust and openness, whereby children know they can approach a QYO staff or volunteer at any time, and their concerns will be taken seriously with appropriate action taken.
- Maintaining the privacy and confidentiality of a child, parents and family at all times. See QYO Privacy Policy.
- Recognising Queensland state law regarding failure to report issues of child sexual abuse and removing or reducing harm associated with child sexual abuse
- Willingly agreeing to pass on all information to appropriate parties to ensure the safety and wellbeing of all children.
- Facilitating annual and post incident reviews of procedures, forms and registers.
- Facilitating induction and annual training.
- Reviewing evidence based best practice on managing harm and protecting children.

Harm

Harm affecting children is not always easy to identify, and is likely to be a difficult, highly sensitive and emotive event. Despite this, there are signs which may help you spot harm while it is occurring, or before it may occur, as well as look after yourself. It is always best to trust yourself and report issues, even if the situation turns out to be innocent. When it comes to child protection, it is always better to over-report than under-report.

Why do I need to report harm?

We believe in protecting children from all harm and will do all within our power to ensure that children thrive while engaged with the QYO.

We are also bound by state legislation:

- *The Child Protection Act 1999 and Working With Children (Risk Management and Screening) Act 2000* is the legislation directing certain professionals and individuals to make a report to Child Safety or Police under certain circumstances.
- *Queensland Criminal Code Act 2020* places the onus on an 'accountable person' to report significant child sexual offences and remove or reduce risk to a child from sexual abuse. Failure to do so is punishable by imprisonment.

What is harm?

Harm is 'any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing' (Child Protection Act). Significant harm is harm that is not minor or trivial and may reasonably be expected to cause a substantial, negative impact on the child's safety, welfare or wellbeing (Queensland Family and Child Commission (QFCC), 2017).

Harm may be caused by a single incident or multiple incidents of physical, emotional, sexual abuse, neglect and/or exploitation NOTE: causation is not necessary to know when reporting harm, unless you are a mandatory reporter (see below).

The definition of harm in these circumstances extends to unborn babies, as it is believed they may require protection from a parent/s in the future.¹

¹ An authorised officer may investigate the circumstances and assess the likelihood that the child will need protection after they are born and/or offer help and support to the pregnant woman.

- When determining if harm, or the risk of harm exists, considerations should include:
 - Evidence on the child’s body or in their emotional or psychological state or that this is reasonably likely to occur in the future, having regard to the nature and severity and the likelihood that this harm will continue.
 - Vulnerabilities such as age, physical and mental health i.e. a young child may be exposed to greater harm due to considerable dependence on an adult such as baby or toddler; and,
 - The nature and severity of observable harm or risk of harm.

How to identify harm?

In determining and identifying harm, your considerations may be informed by an observation of the child, other knowledge about the child, or any other relevant knowledge, training or experience that you may have.

- The table below developed by Queensland Child Safety identifies a few types of abuse and how these can result in observable characteristics. This list is not exhaustive, but provides a simple guide on common types of harm.
- Each child will respond differently to abuse and their response to or disclosure of harm will be unique. If you see, hear or notice significant changes or deterioration in their behaviour, responses, emotional or psychological state, they may have been a victim of a type of abuse. Trust your instincts if this is the case, and start to *keep a record* of what you witness.
- A child may not be the primary victim in instances of abuse however it is likely they will still be impacted and suffer harm. For example, children are psychologically and emotionally impacted when they witness domestic violence.

Types of abuse actions behaviours by parent/carer	Physical	Emotional	Sexual	Neglect
	Hitting Punching Scalding Domestic and family violence	Scapegoating Rejection Persistent hostility Domestic and family violence	Penetration Sexual exploitation Exposure to pornography	Failure to attend to medical needs Poor Hygiene / Nutrition Inadequate supervision
Resulting Harm impact experienced by the child	Physical <i>Refers to the body</i>	Emotional <i>Refers to the ability to express emotions</i>	Psychological <i>Refers to the mind and cognitive processes</i>	
	Bruising Fractures Internal injuries Burns	Depression Hyper vigilance Poor self-esteem Self harm Fear/ Anxiety	Learning and development delays Disorganised attachment Impaired self-image In infants, neurological changes in the developing brain	

Source: Department of Child Safety, Youth and Women, June 2017

Disclosure of harm

- A child, or someone else may inform you that harm has occurred or is likely to occur. It is important to take all disclosures of harm seriously and take immediate action to protect a child, including calling 000 if an emergent situation presents.
- For some, this will be a scary thing to report on and conversations must be handled with sensitivity and the upmost care. When receiving this information from the child, or another person concerned for the child, the following may assist in responding appropriately:
 - Ask the person if they feel comfortable in finding a private place to discuss. If they don't, ensure that the discussion happens in a public setting but away from earshot of others.
 - Listen carefully.
 - Remain calm and be aware of your body language, including facial expressions - don't express anger or rage, or alternatively don't act dismissively.
 - Ask open ended questions that are not leading in nature.
 - Take all information made available to you, but don't attempt to question, challenge or investigate at this stage.
 - Believe the person.
 - Offer reassurance, let them know reporting the issue was the best thing to do and advise of your next steps.
 - Let the child or adult know that while information needs to be reported to ensure the child is protected, the information will remain confidential.
- Information received needs to be documented accurately and passed on to the relevant party. See **S7 Reporting Harm** to assist with this task.

Child Sexual Abuse

What is it?

Child sexual abuse is when an adult, a stranger, a child or a teenager involves a child in sexual activity ⁱⁱⁱ.

This activity can be physical, verbal or emotional in nature and is generally carried out by someone the child knows ^{iv}.

Different types of sexual abuse can occur including intrafamilial (someone inside the family), extrafamilial (someone outside of the family), contact (sexual assault, rape etc.) and noncontact (exposure to pornography, taking photos or videos).

Almost 50% of sexual abuse is completed through a process known as grooming ^v. Grooming has been described as "skilful manipulation" ^{vi} which highlights its complexities and dangers, where perpetrators know how to deceive while being respectful, helpful and charming.

To ensure predatory behaviour can be identified at the earliest possible stage, it is important to know the signs, indicators and general process of grooming. Keep in mind that most of these actions may appear innocent despite having a sexually deviant underlying motivation, and are likely to take place over time ^{vii}. Predators are also known to change their approach, thus making proactive identification of grooming behaviours particularly hard.

While predators may be smart, we as a community are stronger.

What is grooming?

Craven, Brown, and Gilchrist ^{viii} (2006:297) define sexual grooming as:

A process by which a person prepares a child, significant others, and the environment for the abuse of this child. Specific goals include gaining access to the child, gaining the child's compliance, and maintaining the child's secrecy to avoid disclosure.

While research is not conclusive, there is consensus that predators will go through a four stage process to groom a child.

Stages of grooming may include:

1. Victim selection

Many offenders were found to single children out based on:

- *Physical traits* including attractiveness, attire and being small.
- *Family or social situations* including children of single parents, children whose families have alcohol, drugs, mental health or domestic violence issues present.
- *Perceived psychological vulnerabilities*^{ix} including children with self-esteem or confidence issues, those who appeared more innocent and trusting, and those who lack social skills or social support.

2. Gaining access and engaging in communication. End goal = isolated child.

Perpetrators have been found to position themselves at opportune locations which may at first appear as innocent coincidences. Examples include the local park, shopping centre, sporting facility or pool. 33% of extrafamilial offenders (individuals external to the family) found ways to be invited into the child's home. Perpetrators were also found to create excuses to see a child outside of everyday general or professional activity (e.g. teacher requesting after school hours contact).

3. Deceptive trust development. End goal = special bond

During this stage a predator will get to know the child and family thoroughly, finding out likes and dislikes, appearing as a kind, respectful and non-judgemental friend whom the victim or family can share any or all of their issues with. A victim can be made to feel like the perpetrator is someone who "gets them".

This stage of the process is considered crucial to the perpetrator's end goal of coercing a child into participating in activities and keeping these hidden or secret and, at first, unquestioned.

This stage can also include buying gifts, showing signs of favouritism, giving them goods that they may not be able to otherwise obtain (i.e. drugs or alcohol) or being helpful^x.

It has been recognised that not only are children susceptible but their families are also susceptible to developing trust with a predator. As such, new laws in Queensland have expanded grooming offences to include not just children as victims, but those with care of a child, subsequently recognising the manipulative power some predators pose.

4. Physical contact or vulnerable position. End goal = Desensitising the child to touch, or inappropriate environments in order to commit an offence.

Physical contact: Most physical contact will initially appear as innocent or unintentional. This is why it is important to maintain clear physical boundaries with children, thus making any attempts for escalation into predatory behaviour easier to identify. e.g. patting on the back which may escalate to massaging and cuddling, before escalating into sexual contact.

Any physical contact is being carried out to engage a child in a sexual act.

Vulnerable positions: When a predator has a child in a place of deceived trust, they may request the child to engage in or perform actions that the child does not wish to do. The child may feel obliged because the adult, who is in a position of power, has asked, coerced or forced them into the act. The predator may also 'normalise' the activities. Much of the perpetrator's power lies within the ability of the child to keep the activities a secret, and they will most likely request a child not disclose this to anyone.

8. Reporting Harm

When to make a report?

QYO believes that child protection is the responsibility of all. It is our policy that anyone who identifies, suspects or receives a disclosure that harm exists, or is likely to occur, **MUST** make a report to the **Child Protection Officer WITHIN 24 HOURS** and, take relevant action to remove or reduce future risks existing within our environment, where it is within their power to do so.

Sexual abuse

Reporting: Under Queensland law, every adult in Queensland must make a report to police if they reasonably believe a child has been or may be harmed by sexual abuse. If the issue is urgent, please contact 000. Where it is not, the adult must report to the QYO Child Protection Officer, who will make a report to police as per this policy.

Protecting: QYO is required to take active steps to reduce or remove risks of sexual harm to a child whereby another adult within QYO may cause such harm to a child, and it is within the QYO General Manager, QYO Board or other leadership's power to do so.

Some exceptions to these laws apply, for more information see: [Failing to report or protect children from sexual crimes | Your rights, crime and the law | Queensland Government \(www.qld.gov.au\)](#)

Physical abuse, neglect and other types of harm

Any person may make a report if they reasonably suspect that a child may be in need of protection. Where harm has been identified, QYO requires its staff and volunteers to proceed on the basis of this Reporting Harm Policy.

When and who you report to may be different in each circumstance, therefore use the following online child protection decision making tool to help you decide which statutory agency or family support service to report to or follow the steps below.

[QLD Child Protection - Decision Making Guide](#) *Note: The Child Protection Decision Making Guide has been designed to complement rather than replace a person's critical thinking and does not preclude a person from any course of action they believe is appropriate.*

Harm should be reported if a child has, or is likely to suffer, significant harm and there is no parent willing and able to provide protection to the child. The parent **must be both willing and able** to protect a child.

Parent willing and able: *The parent is able and willing to protect the child when they are aware of the concerns and are capable and willing to take action to ensure the child's safety and stability and to promote their health, wellbeing and development (QFCC, 2017).*

Examples:

- A parent may have the ability but be unwilling to protect the child i.e. an able parent is in a relationship with someone who has sexually harmed a child, and the parent chooses to remain in the relationship.
- A parent is willing but unable i.e. a parent under the influence of an illegal intoxicating substance is willing, but may not be able to perform all tasks and may require support.

Who to report to:

The QYO General Manager is the **Child Protection Officer** appointed to carefully and considerately handle child protection issues or concerns.

QYO CHILD PROTECTION OFFICER:

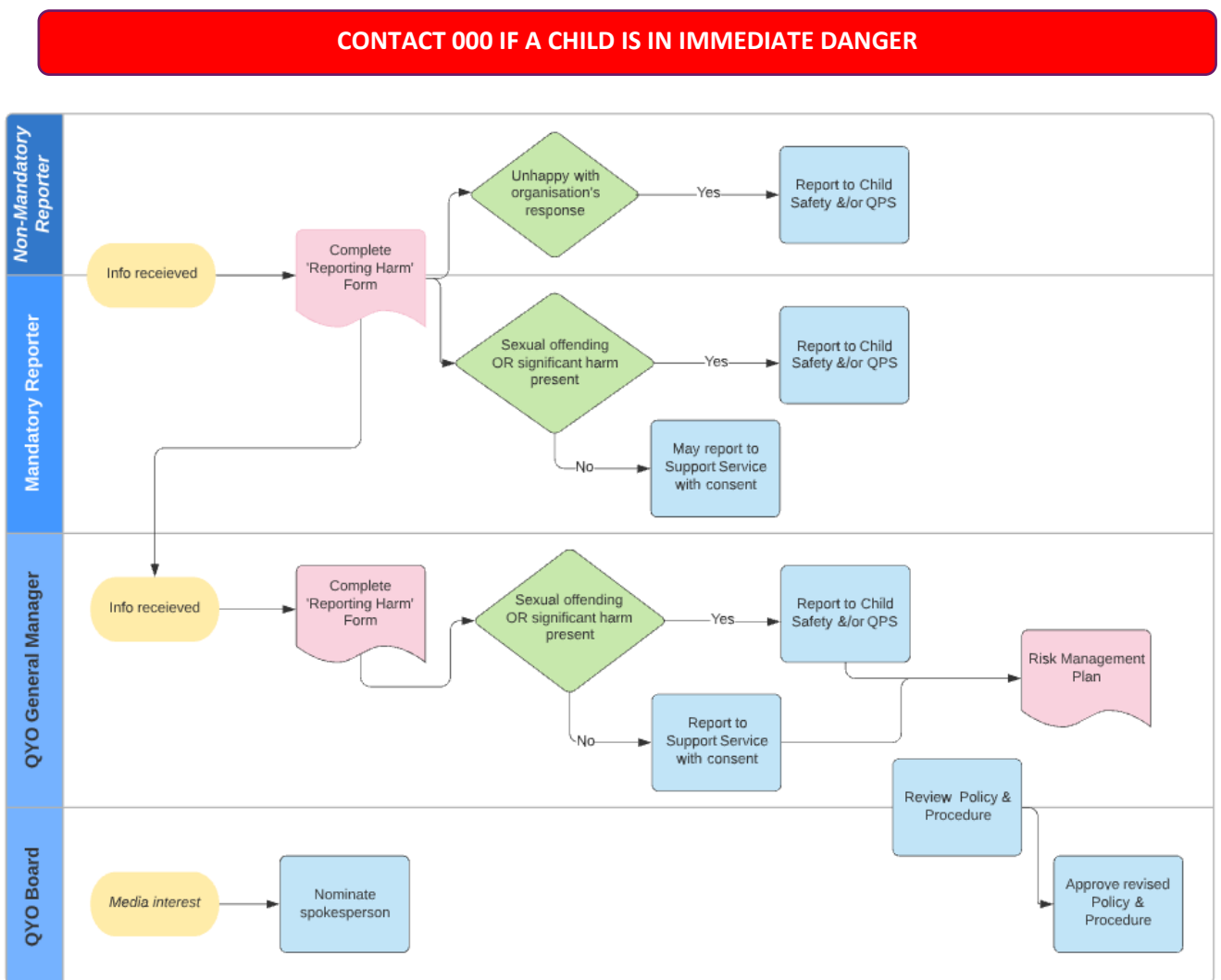
Geoff Rosbrook, QYO General Manager

Ph. 07 3257 3029, 0408 615 631

Email: geoff@qyo.org.au

How to report

Reporting Harm Flow Chart



Steps for reporting (see also flow chart above)



Threshold: Determine if sexual abuse is present or reporting threshold is met – see above section on *When to Report*.



Non-mandatory reporters

- If a child is in immediate danger call 000, if not then notify the QYO General Manager immediately.
- Complete Incident Reporting (Appendix A) to note concerns arising from observations or disclosures and provide to the QYO General Manager.
- Care for yourself.

OR

Mandatory reporters

- If you are a **mandatory reporter** you **must** report to Queensland Child Safety **in writing** if you reasonably suspect that a child has been harmed, is being harmed or is at significant risk of being harmed due to physical and/or sexual abuse **and** does not have a parent willing or able to remove them from the harm.

Under the *Child Protection Act 1999*, mandatory reporters are:

- teachers
- doctors
- police officers with child protection responsibilities
- registered nurses
- child advocate under the *Public Guardian Act 2014*
- early childhood education and care professionals
- Child Safety services
- Licenced care services

Penalties may be incurred by those named as 'mandatory reporters' if they fail to report.



The QYO General Manager will then:

- Remove or reduce risk to the child
 - Provide information to Child Safety, local police station or Family and Child Connect
- IMPORTANT:** If the child protection concern relates to the General Manager, or other person appointed to receive a child protection concerns, then a report is to be immediately made to a QYO Board Member, Police or Child Safety.



The QYO General Manager will initiate a review of the CYRMS.

How to report

Reporting to the Child Protection Officer, QYO General Manager or a QYO Board Member will ensure swift action can be taken to ensure the safety, health and wellbeing of the child, and appropriate risk management strategies are enacted.

If the issue is URGENT, call 000.

If the issue is not urgent the QYO General Manager or appointed Child Protection Officer, can contact a Child Safety Regional Intake Service (Monday to Friday, 9am to 5pm) or Child Safety After Hours Service Centre on 1800 177 135 if outside business hours. Phone numbers are as follows:

Brisbane: 1300 682 254	North Queensland: 1300 706 147
Central Queensland: 1300 703 762	South East: 1300 679 849
Far North Queensland: 1300 684 062	South West (Darling Downs): 1300 683 390
North Coast: 1300 703 921	South West (West Moreton)/Ipswich: 1800 316 855

For more information, please see [Child Safety Regional Intake](#)

Reporting on circumstances that do not meet threshold

- A child is not in need of protection and subsequent reports are not required if there is a parent willing and able to provide adequate care and protection.
- If it is considered a Police or Child Safety notification is not required, but concerns for a child's safety, health and wellbeing remain present, a referral can be made to a local [Family and Child Connect](#) (FCC). A FCC will provide tailored assistance to a family and/or child aimed at improving the child's circumstances and outcomes.
- **Consent:** A mandatory reporter does not require the consent of the family to make a referral, however everyone else does.
- The General Manager, Child Protection Officer or identified person, may work with the family, if it is determined that a referral to the FCC is appropriate.

Reporting outside of Queensland

Circumstances may arise where QYO may need to report on harm having occurred, is being suspected to have occurred, or is likely to occur in the future to jurisdictions outside of Queensland. The QYO General Manager and/or Child Protection Officer can contact the relevant states and territories shown below to obtain further assistance:

- ACT: [Office for Children, Youth and Family Support](#) - phone 1300 556 729 (24 hours)
- New South Wales: [Department of Community Services](#) - phone 132 111 (24 hours)
- Northern Territory: [Territory Families](#) - phone 1800 700 250
- South Australia: [Department of Child Protection](#) - phone 131 478
- Tasmania: [Department of Health and Human Services](#) - phone 1300 737 639 (24 hours)
- Victoria: [Department of Human Services](#) - phone 131 278 (24 hours)
- Western Australia: [Department of Child Protection and Family Support](#) - phone 1800 622 258 or if after business hours 1800 199 008.

Risk Management

If it is determined the child is at risk and the risk may continue to impact activities and programs delivered by QYO, the QYO General Manager will be responsible for implementing a risk management plan to protect the child. Consultation will occur, if appropriate.

IMPORTANT: Any adult (first adult) within QYO is required to take active steps to reduce or remove risks of harm to a child, whereby another adult, within QYO, may cause such harm to a child and it is within the first adult's power to do so.

If applicable, the General Manager, Child Protection Officer or other authorised person will liaise with Child Safety, Police or the relevant authority about next steps. They will be guided by the direction of Child Safety and/or Police on whether it is appropriate to advise the child, parents, family or long-term guardians of the report and/or the outcome of any investigation. If deemed appropriate by Child Safety, the QYO Child Protection Officer will be responsible for identifying the most appropriate person to engage with the child, parent and family subject to a report.

QYO will assist in providing coordinated services, within the scope of appropriate service provision and sphere of their responsibility, to make plans for protection and care of the child and to meet the protection and care needs of children and supporting their family/s.

Children and parents will continue to be kept informed about what is happening, and outcomes of any investigations via regular meetings with the QYO General Manager.

Subject to the prioritisation of the child's safety, wellbeing and best interest, wherever possible QYO will obtain consent prior to:

- Providing, or planning to provide, a service, help or support to a child or a child's family to decrease the risk of the child becoming a child in need of protection; or
- Disclosing personal information about a person to someone else.

Dissatisfied with QYO Response

If you are not satisfied QYO has adequately reported your concerns for a child, you are encouraged to make a report yourself. You are not required to consult with any member of QYO or gain their support prior to making a report.

Post Report/Incident

Police or Child Safety Investigations

From time to time, Police or Child Safety may conduct an investigation into a child and their family which may require assistance from QYO. If this is to occur, all QYO adults and participants will make themselves available to assist Police and/or Child Safety in these investigations and provide information to the best of their ability.

QYO staff will keep a record of any concerns and all children who attended the clinic or sessions, and provide all requested information.

Responsibilities

The QYO General Manager and/or QYO Board will be responsible for conducting a post incident review of all policies, procedures, forms and training, and will be responsible for caring for staff.

Media

Media attention may be generated by an incident/s that occurs at QYO. The media may request a statement or interview with regards to sensitive information. All QYO staff and volunteers will refrain from speaking to any media representatives to protect the child, their parent/s and family, as well as QYO.

The QYO General Manager and/or QYO Board will nominate a spokesperson, which may include referral to a solicitor.

Protection from liability

QYO staff and volunteers should be aware that a person who, acting honestly, gives information under their requirements under the Child Protection Act, will not be liable for giving the information. The mere provision of information cannot be held to have breached any code of professional etiquette or ethics or departed from accepted standards of professional conduct. QYO supports staff and volunteers to act in accordance with this Policy and to disclose information to relevant authorities as required by this Policy.

Review

Following an incident where harm is identified or disclosed, QYO will undertake a review of policies and procedures, at the direction of the General Manager and QYO Board. This will:

- consider the application of the policies and whether there are any changes necessary, for example, whether they are suitable for:
 - responding to a child or young person when a disclosure is made
 - protecting children and young people from harm
 - assisting involved parties within your organisation
- identify any additional training requirements and support avenues for children.

Legal advice may be sought prior to commencing a review to ensure QYO does not inadvertently interfere with any court processes. The review should record what worked well and what may need to be improved. If new policies and procedures need to be developed, information regarding the changes will be provided to all QYO stakeholders.

Handy Links

Click here for [Family and Child Connect](#)

Click here for the FCC [Online referral form](#)

Click here for the [Child Protection – Decision Making Tool](#)

Click here for the [Child Safety Regional Intake](#)

The decision support tool is to assist staff and volunteers to determine whether they need to refer or report their concerns about a child's safety or wellbeing.

9. Breaches

Policy Statement

The CYRMS is in place to protect children, and any breaches of this Strategy will be taken seriously. Breaches will be dealt with in a supportive, fair, confidential and consistent manner, and be clearly documented.

Reporting a breach

Should a breach of the policy be identified, including self-identification, it is imperative this is reported to the QYO General Manager **within 24 hours**.

Depending on the urgency, an individual may consider calling 000 Emergency Services or Child Safety prior to reporting a nominated person.

Post Breach

- Quick and frank advice needs to be provided to parents, staff, volunteers and other key stakeholders once an incident has occurred.
- It is important to advise how QYO intends on reducing the risk of subsequent issues in the future.
- While information must be made available to the above-mentioned parties, no identifying particulars should be included. At all times staff must protect the privacy and confidentiality of all involved parties.
- A review of the CYRMS will be completed.

More information

For more information on how breaches of this policy will be managed, see the QYO Grievance Policy and QYO Disciplinary Policy.

10. Risk Management Plans for High-Risk Activities and Special Events

Policy Statement

QYO aims to protect young people while they are engaged in any QYO activity, and give them an opportunity to explore their abilities in a variety of ways, which may include events, experiences or activities outside of general rehearsals, tutorials and concerts.

QYO will implement effective risk management analysis, planning and mitigation aimed at keeping young people, staff, volunteers and all other persons safe.

Benefits

By implementing effective risk management QYO will:

- Increase the likelihood of achieving optimal outcomes for young people.
- Remove opportunities for harm and threats to young people, our culture and the community.
- Improve confidence in parents, stakeholders and the community.
- Ensure all events and activities are planned effectively and reviewed in a consistent and reliable manner.

Scope

A high-risk activity or event is anything that may occur outside of the approved facilities, general rehearsals or similar activities, or involve individuals who have not been previously approved. It also includes activities that may involve a potential hazard or require mitigation strategies.

Examples are music camps, tours, overnight stays, certain day trips, swimming, participation of individuals external to QYO, venues with crowds and hazards.

Complete a Risk Management Plan

The relevant QYO Office staff member is required to complete a risk management plan if the high-risk activity or special event threshold is met. These plans take into account a number of considerations which have been adapted from Standard Australia's AS/NZS ISO 31000:2009 Risk management – Principles and guidelines.

A risk matrix will be used to determine consequence, likelihood and give an overall risk rating. If risks are classified as 'Extreme' after risk mitigation strategies are in place, then the activity or event is not to proceed.

Endorsements, Communication and Review

The QYO General Manager must endorse all risk management plans, and ensure all relevant persons are aware of such. Communication for reducing risks during high-risk activities or special events, must be provided to QYO adults, participants and other relevant people. This communication must be provided in a manner cognisant to the stakeholder's level of understanding, eg. child-friendly documents must be provided to young children.

The QYO General Manager is responsible for reviewing risk management plans after the event has occurred, and recording any learnings to assist future activities or events.

Record Keeping

All risk management plans, learnings and reviews will be kept on file.

11. Compliance with Requirements of the Blue Card System

Risk Management Strategy Requirements

- Reviews of the CYRMS will occur annually, or upon an incident, harm or suspected harm being identified or a breach.
- Reviews are the responsibility of the QYO General Manager and require QYO Board endorsement.
- Annual or post-incident reviews will seek to include input from a variety of people including children, QYO staff, parents, QYO Board and anyone else deemed suitable.
- Reviews will consider:
 - general compliance with policies and procedures, including use of appropriate reporting channels
 - effectiveness of policy and procedures in handling concerns raised with specific focus on concerns relating to breaches, and harm or suspected harm
 - effectiveness of policies and procedures in minimisation and prevention of harm
 - ease of staff ability to comply with policy and procedures, and applicability to the environment and services provided
 - content of induction training, as well as content and frequency of ongoing training
 - compliance with record keeping requirements
 - updates to legislation and evidence based best practice for upholding the safety and well-being of children.
- Reviews will be documented and held on file by QYO.

Who requires a Blue Card or Exemption Card

QYO is a regulated environment dealing directly with children and young people, therefore any person who has direct or indirect contact with children must have a Blue Card or Exemption Card before commencing activities (see exception below). This applies to all staff and regular contractors (e.g. photographers, audio recording staff, videographers).

Parents who volunteer in the same QYO activity as their child, unless they are a restricted person, do not require a Blue Card or Exemption Card. However, QYO will ensure appropriate volunteer parents to apply for a Blue Card at the earliest opportunity.

Tradespeople and contractors who are visiting the premises to complete work that does not involve children do not need a Blue Card. However, these individuals will be closely monitored for interactions with children and appropriate risk mitigation strategies put in place to ensure the safety of children.

More information on Restricted Persons and Restricted Employment is available from Queensland Blue Card Services: [Restricted Person and Restricted Employment](#)

Blue Card System: Contact Person

The QYO Administration Officer is the designated contact person responsible for managing Blue Cards and Exemption Cards. Each Blue Card or Exemption Card application form for a paid or volunteer employee has a space in the 'Organisation details' section for a 'contact person'. Blue Card Services will send all notifications to the QYO Administration Officer. The QYO General Manager, Administrator and Administration Officer are the only QYO staff who Blue Card Services can discuss the person's Blue Card status with unless additional authorisation is provided.

Blue Card Processes

i) *Managing Blue Card applications*

Before commencing work with QYO, those needing a Blue Card must register via the government website <https://my.bluecard.qld.gov.au/login> for either a Paid or Volunteer Card. A Paid card (indicating the person receives financial payment from QYO) is usually approved within 24 hours. A Volunteer card is free but can take up to 6 weeks to process. See Appendix B for directions on how to apply for a Blue Card.

ii) *Managing existing Blue Card holders*

A Blue Card of a QYO adult MUST be sighted (photograph acceptable) and linked to the organisation by the designated contact person before commencement of duties. The following details must be provided to QYO: full legal name (matching their Blue Card account name), email, date of birth, and mobile telephone number.

The designated contact person must notify Blue Card Services of any change to the employee's/volunteer's personal information, adding the date they informed Blue Card Services to the employee register.

It is an offence for an employee to fail to notify Blue Card Services of any change in personal details within 14 days.

Managing High Risk Individuals

Managing changes in police information

Individual staff are obliged to advise QYO if there is a change in their police information. They are not required to disclose the specific nature of the change, only that a change has occurred. An authorised QYO staff member will then notify Blue Card Services within 48 hours of being advised of this information.

Managing high-risk individuals

The following process applies if the designated contact person receives notifications from Blue Card Services in relation to high-risk individuals, for example:

- an employee receives a negative notice or is a known disqualified person, or
- an employee has their Blue Card or exemption card cancelled or suspended, or
- an employee has their Blue Card application withdrawn, or
- a notification in relation to a serious change in criminal history is received from Blue Card Services.

The designated contact person will inform the QYO General Manager, who will ensure the adult does not continue to have direct or indirect contact with young people within the organisation.

If an unexpected adult arrives at a QYO venue, expects to have contact (direct or indirect) with young people and doesn't have a Blue Card, they will politely be informed of Queensland Law and QYO policies, and asked to leave the premises.

Ceasing Services

If a QYO staff member ceases working with QYO, the designated person will advise Blue Card Services immediately, and 'de-link' this individual from the QYO Blue Card account.

Employee Register

QYO maintains a register of staff and employees, using information found on the Queensland Government's Blue Card Services Organisation Portal. This register is maintained by the QYO Administration Officer and a hard copy is also stored securely.

Review of the register takes place three times per year, typically in January, May and December.

12. Strategies for Communication

Policy Statement

Child safety is the responsibility of everyone at QYO. Appropriate communication is encouraged at all times, as it is vital to ensuring our children are safe and have the opportunity to reach their full potential.

QYO is committed to effectively and proactively providing people with relevant and accurate information to ensure young people remain safe and free from harm while engaged in its activities.

In order to meet our core objectives and comply with legislation, QYO will communicate with key stakeholders to ensure individuals are aware of their responsibilities and our expectations for conduct with young people.

Strategic objectives

- Ensure young people, parents and others who hold concerns know how to report issues or seek help in a timely manner.
- Raise awareness and improve confidence of parents and other key stakeholders of QYO's commitment to uphold the safety of children at all times through clear and consistent processes to reduce risk of harm.
- Provide accurate and up to date information in a clear and succinct manner on child protection.
- Improve internal and external communications.
- Reduce the likelihood of breaches of the CYRMS.

Scope

This *Communication Strategy* relates to all internal and external communication with stakeholders including, but not limited to QYO staff, parents, participants, contractors and the general public.

How we will achieve this

QYO will provide

- an easily accessible PDF copy of the CYRMS on the QYO website
- a printed copy of the CYRMS to anyone who requests it
- training to QYO staff on the CYRMS including identifying risks of harm and how to handle disclosures or suspicions of harm.
- a link to the CYRMS in the online annual membership acceptance form
- a link to the CYRMS in at least one edition each year of QYO's e-newsletter, Tutti

13. Support

Staff, members or parents may require support to deal with issues such as behaviour management, stress, conflict, bullying including cyberbullying, child protection concerns, breaches of the CYRMS and dealing with disclosures or suspicions of harm, especially after incidents.

QYO will assess each situation and organise appropriate support services. These may include:

- appointing or partnering with external work health and safety officers, and/or counselling services
- implementing mentoring programs using mentors who are either internal or external to QYO, including mediation or other alternative conflict resolution techniques.
- providing additional training.

External Support Services

Face to Face:

- General Practitioner
- School Chaplain
- Psychologist, counsellors and other mental health practitioners (the Australian Government is supporting people to attend 20 psychology sessions under a *Mental Health Care Plan* – talk to your GP today).

Online/Telehealth:

Kids Helpline	Ph. 1800 55 1800	www.kidshelpline.com.au
Beyond Blue	Ph. 1300 22 4636	www.beyondblue.org.au
Headspace	Ph. 1800 650 890	www.headspace.org.au

Head to Health:

Provided by the Australian Department of Health, Head to Health brings together apps, online programs, online forums, and phone services, as well as a range of digital information resources.



www.headtohealth.gov.au

Aboriginal and Torres Strait Islander Services:

For a list of Queensland Aboriginal and Torres Strait Islander Family Well-being services go to:
www.csyw.qld.gov.au/child-family/child-family-reform/meeting-needs-requirements-aboriginal-torres-strait-islander-children-families-communities/aboriginal-torres-strait-islander-family-wellbeing-services

Esafety

The ESafety Commissioner has many available resources to help young people understand virtual engagement. It also has helpful educational guides regarding safety and security in a child appropriate format.

<https://www.esafety.gov.au/>

14. APPENDIX A: Incident Report Form

INCIDENT REPORT FORM



Name/s of the person or people involved in the incident:

Description of the incident:

Date and time incident occurred:

Location where incident occurred:

Immediate action taken: Please include details of who has been informed. Is a report to police or Child Safety required?

If no action taken - reason:

Follow up action (including person responsible and date completed):

Name of person completing this form:
Telephone:
Signature:
Date:

Contact Numbers:
Ambulance/ Police/ Fire: 000 Child Safety Brisbane Intake Service: 1300 682 254
Child Safety Services: 1800 811 810 (After hours): 1800 177 135 or (07) 3235 9999

15. APPENDIX B: Blue Card Registration Procedure

The Blue Card Renewal and Application process is accessible online. The process is similar for both a new application and a renewal, as explained below.

1. Create an online Blue Card account.

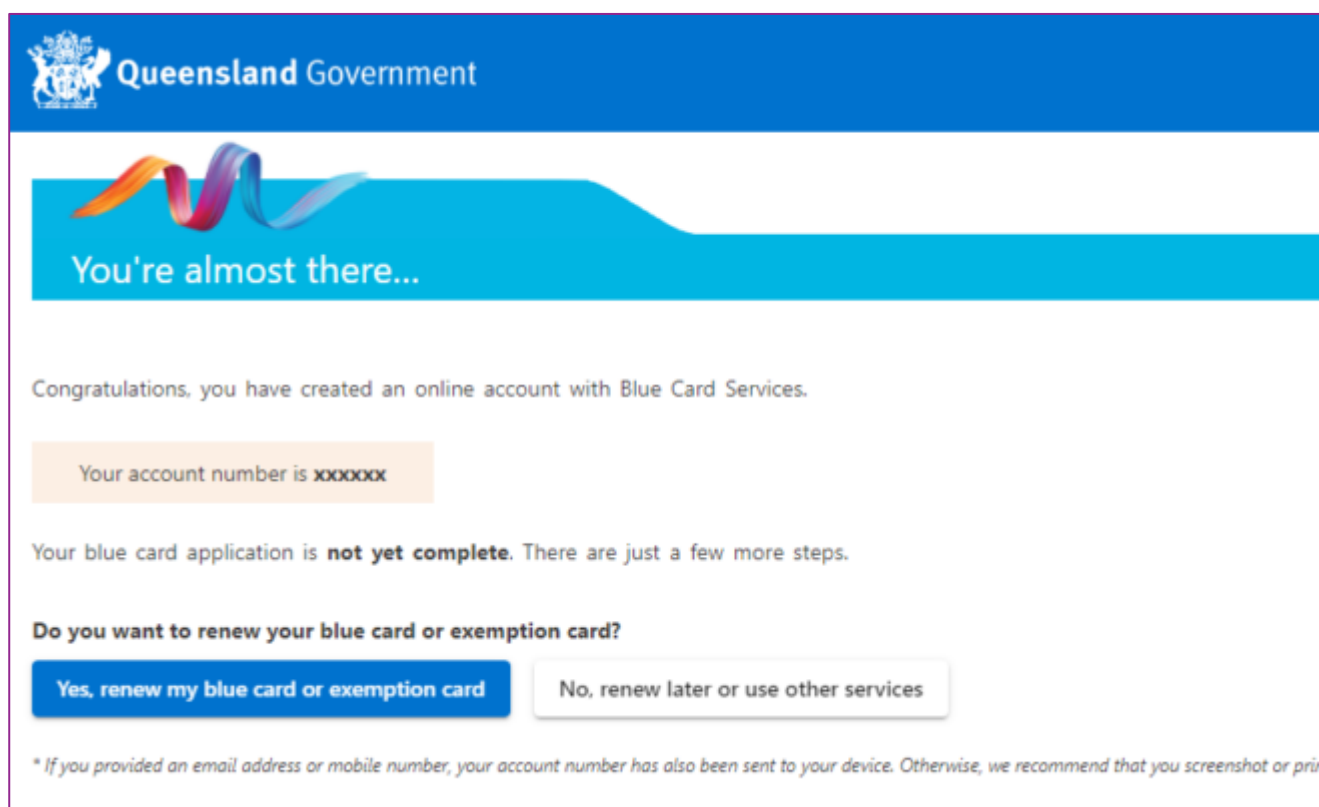
Head to <https://my.bluecard.qld.gov.au/login>

If you already have a Blue Card portal login, log in using your ID and date of birth.

If you don't have a login – click “Register for an Online Account”.

You will need to fill in some personal details, and eventually you will be given a portal account number.

Make note of this number as you will require it later, see below.



2. Send QYO your Account Details

Send your Account Number and your date of birth to eugenie@qyo.org.au. Using these details, we will be able to link your Blue Card account number to QYO, which is required for you to continue with your application.

Once your account has been linked, you'll receive an email confirmation.

3. Complete your Blue Card Application or Renewal

Log back into the Blue Card Online portal (<https://my.bluecard.qld.gov.au/login> with your ID and date of birth.

Click on “Apply for a Blue Card or Exemption” or “Renew my Blue Card or Exemption Card”, whichever is relevant to you.

Follow the prompts to advise you are working with children. Make sure you select either Volunteer or Paid Employee in this section, whichever is relevant for you.

If you have performed Step 2 correctly, you will be able to move through the other stages and complete your Blue Card application.

If you did not send your Blue Card account number to us (or you have not linked your account to QYO in the past), then you will be presented with this screen:

If you are unsure which type of child-related work to select, please [contact us](#) for assistance.

We need more information from your volunteer organisation

Before you can apply for a volunteer blue card, the organisation you are volunteering with must tell us that you are one of its volunteers. Your organisation has not yet done this.

Tell your organisation your Blue Card Services account number. Your organisation will use that number to link you as one of its volunteers. If you provided an email address or mobile number, your account number has been sent to your device already. Please wait until your organisation has linked you before applying (we'll send you a message when this happens).

Alternatively, if you wish to apply for paid blue card, please change your application type to 'Job seeker'. Payment will be required for this application type if you proceed.

To fix this problem, email eugenie@qyo.org.au and advise her of your Blue Card Account number, and your date of birth. She will then link your account to the organisation and once done, you'll receive an email showing that you have been linked with QYO. Once you've received that, go back into your Blue Card Portal and continue your application or renewal.

You will then be able to complete the rest of the application process yourself by following the prompts on the next few pages. These pages just confirm details are correct.

Finally you'll see a confirmation page with your Blue Card Application number.

Your Blue Card will be issued and sent to your mailing address in the following weeks.

REFERENCES

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