



# Child and Youth Risk Management Strategy

Updated 6 October 2023

## SUMMARY

Queensland Youth Orchestras (QYO) has a zero-tolerance policy to child abuse and neglect in any form.

QYO is committed to safeguarding and promoting the welfare of Children in its organisation by providing a safe and inclusive environment and by ensuring that everyone involved is educated and informed of their responsibilities to protect and look after Children.

All Children have the right to feel safe and protected from all forms of abuse, harm and neglect. Children have the right to take part in our programs in a safe, positive, and enjoyable environment.

QYO aims to create and maintain an inclusive, child-safe environment that is understood, endorsed, implemented, and adhered to by everyone involved.

This Policy is part of QYO's proactive and preventative approach to upholding its commitment to the safety, wellbeing, participation and empowerment of all Children involved in its programs.

The QYO Child Safeguarding Policy seeks to ensure that everyone involved in activities is aware of their rights and responsibilities in relation to Children. This Policy sets out the standards of behaviour expected of those involved in our organisation and the behaviours that are not acceptable ('Prohibited Conduct').

This Policy imposes obligations on QYO in relation to responding to allegations of Prohibited Conduct, including by reporting suspected Child Abuse to the appropriate authorities and to implementing a commitment to child safety and child-safe practices, including recruitment and screening of staff and volunteers.

## DEFINITIONS

In this Policy the following words in the singular include the plural and vice versa and have the corresponding meaning:

**Abuse** means any type of abuse (including physical, emotional or psychological, sexual, and inappropriate use of power) that has caused, is causing or is likely to cause harm to a person's wellbeing, whether in person or as the result of a publication viewable by any other person by any means.

**Activity** has the meaning of any QYO event, practice or gathering of employees, volunteers or musicians, planned or otherwise

**Bullying** means a person or group of people repeatedly and intentionally using words or actions, or the inappropriate use of power, against someone or a group of people to cause distress and risk to their wellbeing.

**Child** means a child or young person who is under the age of 18 years.

**Child Abuse** has the meaning given to it in Schedule 1 and includes the following as outlined in that Schedule:

- (a) Physical Abuse
- (b) Emotional or Psychological Abuse
- (c) Sexual Abuse
- (d) Neglect
- (e) Exposure to Family Violence.

**Child Safe Practices** refer to the child safety requirements and practices adopted and implemented by Relevant Organisations to help ensure the safety of Children participating in a QYO Activity as outlined in this policy

**Grooming** refers to the process by which an adult establishes a trusting relationship with a child and those associated with the child's care and wellbeing, to create an environment in which abuse can occur.

**Harassment** means any type of behaviour towards a person that they do not want and that is offensive, abusive, belittling or threatening and is reasonably likely to cause harm to the person who is the subject of the harassment.

**LGBTQI** means Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, and Intersex.

**Misconduct** with a Child means any behaviour involving a Child that is objectively age inappropriate and/or places the Child at risk of harm.

**Policy** means this Child Safeguarding Policy including any schedules, annexures and appendices. Prohibited Conduct means conduct in breach of this Policy.

**Recruitment and Screening** means the child safety recruitment and screening requirements adopted and implemented by Relevant Organisations to help ensure the safety of Children participating in QYO, as outlined in Annexure C.

**Relevant Persons** means any:

- (a) Employee
- (b) Personnel
- (c) Volunteer
- (d) Guest
- (e) Musician
- (f) Visitor
- (g) Contractor
- (h) Parent

**Sexual Misconduct** means:

- (a) Sexual Harassment which is any unwanted or unwelcome sexual behaviour where a reasonable person would anticipate the possibility that the person being harassed would feel offended, humiliated, or intimidated; and
- (b) Sexual Offences which include any criminal offence involving sexual activity or actions of indecency.

**Unlawful Discrimination** includes:

- (a) Direct Discrimination when a person or group of people is treated less favourably than another person or group, because of a personal characteristic; and
- (b) Indirect Discrimination when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share, where such personal characteristic is protected by applicable anti-discrimination legislation.

**Victimisation** means subjecting a person, or threatening to subject a person, to any unfair treatment because the person has made, or intends to pursue their right to make, a complaint or lawful disclosure, including under applicable legislation or this Policy, or for supporting another person to take such action.

**Vilification** means a public act, conduct or behaviour that incites hatred, serious contempt for, or revulsion or severe ridicule of, a person or group of people because of a particular characteristic they hold, as covered by applicable legislation, including their race or religion, or homosexuality, transgender or HIV/AIDS status.

## 1. Statement of Commitment

QYO is committed to ensuring the safety and wellbeing of all Children that are involved in our organisation. Our policies and procedures seek to address risks to child safety and to establish a child safe culture and practices.

We are committed to keeping Children safe:

- (a) Through our Child Safeguarding Policy, we document our clear commitment to keeping Children safe from abuse and neglect.
- (b) We communicate our commitment to all Relevant Persons and give them access to a copy of our commitment statement.

We promote equity and respect diversity:

- (a) We actively anticipate Children's diverse circumstances and respond effectively to those with additional vulnerabilities.
- (b) We give all Children access to information, support, and our complaints processes.
- (c) We consider the needs of all Children, particularly Aboriginal and Torres Strait Islander Children, Children with a disability, LGBTQI Children and Children from culturally and linguistically diverse backgrounds.

Our defined relevant persons know the behaviour we expect:

- (a) We ensure that Relevant Persons involved in the delivery of our Activities involving Children understands their role and the behaviour we expect in relation to keeping Children safe from abuse and neglect through application of our Child Safe Practices.
- (b) We utilise clear position descriptions which clearly state relevant child safe requirements.
- (c) All Relevant Persons are given a copy of or have access to the Child Safe Practices.

We minimise the likelihood of recruiting a person who is unsuitable:

- (a) We have appropriate measures in place to minimise the likelihood that we will recruit staff or volunteers who are unsuitable to work/volunteer with Children.
- (b) We will meet the requirements of the Blue Card system in Queensland.

Induction and training are part of our commitment:

- (a) We provide all new staff and volunteers with information about our commitment to Child Safety including our:
  - i. Child Safeguarding Policy;
  - ii. Child Safe Practices; and
  - iii. Responding to Child Abuse Allegations.
- (b) We support ongoing education and training for our employees and volunteers to ensure child safety information is provided and updated as required.
- (c) We ensure that our staff and volunteers have up-to-date information on relevant legislation which applies in the state or territory they are based in or where they may travel to as a part of their duties.

We encourage the involvement of Children and their parents:

- (a) We involve and communicate with Children and their families to assist in developing a safe, inclusive, and supportive environment. We provide information to Children and their parents/carers (such as brochures, posters, handbooks, guidelines) about:
  - i. our commitment to keeping Children safe and communicating their rights;
  - ii. the behaviour we expect of Relevant Persons and of themselves;
  - iii. our policy about responding to child abuse (this Policy).
- (b) We have processes for encouraging two-way communication with Children and families.
- (c) We seek their feedback and have a process for responding.
- (d) We respect diversity and seek to facilitate effective communication and involvement.

Our staff and volunteers understand their responsibility for reporting child abuse:

- (a) Our policy for responding to child abuse is approved and endorsed by the QYO Board and applies to all staff and volunteers. Staff and volunteers must:
  - I. immediately report abuse or neglect and any concerns with policies, practices or the behaviour of Relevant Persons;
  - II. meet any legislated mandatory or other jurisdictional reporting requirements;
  - III. follow a specified process when reporting abuse or neglect.
- (b) Staff and volunteers are given a copy of, and have access to the Complaints, Disputes and Discipline Policy and understand the implications of the policy for their role.
- (c) We document any allegation, disclosure or concern regarding child abuse and monitor responses to all allegations, disclosures, or concerns.

We maintain and improve our policies and practices:

- (a) We are committed to maintaining and improving our policies, procedures, and practices to keep Children safe from neglect and abuse.
- (b) We have assigned responsibility for regularly maintaining and improving our policies and procedures to QYO's General Manager.
- (c) We monitor Relevant Persons to ensure appropriate practice, behaviour and policies are followed.
- (d) We require staff and volunteers to disclose convictions or charges affecting their suitability to work with Children. We review Working With Children Checks regularly.
- (e) We have formally reviewed our service delivery to identify and document potential risks to Children.
- (f) We undertake formal reviews, at least annually, to identify and document potential risks to Children associated with our service delivery.

## 2. Code of Conduct

All individuals coming under the scope of this Policy are responsible for the safety and wellbeing of children and young people who engage with QYO, and are expected to act in accordance with this Code of Conduct in any (physical and online) interactions with children and young people under the age of 18 years.

These individuals are required to:

- Act in accordance with QYO child safety and wellbeing policies and procedures at all times.
- Behave respectfully, courteously and ethically towards children, their families, and 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 in QYO.
- 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's policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children's safety and wellbeing as required by QYO risk assessment and management policy or process.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with QYO policies and procedures for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by legislation and by QYO policies and procedures on internal and external reporting.
- Comply with QYO's protocols on communicating with children.
- Comply with all relevant legislation and QYO's policies and procedures on record keeping and information sharing.

Individuals must not:

- 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 children they are working with for a purpose unrelated to the organisation's 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 the individual is required to do so by QYO policies and procedures on reporting.
- Use inappropriate language in the presence of children, or show or provide children with access to inappropriate images or material.
- Work with children while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed child harm or abuse

If an individual believes this Code of Conduct has been breached by another person in QYO, they must:

- Act to prioritise the best interests of children.
- Take actions promptly to ensure that children are safe.
- Promptly report any concerns to their manager.
- Follow QYO policies and procedures for receiving and responding to complaints and concerns.
- Comply with legislative requirements on reporting if relevant, and with QYO policies and procedures on internal and external reporting.

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

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

### **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 may 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.

## 4. Reporting Disclosures and Suspicions of Harm

All individuals involved in QYO play a crucial role in protecting Children and are required to follow the three actions set out below when responding to any Child Abuse allegations.

### Action 1 – Responding

If a Child is at risk of immediate harm you must ensure their safety by:

- Calling 000 for medical and/or police assistance to respond to urgent health or safety concerns;
- Administering first aid, if required;
- Separating at-risk Child and others involved;

Identifying an appropriate contact person for any on-going liaison with the Police. If there is no immediate harm, go to Action 2.

### Action 2 – Reporting

If you suspect, on reasonable grounds that a Child was, is, or is at risk of being abused and/or neglected, you must report it to the police and/or the Department of Child Safety.

If you suspect, on reasonable grounds that a child was, is, or is at risk of sexual abuse from a relevant person of QYO you must report it to the Police.

If the alleged Child Abuse is occurring in QYO, it must be documented on the Report Form found in Appendix 1.

You must also report internally to your designated contact within QYO, who then needs to report to the General Manager.

The General Manager will then support you in any communication to parents or other organisations.

### Action 3 - Support

- Support should be provided to any Child that has experienced abuse.
- It is important that the person providing support to the Child does not attempt to provide support which is outside of the scope of their role.
- Support should include maintaining a calm, open manner when listening to any allegations and/or disclosures, while avoiding seeking detailed information or asking leading questions.
- This information needs to be well documented and shared with QYO's General Manager.
- Further support for the Child, relevant adults and others involved may be required, including a referral to wellbeing or healthcare professionals and or the development of a safety plan.

## 5. Managing Breaches

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.

QYO is committed to safeguarding everyone involved in our organisation including Children in our care, ensuring that they feel and are safe. QYO's Child Safe Practices have been developed to identify and prevent behaviour that may be harmful to Children in our activities. A breach of these Child Safe Practices is a breach of the Child Safeguarding Policy and will be managed by the Complaints, Disputes and Discipline Policy.

There may be exceptional situations where aspects of the Child Safe Practices do not apply, for example in an emergency it may be appropriate to physically restrain a child. However, it is crucial that, where possible, you seek authorisation prior to taking action that does not comply with these standards.

### Sexual Misconduct

- (a) Under no circumstances is any form of 'sexual behaviour' to occur between, with, or in the presence of Children.
- (b) 'Sexual behaviour' needs to be interpreted widely, to encompass the entire range of actions that would reasonably be considered to be sexual in nature, including, but not limited to:
  - I. 'contact behaviour', such as sexual intercourse, kissing, fondling, sexual penetration or exploiting a child through prostitution; and
  - II. 'non-contact behaviour', such as flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.

### Professional Boundaries

QYO recognises that there may be times where Relevant Persons are related to Child Participants. While it is not QYO's intention to proscribe interactions between families, these connections must be identified to safeguard all Relevant Persons.

Therefore, if a Relevant Person is a relative of a Child, and both participate, such a connection must be formally disclosed and recorded with QYO.

- (a) Relevant Persons must act within the scope of their role (as specified in their position description or contract) when working with Children who are involved or have been involved in QYO. They must not:
  - I. provide any form of support to a Child or their family unrelated to the scope of their role, where there is no existing social, personal, or family relationship (e.g. financial assistance, babysitting, provide accommodation);
  - II. use a personal phone, camera, or video camera to take images of Children unless prior written authorisation from QYO is provided.
  - III. exhibit any type of favouritism towards a Child;
  - IV. transport Children unless specifically approved by all parties in writing;
  - V. give gifts/presents to Children other than the provision of official awards;
  - VI. engage in open discussions of a mature or adult nature in the presence of Children;
  - VII. discriminate against any Child, including on the basis of gender identity, culture, race, or disability;
  - VIII. have one on one contact with a Child outside of authorised activities (includes direct contact such as in-person as well as indirect, such as by phone, or online); or
  - IX. accept an invitation to attend any private social function at the request of a Child or their family, where there is no existing social, personal, or family relationship.

- (b) If Relevant Persons become aware of a situation in which a Child requires assistance that is beyond the confines of that person's role, they should undertake any or all of the following at the earliest opportunity:
  - I. refer the matter to an appropriate support agency;
  - II. refer the Child to an appropriate support agency;
  - III. contact the Child's parent or guardian;
  - IV. seek advice from the QYO General Manager.

### **Use of Language and Tone of Voice**

Language and tone of voice used in the presence of Children should:

- (a) provide clear direction, boost their confidence, encourage, and/or affirm them;
- (b) not be harmful to Children. In this respect, not use language that is:
  - I. discriminatory, racist, or sexist;
  - II. derogatory, belittling, or negative, for example, by calling a Child a 'loser' or commenting in a negative way on their physical appearance
  - III. intended to threaten or frighten; or
  - IV. profane or sexual.

### **Positive Guidance (Discipline)**

- (a) Children participating in QYO will be made aware of the acceptable limits of their behaviour to provide a positive experience for all participants.
- (b) Relevant Persons must use appropriate techniques and behaviour management strategies to ensure:
  - I. an effective and positive environment; and
  - II. the safety and wellbeing of Participants
- (c) Relevant Persons must use strategies that are fair, respectful, and appropriate to the developmental stage of the Children involved.
- (d) Children need to be provided with clear directions and given an opportunity to redirect their behaviour in a positive manner.
- (e) Under no circumstances are Relevant Persons to take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

### **Supervision**

- (a) Children participating in QYO Activities must always be supervised. Supervision must be constant, active, and diligent and requires Relevant Persons to always be in a position to observe each Child, respond to individual needs and immediately intervene if necessary.
- (b) One-to-one unsupervised situations with Children should be avoided, however some services and programs may involve such circumstances and in this case, these situations need to be identified and recorded.
- (c) Any incident of one-to-one unsupervised contact should be immediately reported to the Relevant Organisation's management within 24 hours of the incident occurring.

### **Use of electronic or online communications**

- (a) For any electronic or online communication with a Child in QYO, a parent or guardian of the Child must always be copied in.
- (b) When communicating with Children, Relevant Organisations and Relevant Persons must ensure content is:
  - I. directly associated with delivering QYO Activities, such as advising that a scheduled event is cancelled;
  - II. concise, with personal or social content limited only to convey the message in a polite and friendly manner;

- III. devoid of any sexualised or inappropriate language; and
- IV. not promoting unauthorised social activity or contact.

### **Photographs of Children**

- (a) Children should be asked if they are comfortable being photographed or videoed and provided with information on how the photo or footage will be used.
- (b) Children are to be photographed or videoed while involved in QYO Activities only if:
  - I. the Child's parent or guardian has provided prior written approval for the photographs to be taken or for the video footage to be captured;
  - II. the context is directly related to participation in QYO;
  - III. the Child is appropriately dressed and posed; and
  - IV. the image is taken in the presence of other personnel.
- (c) Relevant Persons must not distribute images or videos (including as an attachment to an email) to anyone outside of QYO other than the Child photographed or their parent, without the QYO and the Child's parental knowledge and approval.
- (d) Images (digital or hard copy) are to be stored in a manner that prevents unauthorised access by others and will be destroyed or deleted as soon as they are no longer required.
- (e) Images are not to be exhibited online or in publications without parental knowledge and approval (through a signed image consent form), or such images must be presented in a manner that de-identifies the Child. Any caption or accompanying text may need to be checked so that it does not identify a Child if such identification is potentially detrimental.

### **Physical Contact with Children**

- (a) Children should be asked if they consent to being touched and provided with the reason for the physical contact.
- (b) Any physical contact with Children must be appropriate to the delivery of activities and based on the needs of the Child such as assisting with the use of equipment, technique, treatment by a health practitioner or administering first aid.
- (c) Under no circumstances should Relevant Persons have contact with Children participating in QYO Activities that:
  - I. would appear to a reasonable observer to have a sexual connotation;
  - II. is intended to cause pain or distress to the Child (e.g. corporal punishment);
  - III. is overly physical (e.g. sitting-on, forced stretching, horseplay, tickling);
  - IV. is unnecessary (e.g. assisting with toileting when a Child does not require assistance); or
  - V. is initiated against the wishes of the Child, except if such contact may be necessary to prevent injury to the Child or to others, in which case:
    - physical restraint should be a last resort;
    - the level of force used must be appropriate to the specific circumstances, and aimed solely at restraining the Child to prevent harm to themselves or others; and
    - the incident must be reported to management as soon as possible.
- (d) Relevant Persons are required to report to QYO any physical contact initiated by a Child that is sexualised and/or inappropriate, for example, acts of physical aggression, as soon as possible, to enable the situation to be managed in the interests of the safety of the Child, Relevant Persons and any other Participants.

### **Overnight stays and sleeping arrangements**

- (a) Overnight stays involving Children are to occur only with QYO approval and consent of a parent/s or guardian/s of the Children involved.
- (b) Written approval must be obtained prior to the overnight stay. Written approval could include electronic messaging formats such as email or SMS.
- (c) Child Safe Practices and behaviour by Relevant Persons involved during an overnight stay must be consistent with the Child Safe Practices and professional boundaries expected during delivery of QYO Activities at all other times.

- (d) Standards of conduct that must be observed by Relevant Organisations and Relevant Persons involved during an overnight stay include:
- I. Children are provided with privacy when bathing, toileting, and dressing;
  - II. appropriate dress standards are observed when Children are present – such as no exposure to adult nudity;
  - III. Children will not be exposed to pornographic material, for example, through movies, television, the internet, or magazines;
  - IV. Children will not be left under the supervision or protection of unauthorised persons such as accommodation staff, or peers;
  - V. sleeping arrangements will not compromise the safety of Children such as unsupervised sleeping arrangements or Children sharing a bed or an adult sleeping in the same bed as a Child; and
  - VI. Children have the right to contact their parents, or another adult, if they choose to or if they feel unsafe, uncomfortable, or distressed during the stay.

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

Relevant Persons, whilst responsible for the care of Children, must not:

- (a) use, possess or be under the influence of an illicit drug;
- (b) use or be under the influence of alcohol;
- (c) be impaired by any other legal drug such as prescription or over-the-counter drugs;
- (d) supply alcohol or drugs (including tobacco) to Children; or
- (e) supply or administer medicines, except when permitted by law or with the consent of the parent, guardian, or carer of the Child and under a valid prescription for that Child and at the prescribed dosage.

### **Parent/Guardian Involvement in Relevant Organisations**

Relevant Persons must:

- (a) ensure that a parent/guardian is involved in any significant decision, including the signing of any documentation in relation to their Child's involvement in QYO.
- (b) make parents/guardians aware of the standard of behaviour required when watching their Child during QYO Activities. Parents/guardians displaying inappropriate conduct may be asked to leave but may not be denied access for an undetermined amount of time.

### **Transporting Children**

- (a) Children are only to be transported in circumstances that are directly related to the delivery of QYO Activities.
- (b) Other than in an emergency, it is not acceptable for Relevant Persons to transport Children without prior written approval from their parent or guardian. Gaining approval involves providing information about the proposed journey, including the:
  - I. form of transport to be used;
  - II. reason for the journey;
  - III. route to be followed, including any stops or side trips; and
  - IV. details of anyone who will be present during the journey
- (c) When transporting Children, the Relevant Person must:
  - I. drive responsibly;
  - II. not be impaired by alcohol or any other mind-altering substances;
  - III. have an unrestricted drivers' licence; and
  - IV. to the extent practicable, not be alone in the car with a Child and/or request the Child sit in the back seat.
- (d) Children may only be transported in a vehicle when the manufacturer stated capacity is adhered to and seatbelts and child restraints must meet Australian Standards (AS/NZS1754).

## **Drop off and Pick up of Children**

Relevant Organisations or Relevant Persons must:

- (a) ensure Children and their parent or guardian know the time and location of the QYO Activity, including start and finish times.
- (b) arrive before scheduled Activities start to ensure that Children are not left unattended.
- (c) have an accessible register of parent and guardian emergency contact numbers and an operational phone.
- (d) ensure they are aware of alternative pick up arrangements for Children and that the parent or guardian has provided consent.
- (e) ensure that if a parent or guardian is late, they make reasonable attempts to contact them. It is not the responsibility of Relevant Persons to transport Children home if their parent or guardian is late for pick up.
- (f) not leave the QYO Activity until all Children have been collected by their parent or guardian.

## **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.

## 6. Risk Management Plan for High-risk Activities

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.

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.

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 them. 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.



## 7. Managing Compliance with 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. QYO volunteers in this category must sign a declaration that they are not a Restricted Person. QYO will ensure that volunteers who do not have children as QYO members or do not volunteer in the same activity as their child, have a current Blue Card or Exemption Card before commencing work with QYO.

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.

## 8. Communication and support

### Communication

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

### 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

Below is a list of external support services.

### Face to Face:

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

### Online/Telehealth:

Kids Helpline	Ph. 1800 55 1800	<a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
Beyond Blue	Ph. 1300 22 4636	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Headspace	Ph. 1800 650 890	<a href="http://www.headspace.org.au">www.headspace.org.au</a>

### 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](http://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](http://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/>

## Schedule 1 – Child Abuse Definitions

Child Abuse is the mistreatment of a Child that:

- (a) causes, is causing or is likely to cause any detrimental effect on that Child's physical, psychological, or emotional wellbeing; or
- (b) does, or is likely to, endanger that Child's physical or emotional health, development, or wellbeing,

whether through a:

- (a) single act, omission, or circumstance; or
- (b) a series or combination of acts, omissions, or circumstances, and includes:

1. Physical Abuse occurs when a person subjects a Child to application of physical force, which may cause injury intentionally or inadvertently as a result of physical punishment or the aggressive treatment of a Child. Physically abusive behaviour includes, but is not limited to:
  - (a) shoving, hitting, slapping, shaking, throwing, sitting on, punching, biting, burning, kicking; and
  - (b) harmful training methods, overtraining or enforcing excessive repetition of skills where there is the potential to result in damage to a Child's physical development.
2. Emotional or Psychological Abuse which occurs when a Child does not receive the love, affection, or attention they need for healthy emotional, psychological, and social development or are exposed to violence/abuse against other Children or adults. Such abuse may involve:
  - (a) repeated rejection or threats to a Child;
  - (b) constant criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule, intentional exclusion, continual coldness, and rejection;
  - (c) Bullying and Harassment;
  - (d) harmful training methods or overtraining where there is the potential to result in damage to a Child's physical, intellectual, or emotional wellbeing and development.
3. Sexual Abuse occurs when an adult, or a person in authority (i.e. older, or younger but more physically or intellectually developed) involves a Child in any sexual activity. A child cannot provide consent, therefore even if 'consent' is given, it still constitutes sexual abuse.
4. Neglect is the persistent failure or deliberate failure or denial to meet a Child's basic needs. Child Neglect includes the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, medical attention, or supervision to the extent that the Child's health and development is or is likely to be harmed. Types of neglect include physical, medical, emotional, educational neglect and abandonment.
5. Exposure to Family Violence is any abusive behaviour used by a person in a relationship to gain and maintain control over their partner or ex-partner. It can include a broad range of behaviour that causes fear and physical and/or psychological harm. If a Child is living in a household where there have been incidents of domestic violence, then they may be at risk of significant physical and/or psychological harm.



# Incident Report Form



QUEENSLAND  
YOUTH  
ORCHESTRAS

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

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**If no action taken - reason**

---

---

---

---

---

---

---

---

---

---

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

---

---

---

---

---

---

**Your contact details**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Date: \_\_\_\_\_

**Important contact numbers**

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

## Record of Concern - Reporting Form

DATE OF REPORT: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### MY PERSONAL DETAILS ARE:

Mr/Mrs/Ms/Other: \_\_\_\_\_ Given name/s: \_\_\_\_\_ Family Name: \_\_\_\_\_

Street  
Address: \_\_\_\_\_ Postcode: \_\_\_\_\_ Suburb: \_\_\_\_\_

Telephone \_\_\_\_\_ Mobile \_\_\_\_\_ Email: \_\_\_\_\_

Male  Female Date of birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### MY REPORT IS ABOUT:

- Physical abuse  Sexual abuse or exploitation  
 Emotional/psychological abuse or neglect  Exposure to physical violence  
 Other (please specify): \_\_\_\_\_

### THE CHILD I AM CONCERNED ABOUT:

Given name/s: \_\_\_\_\_ Family Name: \_\_\_\_\_

Male  Female Date of birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Street  
Address: \_\_\_\_\_ Postcode: \_\_\_\_\_ Suburb: \_\_\_\_\_

General Information about the child:

Does the child speak English?  Yes  No

If no, specify language: \_\_\_\_\_

Cultural Background:  Aboriginal  Torres Strait Islander

Other (please specify): \_\_\_\_\_



**CHILD'S PARENT/GUARDIAN DETAILS:**

Parent/Guardian

Name: \_\_\_\_\_ Relationship to child: \_\_\_\_\_

Address (if different to child): \_\_\_\_\_

Postcode: \_\_\_\_\_ Suburb: \_\_\_\_\_

Home

Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Further Details About the Household (if known):

Name:	Age	Gender	Relationship to Child

**ALLEGATION IS MADE AGAINST:**

Name: \_\_\_\_\_ Age (approximate): \_\_\_\_\_

Male  Female Relationship to Child: \_\_\_\_\_

Street Address: \_\_\_\_\_ Postcode: \_\_\_\_\_ Suburb: \_\_\_\_\_

Is the allegation made against an employee/volunteer of your service?  Yes  No

**INFORMATION ABOUT THE ABUSE**

Information recorded here could be referred to in Police Investigations and/or the Court of Law. It is important that your record is factual and does not differ from what the child has told you, or from what you have witnessed first-hand.

- Record only what the child has told you, or what you have witnessed for yourself
- Use language that is simple and matter-of-fact
- *Do not* expand or embellish facts
- *Avoid* using emotive language

Information recorded here could include details such as:

- What happened
- Where did it happen
- When did it happen
- Who was involved

Try to include as much information as possible (without pushing the child to share more than they are comfortable)

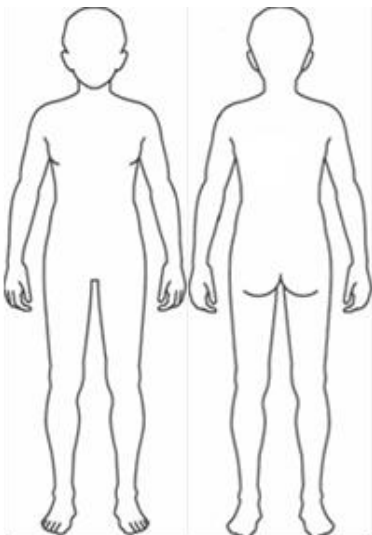
(attach additional page if necessary)

Are there any immediate safety concerns for the child?  Yes  No  Unknown

If yes, provide details of immediate safety concerns:

Is there any other information that you believe an investigating party should know?

Incident/injury/trauma if any:



- |   |   |
|---|---|
| <input type="checkbox"/> Abrasion, scrape       | <input type="checkbox"/> Cut                    |
| <input type="checkbox"/> Bite                   | <input type="checkbox"/> Rash                   |
| <input type="checkbox"/> Broken bone / fracture | <input type="checkbox"/> Sprain                 |
| <input type="checkbox"/> Bruise                 | <input type="checkbox"/> Swelling               |
| <input type="checkbox"/> Burn                   | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Concussion             | .....   |
|   | ..  |

**DETAILS AROUND PERSON/S WHO MAY HAVE ADDITIONAL DETAILS OF ALLEGED ABUSE:**

Name: \_\_\_\_\_ Relationship to child: \_\_\_\_\_

Address (if different to child): \_\_\_\_\_

Postcode: \_\_\_\_\_ Suburb: \_\_\_\_\_

Phone: \_\_\_\_\_

**DECLARATION**

- I DECLARE that the information contained in this form is true and accurate to best of my knowledge and recollection.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_