



KC4U

Counselling specialists

78 HAMPTON STREET HARRISTOWN

QLD 4350. ABN:89841783205

# CHILD & YOUTH RISK MANAGEMENT STRATEGY

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VERSION 1.0

01/06/2020

## DOCUMENT CONTROL

## DOCUMENT INFORMATION

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| 1.0     | 01/06/2016 | <i>Initial plan development</i>  |
| 1.2     | 01/06/2020 | Most parts updated   |
| 1.3     | 13/09/2020 | Entire plan updated to relevant polices and links, including covid-19. |

## DOCUMENT APPROVALS

| Role                       | Name             | Signature | Date       |
|----------------------------|------------------|-----------|------------|
| Company supervisor/owner   | Kristalee Oneile |           | 13/09/2020 |
| HR Manager                 | Sheneike Hill    |           | 16/09/2020 |
| Disability support Manager | Jarrad Oneile    |           | 14/09/2020 |

## CHILD & YOUTH RISK MANAGEMENT STRATEGY

|  |  |  |  |
|--|--|--|--|
| Quality Manager<br><i>(if applicable)</i>        | Kristalee Oneile                                   |  |  |
| Procurement Manager<br><i>(if applicable)</i>    | N/A  |  |  |
| Communications Manager<br><i>(if applicable)</i> | Kristalee Oneile<br>Sheneike Hill<br>Jarrad Oneile |  |  |
| Project Office Manager<br><i>(if applicable)</i> | N/A  |  |  |

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CHILD & YOUTH RISK MANAGEMENT STRATEGY

KRISTALEE'S COUNSELLING FOR YOU CHILD & YOUTH RISK MANAGEMENT STRATEGY PLAN 2020 – 2021.

### PURPOSE

*In accordance with the Queensland Government's Working with Children (Risk Management and Screening) Regulation 2011, Kristalee's Counselling for You is a 'regulated organisation'. This document sets out how Kristalee's Counselling for You is complying with its obligations to develop and implement a Child and Youth Risk Management Strategy and how our organisation also ensures its ongoing compliance with the blue card system.*

*Kristalee's Counselling for You promotes child-safe and child-friendly environments by implementing strategies that identify and minimise the risk of harm. This document addresses the eight mandatory requirements of a child and youth risk management strategy and should be read in conjunction as necessary with other policies and procedures adopted by Kristalee's Counselling for You as follows;*

1. <C:\Users\KRISTALEE\Documents\CHILD SAFETY CODE OF CONDUCT kc4u.docx>
2. [C:\Users\KRISTALEE\Documents\ChildSafeStandard6\\_RiskAssessmentTemplate.pdf](C:\Users\KRISTALEE\Documents\ChildSafeStandard6_RiskAssessmentTemplate.pdf)
3. <C:\Users\KRISTALEE\Documents\riskregchilsafety kc4u.docx>
4. <C:\Users\KRISTALEE\Documents\Child-Protection-Policy-2020.pdf>
5. <C:\Users\KRISTALEE\Documents\Quality Practice Guide KC4U.docx>
6. [C:\Users\KRISTALEE\Documents\Promoting-and-protecting-rights-overarching-policy \(1\).docx](C:\Users\KRISTALEE\Documents\Promoting-and-protecting-rights-overarching-policy (1).docx)
7. [C:\Users\KRISTALEE\Documents\Complaints-register-instructions \(1\).docx](C:\Users\KRISTALEE\Documents\Complaints-register-instructions (1).docx)
8. [C:\Users\KRISTALEE\Documents\Complaints-Procedure \(1\).docx](C:\Users\KRISTALEE\Documents\Complaints-Procedure (1).docx)
9. <C:\Users\KRISTALEE\Documents\kc4u Positive Practice Framework .docx>
10. [C:\Users\KRISTALEE\Documents\template-employee-register \(2\).xlsx](C:\Users\KRISTALEE\Documents\template-employee-register (2).xlsx)
11. <C:\Users\KRISTALEE\Documents\code of conduct workers.pdf>
12. <C:\Users\KRISTALEE\Documents\NDIS - Induction Checklist kc4u.docx>
13. <C:\Users\KRISTALEE\Documents\KC4U - Staff File Checklist .docx>
14. <C:\Users\KRISTALEE\Documents\Reporting Guidelines & Directions for Handling Disclosures and Suspicion of Harm.docx>
15. <C:\Users\Andy\Desktop\policies KC4U\NDIS - Data Breach Response Plan Template.pdf>
16. <C:\Users\Andy\Desktop\policies KC4U\Communication Strategy kc4u.pdf>

Protecting children from harm is our most important value at Kristalee's Counselling For You (KC4U). We work hard every day to provide services that enhance the lives of people with differences in our community, our country, and all over the world, and actively contribute to keep children safe.

We are clear about what we mean when we talk about a zero tolerance for any form of child abuse. Not only does it mean that we provide services that are of the highest level and of exceptional individualized quality, but it also means that every step we take in providing these services is taken with ethics, conduct and safety in the forefronts of our minds at all times.

The following beliefs reflect the culture that we are committed to promoting within our organisation;

- To protect children from abuse and exploitation always.
- A zero tolerance for child sexual, physical or psychological harm.
- To protect staff, team members and volunteers from false accusations and allegations

To protect KC4U's name and reputation as a child safe disability services organisation.

- In any persons own behaviour with children with or without disability, and in speaking about them, all persons will model respect and dignity towards children with or without disabilities.
- We believe that all children have the right to hold valued roles in society and fulfil the responsibilities associated with these roles in a safe and protected environment.
- We believe that children with disabilities have the right to participate as active and valued members in the community, to have lifestyles which are valued by the community, and to be offered the most conducive opportunities to do so while being in a safe and protected environment at all times.
- The 10 national principles of child safety.  
[https://www.childwise.org.au/news/13/national-principles-for-child-safe-organisations-endorsed-by-coag?gclid=EAiaIQobChMI8Prnxp\\_l6wIVItWWCh24fQ2GEAAYASAAEgKnnPD\\_BwE](https://www.childwise.org.au/news/13/national-principles-for-child-safe-organisations-endorsed-by-coag?gclid=EAiaIQobChMI8Prnxp_l6wIVItWWCh24fQ2GEAAYASAAEgKnnPD_BwE)

## SELECTION AND EMPLOYEE SCREENING

Any person involved in service delivery, activity or event with children must be carefully selected and screened, regardless of whether they are a member of staff, sub-contractor, other caregivers or a volunteer. Prior to any person commencing any child-related interactions or decision making, the following precautions will be taken:



1. Candidates will complete an application form which requests personal details, details of relevant past experience, positions held, details of three referees and permission to contact them.
2. Referees will be asked to complete (or respond personally by phone) a Referee Form (see Appendix 2) in support of the candidate, answering an agreed set of questions provided by KC4U. The answers supplied will help establish the applicant's suitability for the role or position. Any subsequent conversations with referees will be documented and retained on file.
3. Candidates must produce a current driver's licence, Blue card, proof of residency (birth certificate or Visa), and a current Medicare card to satisfy KC4U of their identity. Copies of this identification is kept on the employee's file.
4. Candidates must produce original copies of their certifications. Copies of these will be held on the employees file.
5. Short listed candidates will be interviewed by the owner or a manager of KC4U, prior to being accepted as an employee.
  1. A Working with Children check (or its equivalent if there is no legislative WWC process e.g. SA) must be completed and evidence of the check provided to KC4U. The check must comply with local state or territory requirements. Note that in some jurisdictions responsibility for the check lies with the individual while in others it lies with the employer KC4U.
  2. A police check will be undertaken by KC4U to ensure there is no convicted or alleged history of violence or abuse.
  3. Candidates must provide written acknowledgement that they understand and agree to comply with KC4U's Child Protection Policy and associated Procedures.
  4. NO BLUE CARD NO START is mandatory
  5. All volunteers, other caregivers and sub-contractors must have a current blue card and check prior to any interactions with children. This will be recorded in the [..\policies KC4U\employee-register blue card.pdf](#)
  6. Screening and training of helpers involved in any aspect of KC4U activities that include children must also Follow the same process as outlined above.
  7. Where KC4U has identified that an applicant has previously committed a violent or sexually related offence they **cannot, under any circumstances**, be considered for any position with KC4U. A police report must be undertaken immediately by either phone call or in person to report the individual for applying with the intention to work with children while forbidden.
  8. [NDIS - Interview Record and Selection Report Example \(1\).pdf](#)
  9. [NDIS - Induction Checklist Example \(1\).docx](#)
  10. [RMS-SelfAssessmentChecklist WORKING WITH CHILDREN CHECK.pdf](#)

All staff, volunteers, sub-contractors and caregivers will be issued with a copy of this Child Protection Policy, Child safety code of conduct and Procedures and will receive training in:

- The content and application of KC4U's Child Protection Policy & Procedures, child safety code of conduct and other relevant child safety resources.
- Reporting procedures and the associated legal requirements.
- Ongoing professional development workshops
- Positive behavioural support awareness/ implementation and framework training.

In addition, KC4U is responsible for appointing a manager for child safety and will undertake further education on child/staff member protection regularly. This will be documented in the employee training register. [..\policies KC4U\employee training register.docx](#) and Employment hero software.

### A SAFE ENVIRONMENT

1. Incidents of abuse are considered to be at a **low-level risk** to take place in front of another person and/or in the presence of a witness who can assist in clarifying questionable allegations.
2. Staff must not spend time alone where possible with a child. **This is considered high risk** for possible abuse/harm. Where it is unavoidable, staff must remain where possible in eyesight of another approved (parent/caregiver/professional/colleague) adult over the age of 18. If travelling alone with a child in a vehicle, staff must always have their GoPro activated and recording. These recordings will be stored with KC4U records indefinitely. Staff must always remain, unless unavoidable, in clear open spaces that are unobscured. In the case a situation of being alone with a child is unavoidable, staff will keep that period of time to an absolute minimum.
3. Volunteers, sub-contractors and other approved helpers are **strictly forbidden** to spend time alone with a child. If the situation is perceived to be unavoidable, you must contact a KC4U staff member immediately to intervene. You must not under any circumstances be alone with a child. **This is considered very-high risk. This is an immediate dismissal offence**
4. No persons will physically touch a child unless they have their permission, except for an emergency, at risk of injury (attempting to run across a road, electrical hazard, burns, cuts,) or a life-threatening situation (drowning possibility, possibility of death or serious injury). **Low risk**
5. All KC4U staff have the right to ask people who do not have a valid reason to be present at child-related activities to leave. Police may be contacted if such persons refuse to comply with any reasonable request to leave. **High risk**
6. No KC4U staff member, volunteer, sub-contractor or professional will be alone with a child while showering, toileting or changing. Bathroom and bedroom doors **MUST** always be open to their full capacity during these activities. If the child requests the door to be shut, the parent/caregiver **MUST** also be present in the bathroom or bedroom where the activity is taking place. **This is considered very-high risk.**

7. KC4U staff members, volunteer, sub-contractor and professionals will respect a person's feelings and privacy when engaging in physical contact of any kind.
8. All child counselling is always to be carried out within sight of a parent/guardian or other professional. **This is an immediate dismissal offence**
9. KC4U staff members will not visit children in their homes unless a parent is present or another staff member accompanies them. **This is an immediate dismissal offence**
10. KC4U staff members, volunteer, sub-contractor and professionals will listen respectfully to children's opinions, concerns and wishes at all times.
11. KC4U staff members, volunteer, sub-contractor and professionals are responsible for mandatory reporting to the supervisor of KC4U of any suspicions/concerns of harm/abuse to a child, unsafe environments, or information of harm/abuse that a child has provided immediately.
12. KC4U staff members, volunteer, sub-contractor and professionals will only ever use a positive behaviour evidence-based interventional support approach with all child interactions in any environment or service delivery

### ALCOHOL AND DRUGS

1. KC4U staff members, volunteers, sub-contractors and professionals **ARE STRICTLY PROHIBITED** to be under any influence of alcohol or illegal drugs, including the consumption of alcohol or illegal drugs going to or from the location, or during an activity/service delivery under any circumstances. **This is an immediate dismissal offence.** Any child found to be under the influence of alcohol or illegal drugs is to be reported to police and the Department of Child Safety and the parents/guardians contacted so the child can be returned home immediately.
2. Any child required to take prescription medication will provide a letter from their parents/guardians, and the prescribing Doctor, to the KC4U supervisor no less than 24 hours prior to service delivery.

### REPORTING PROCEDURES

1. KC4U staff members, volunteers, sub-contractors and professionals are responsible for mandatory reporting to the supervisor of KC4U of any suspicions/concerns of harm/abuse to a child, unsafe environments, or information of harm/abuse that a child has provided immediately.
2. All suspicions/concerns of harm/abuse to a child, unsafe environments, or information of harm/abuse that a child has provided reports to the supervisor of KC4U will be documented and escalated to The Department of Child Safety QLD where required.
3. Where an allegation is made involving KC4U staff members, volunteers, sub-contractors or professionals, the accused persons will be removed immediately from KC4U on an indefinite suspension pending the outcome of all investigations.

4. Where an allegation is made involving KC4U staff members, volunteers, sub-contractors or professionals, Working with Children Blue card will be notified immediately for the suspension of the accused persons Blue card to prevent any further risk of the persons engaging in activities with children while under investigation.
5. Where an allegation is made involving KC4U staff members, volunteers, sub-contractors or professionals, the Queensland Police Service will be contacted by telephone by the KC4U supervisor to report the accusation for further investigation.
6. If there are reasonable grounds to suspect a child has been or is currently at risk of suffering abuse either within or outside of KC4U activities or service deliveries, it must be reported to the appropriate authority as mandated by law (see <http://www.aifs.gov.au/cfca/pubs/factsheets/a141787/index.html> ) Reasonable grounds can be assumed when:
  1. A child discloses that he or she has been abused, and/or
  2. Someone close to a child (e.g. sibling, relative, close friend) discloses on behalf of that child.
  3. If a disclosure of abuse is made, the person who receives the disclosure will maintain appropriate care to the one making the disclosure. This will include:
    - Treating each allegation seriously and not attempting to deny the allegation or minimise its impact on the alleged victim. The matter should not be swept under the carpet.
    - Not pushing the child to disclose details of the alleged assault or attempting to investigate the allegation.
    - Assuring the child that they are understood that their disclosure is being taken seriously; that what has happened is not their fault, and that they are correct in disclosing the incident.
    - Not making contact with the alleged perpetrator. If KC4U is already providing other individual services to the alleged perpetrator, it may be advisable for another person to assume this responsibility for the duration of any investigation.
    - Maintaining confidentiality.
  4. Any disclosures of abuse must be documented promptly and as accurately as possible, using words expressed by the child, and this record is to be kept securely so that the child's privacy is not compromised.
  5. These procedures will be developed, implemented and reviewed on a regular basis to ensure that best practice is achieved.

## CODE OF CONDUCT – CHILD &amp; YOUTH RISK STRATEGY PLAN

**In its planning, decision-making and operations KC4U will:**

1. Take a preventative, proactive and participatory approach to child safety;

2. Value and empower children to participate in decisions which affect their lives;
  3. Foster a culture of openness that supports all persons to safely disclose risks of harm to children
  4. Respect diversity in cultures and child rearing practices while keeping child safety paramount;
  5. Provide written guidance on appropriate conduct and behavior towards children;
  6. Engage only the most suitable people to work with children and have high quality staff and volunteer supervision and professional development;
  7. Ensure children know who to talk with if they are worried or are feeling unsafe, and that they are comfortable and encouraged to raise such issues;
  8. Report suspected abuse, neglect or mistreatment promptly to the appropriate authorities;
  9. Share information appropriately and lawfully with other organisations where the safety and wellbeing of children is at risk; and
  10. Value the input of and communicate regularly with families and carers.”
  11. KC4U believes by informing children of their rights and responsibilities we seek to empower children to speak up if something goes wrong. We encourage children and young people to participate in decision-making, particularly on matters that affect them.
1. <C:\Users\KRISTALEE\Documents\CHILD SAFETY CODE OF CONDUCT kc4u.docx>
  2. <C:\Users\KRISTALEE\Documents\Safeguarding-policy-Update.docx>
  3. <C:\Users\KRISTALEE\Documents\Child-Protection-Policy-2020.pdf>

**NO PERSON SHALL:**

1. Shame, humiliate, oppress, belittle or degrade children or young people;
2. Unlawfully discriminate against any child;
3. Engage in any activity with a child or young person that is likely to physically or emotionally harm them;
4. Initiate unnecessary physical contact with a child or young person, or do things of a personal nature for them that they can do for themselves;
5. Be alone with a child or young person unnecessarily and for more than a very short time;
6. Develop a ‘special’ relationship with a specific child or young person for their own needs;
7. Show favouritism through the provision of gifts or inappropriate attention;

8. Arrange contact, including online contact, with children or young people outside of the organisation's programs and activities;
9. Photograph or video a child or young person without the consent of the child and his/her parents or guardians;
10. Work with children or young people while under the influence of alcohol or illegal drugs;
11. Engage in open discussions of a mature or adult nature in the presence of children;
12. Use inappropriate language in the presence of children; or
13. Do anything in contravention of the organisation's policies, procedures or this Code of Conduct.
14. 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 KC4U policy and procedure on reporting.
15. Act to prioritize the best interests of children.
16. Take actions promptly to ensure that children are safe.
17. Promptly report any concerns to my manager, Kristalee O'neile Child Safety Officer, the Chief Executive Officer or another manager or leader in KC4U.
18. Ignore or disregard any suspected or disclosed child harm or abuse.
19. Use inappropriate language in the presence of children or show or provide children with access to inappropriate images or material.
20. Engage in any activity that is likely to physically, sexually or emotionally harm a child.
21. Unlawfully discriminate against any child or their family members

### APPROPRIATE AND INAPPROPRIATE LANGUAGE

Appropriate language must always be used by all persons associated with KC4U with children and young people; this includes always addressing them with respect, by name and in a friendly, open manner. The tone used must not direct their responses and must demonstrate an engaging and listening approach.

inappropriate language that must not be used at any time includes use of name calling, insults, yelling, swearing, of a sexual nature or inference, threatening, violence, or any language designed to deliberately harm a child's or young person's self-respect and confidence.

### APPROPRIATE AND INAPPROPRIATE PHYSICAL CONTACT

No persons will physically touch a child unless they have their permission, except for an emergency, at risk of injury (attempting to run across a road, electrical hazard, burns, cuts,) or a life-threatening situation (drowning possibility, possibility of death or serious injury).

Good practice dictates that Management Committee, staff and volunteers will provide an explanation to a child or young person about what physical contact will occur and why it will occur.

### TRANSPORTATION OF CHILDREN

If travelling alone with a child in a vehicle, staff must always have their GoPro activated and recording. These recordings will be stored with KC4U records indefinitely. Staff must always remain, unless unavoidable, in clear open spaces that are unobscured. In the case a situation of being alone with a child is unavoidable, staff will keep that period of time to an absolute minimum.

### ONE-TO-ONE CONTACT AND CHILD RELATIONSHIPS

13. Volunteers, sub-contractors and other approved helpers are **strictly forbidden** to spend time alone with a child. If the situation is perceived to be unavoidable, you must contact a KC4U staff member immediately to intervene. You must not under any circumstances be alone with a child. **This is considered very-high risk. This is an immediate dismissal offence**
14. No KC4U staff member, volunteer, sub-contractor or professional will be alone with a child while showering, toileting or changing. Bathroom and bedroom doors **MUST** always be open to their full capacity during these activities. If the child requests the door to be shut, the parent/caregiver **MUST** also be present in the bathroom or bedroom where the activity is taking place. **This is considered very-high risk.**
15. All child counselling is always to be carried out within sight of a parent/guardian or other professional. **This is an immediate dismissal offence**
16. KC4U staff members will not visit children in their homes unless a parent is present or another staff member accompanies them. **This is an immediate dismissal offence**
17. Staff must not spend time alone where possible with a child. **This is considered high risk** for possible abuse/harm. Where it is unavoidable, staff must remain where possible in eyesight of another approved (parent/caregiver/professional/colleague) adult over the age of 18.
18. Staff must not Develop a 'special' relationship with a specific child or young person for their own needs;
19. Staff must not Show favoritism through the provision of gifts or inappropriate attention;

20. KC4U staff members, volunteer, sub-contractor and professionals will only ever use a positive behaviour evidence-based interventional support approach with all child interactions in any environment or service delivery

21. Staff must never Arrange contact, including online contact, with children or young people outside of the organisation's programs, service delivery bookings and activities;

### DISCIPLINING CHILDREN

1. It is not the responsibility or the legal right of any KC4U staff members, volunteers, subcontractors or professionals to discipline a child. If a child does not abide by the rules set down by the staff members, volunteers, sub-contractors or professionals, or is an obstruction to the care of other children, or may cause harm to other children, the service delivery will cease, and referred back to their parent or guardian.

2. At no time will KC4U staff members, volunteers, sub-contractors or professionals engage in any form of physical, emotional or mental discipline. **This is an immediate dismissal offence**

### HEALTH AND SAFETY

1. KC4U is dedicated to providing an environment where people with disability to whom it provides services are protected from abuse, neglect or harm and where staff work according to our organisational values
2. Staff must never Work with children or young people while under the influence of alcohol or illegal drugs;
3. Staff must never Engage in open discussions of a mature or adult nature in the presence of children;
4. Water safety
5. Road safety
6. Electrical safety
7. No individual associated with KC4U will work with children without a valid blue card and current police check.
8. Animal safety
9. Kitchen skills safety
10. Food handling safety
11. Activity safety
12. Vehicle safety
13. Infectious diseases management, control and safety
14. Medication safety
15. Environmental safety



16. Sun safety
17. Child hygiene
18. The need for sleep and rest
19. No smoking policy

### MANAGEMENT OF ILLNESS AND INJURY

Management Committee, staff and volunteers must be active in managing injuries and illnesses of children and young people in their care. This includes be able to provide; procedures for first aid, adequate supervision of a child who is sick or injured, and relevant notifications to parents or carers.

Follow COVID-19 policies and procedures for the prevention, management and reporting requirements.

### PHOTOGRAPHY

### CONFIDENTIALITY AND PRIVACY

[Kristalee's counselling for you](#) collects and stores information so it can provide a safe working environment, high quality services and meet its legal requirements.

[Kristalee's counselling for you](#) manages personal information in accordance with relevant legislation and disposal guidelines.

This policy supports [Kristalee's counselling for you](#) to apply National Standards Disability Services: Standard 1: Rights and into the future, National Disability Insurance Scheme Practice Standards: 1. Rights and Responsibilities (Privacy and Dignity); 3. Provision of Supports (Access to Supports)

#### Scope

This policy applies to all staff, contractors, volunteers or students/trainees. It includes confidentiality of information about the people [Kristalee's counselling for you](#) support and the people who work with [Kristalee's counselling for you](#). The Board is responsible for this policy.

## Principles

- Personal information is collected with consent and is used where the information is needed to provide services and meet compliance requirements.
- Information is protected from misuse, loss and unauthorised access.
- Information not needed by [Kristalee's counselling for you](#) is destroyed as soon as practicable in a way that complies with all legal and compliance requirements
- Reasonable steps are taken to ensure information is complete, current and accurate.
- Personal information is only ever released if required by law, agreed to through the informed consent of the individual or if a person requests to see their own personal file.
- Personal information will not be disclosed to other parties or used for direct marketing without permission

## Key actions/Procedures

People will be provided with this policy when they first use [Kristalee's counselling for you](#) services. The [manager](#) will provide the policy at the first meeting with the person and ensure they have understood it. This action is recorded on the person's file.

All staff are required to ensure objective, detailed, accurate and up-to-date records and information are maintained to meet legal, contractual and mandatory reporting requirements. All requests for correction are processed in conjunction with privacy legislation as soon as practicable.

Information about a person sent or received via email is recorded in their file by the officer sending or receiving the email.

Staff who are authorized in their role to access personal information must not share their passwords and logins with others and sign a confidentiality agreement advising that they will take all reasonable steps to ensure information is protected from misuse, loss and unauthorized access.

The [manager](#) administers secure access to electronic records.

In some circumstances access to personal information may be denied. There may be real concerns that access to certain information could pose a serious threat to the life, health or safety of an individual, or to public health or public safety or have an unreasonable impact on the privacy of other people. The [manager](#) will consider all the circumstances and make this decision. Where access to information is not provided, [manager](#) will provide a formal response explaining why access has been denied.

Complaints about perceived or suspected breaches of privacy will be dealt with using the Feedback and Complaints Policy and Procedure

## Definitions

**Confidential Information:** any information that identifies a person

**Informed consent:** voluntary agreement and/or action where the person making the decision has appropriate information, understands the consequences of the decision and capacity to make the decision

### **Related policy and procedures**

List other organisational policies related to this matter

- Confidentiality Agreement

### Related legislation and standards

- Carers' Recognition Act 2004
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Fair Work Act 2009
- NDIS Act 2013
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2018
- Privacy Act 1988

### PROCESSES FOR REPORTING BREACHES

All breaches must be reported to the KC4U supervisor immediately by either;

1. Telephone
2. Email
3. In writing

to allow it to be investigated.

### OUTCOMES OF BREACHES (EXAMPLES)

1. Breach of the Code of Conduct - consequences would be disciplinary action
2. Failure to update blue card contact information – Suspension from employment

After investigation of breaches, proportionate outcomes may include

- emphasizing the relevant component of the child and youth risk management strategy, for example, the code of conduct
- providing closer supervision
- providing further education and training
- mediating between those involved in the incident (where appropriate)
- disciplinary procedures (if necessary)
- reviewing current policies and procedures, and
- developing new policies and procedures (if necessary).

### COMPLIANCE WITH THE QUEENSLAND BLUE CARD SYSTEM

Our organisation complies with the Blue Card system in Queensland, we maintain a register of the blue card status of our staff and volunteers and we review at least quarterly, our child and youth risk management strategy.

By ensuring that we comply with our legislative requirements under the blue card system, we demonstrate to our stakeholders we are committed to maintaining a safe and supportive environment for children and young people.

KC4U keeps a spreadsheet which records all details of Blue Cards and Yellow Cards for employees, sub-contractors and volunteers and a copy of correspondence and ID verification for each person who has a Blue Card. Details and copies are also held on the software program Employment Hero.

KC4U has a strict no card no start policy for all persons associated with KC4U, with no acceptations.

### **Risk Management Requirements**

Our quarterly review of our child and youth risk management strategy considers:

- whether our policies and procedures were followed
- whether any incidents relating to children and young people's risk management issues occurred
- the actual process used to manage any incidents
- the effectiveness of our organisation's policies and procedures in preventing or minimising harm to children and young people, and
- the content and frequency of training in relation to our child and youth risk management strategy.

### **Nomination of a Contact Person**

The designated contact person for KC4U (the supervisor/owner) is responsible for managing blue cards and exemption cards is the Coordinator. In practice the Administration Officer handles the day to day responsibilities. The Coordinator is the person who Blue Card Services will send all notifications to and is the only person who Blue Card Services can discuss the person's Blue Card status with unless additional authorization is provided.

### **Important things to remember:**

- We notify all applicants that by signing the application form they are consenting to the screening process.
- We certify that the 'contact person' or delegate has sighted documents to confirm an employee's identity as prescribed under the Act.
- We carefully check through the application form to ensure all sections have been appropriately completed.
- We are aware that while paid employees can commence employment after an application form has been submitted, volunteers and trainee students must not commence regulated employment until they hold a valid blue card and positive notice.
- We explicitly warn potential staff (paid employees, volunteers and students) that it is an offence for a 'disqualified person' to sign a blue card application form or a renewal form. It is an offence for us not to provide this warning.

### **Managing Existing Blue Card Holders**

If a person joins our organisation and already has a blue card, we ensure that we;

- Verify the validity of the blue card, AND if the person holds a paid blue card
- Lodge an Authorisation to confirm a valid card/application form with Blue Card Services.

This ensures we receive important notifications in relation to the blue card holder, including that the card has been cancelled or suspended.

2. If the person holds a volunteer blue card and will be undertaking paid employment with our organisation we;

- Lodge a Volunteer to paid transfer form with Blue Card Services. This will transfer their card from volunteer to paid status and will ensure we receive important notifications in relation to the blue card holder, including that the card has been cancelled or suspended.

3. If the person holds a volunteer blue card and will be undertaking voluntary employment with our organisation we:

- Lodge an Authorisation to confirm a valid card/application form with Blue Card Services. This will ensure we receive important notifications in relation to the blue card holder, including that the card has been cancelled or suspended.

4. If a person ceases working with us we lodge an Applicant/cardholder no longer with organisation (for organisations) form to advise Blue Card Services immediately.

### **Managing Changes in Police Information**

We ensure that individuals understand their obligation to advise us if there is a change in their police information. Our employees/volunteers are not required to disclose the specific nature of the change, only that a change has occurred, and

We have processes in place to ensure that a Change in Police Information Notification is submitted to Blue Card Services if we receive notification that there is a change in the person's police information.

### **Employee Register**

As part of our Child and Youth Risk Management Strategy, our organisation maintains an employee register which is a written record or register of all paid employees and volunteers involved in child-related activities within our organisation.

We have procedures for maintaining a register in either electronic or hard copy format.

If employees or volunteers join our organisation with a blue card, we confirm that the card is valid. We maintain a written record of all employees within our organisation which includes:

1. whether or not the person requires a blue/exemption card (if not, why not - e.g. an exemption applies under the Act)
2. the type of application/blue card (e.g. paid or volunteer) or exemption card
3. when the person applied and/or the date of issue of the positive notice and blue/exemption card
4. the blue card/exemption card number and the expiry date of the blue card, and
5. the renewal date.

### **We ensure appropriate and confidential records in relation to the following are maintained**

- whether a negative notice has been issued
- any change in status to a blue/exemption card or exemption card (such as a change in police information, or the cancellation or suspension of a blue/exemption card)
- where there is a change in police information, the date we informed Blue Card Services of the change
- where an employee leaves our organisation and the date we informed Blue Card Services, and any change to the employee's/volunteer's personal information, including the date they informed Blue Card Services



## COMMUNICATION AND SUPPORT

Our organisation has the following strategies for communication of our risk management strategy and support:

- NDIS service agreements
- Written information for parents, employees and volunteers that includes details of our organisation's risk management strategy or where the strategy can be accessed; and
- Training materials for employees and volunteers which; help identify risks of harm and how to handle disclosures or suspicions of harm; and outline our organisation's risk management strategy.

Our child and youth risk management strategy will be most effective when it has been successfully communicated to all people involved with our organisation. We value a culture which recognises and values the importance of upholding safeguards for children.

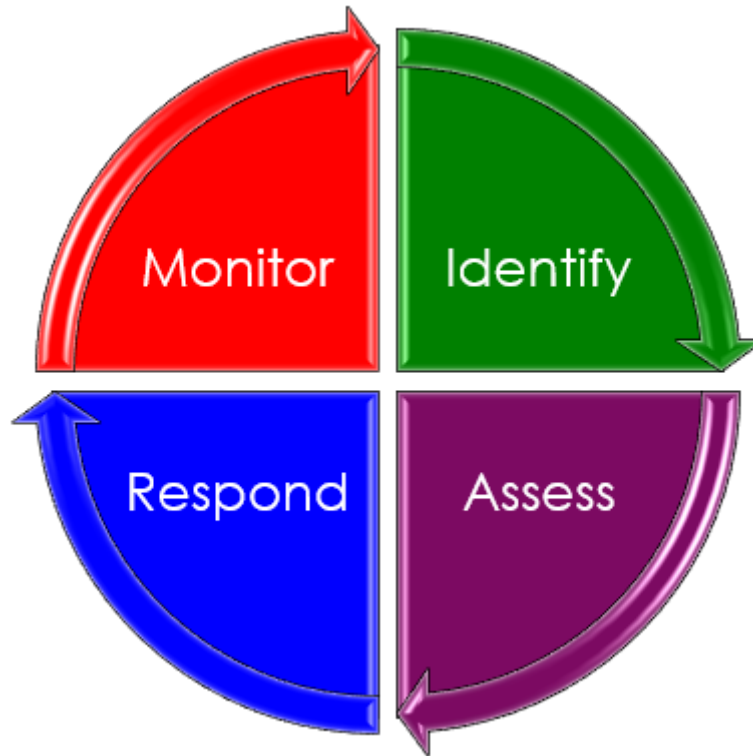
An effective strategy for communication and support; • ensures that all people in our organisation are aware of their responsibilities and understand what is acceptable behaviour for interacting with children

- enables people to feel comfortable addressing issues of concern
- highlights the importance of our organisation's commitment to protecting the safety and wellbeing of children in our service environment, and
- reduces the likelihood of breaches of our risk management strategy.

### **COMMUNICATION IDEAS**

- Provide a compulsory induction covering the risk management policies and procedures for all paid employees and volunteers
- Deliver regular information sessions for people involved with our organisation in relation to our risk management strategy
- Provide information about the various policies and procedures in our newsletter
- Schedule regular and mandatory training for staff in relation to our policy and procedures which make up our strategy, with a focus on managing disclosures or suspicions of harm
- Provide relevant individuals with information to understand their obligations as a Blue Card holder. Information sheets are available on the Blue Card Services website.

## THE RISK MANAGEMENT METHOD



KC4U will use Acme's risk management method defined in the Acme [Project Management Methodology](#). It is a simple four step method which is repeated continuously through the [project lifecycle](#). Once a [risk](#) is identified, it is assessed, responses to manage the [risk](#) are agreed, and progress is monitored:

1. **Identify** – risks are identified on an ongoing basis, through formal [risk identification](#) workshops as well as during day to day activities.
2. **Assess** – once identified a [risk is assessed](#) to establish the likelihood of it occurring and the [impact](#) it will have if it occurs.
3. **Respond** – there several possible actions that can be taken to reduce the likelihood of a risk occurring or the [impact](#) of the risk, for example [transferring](#), [avoiding](#), and [mitigating](#). In this step suitable responses are agreed, and budget approved if needed.
4. **Monitor** – progress of the [risk responses](#) needs to be monitored and controlled, with [corrective action](#) taken if needed. Typically, progress is assessed via [project team](#) meetings.

## RISK IDENTIFICATION

An example Risk Identification process is shown below: >

All KC4U staff are responsible for identifying risks and reporting them to the Risk Manager. Risks may be identified via risk workshops, but also through many other routes:



## HOW RISKS WILL BE EXPRESSED

Risks will be expressed using the following simple statement:

IF xxxx assumption proves incorrect THEN xxxxx will happen

1. <C:\Users\KRISTALEE\Documents\riskregchildsafety kc4u.docx>

## RISK REPORT FORM

Identified risks can be documented on <C:\Users\KRISTALEE\Documents\riskregchildsafety kc4u.docx> and sent to the Risk Manager for assessment.

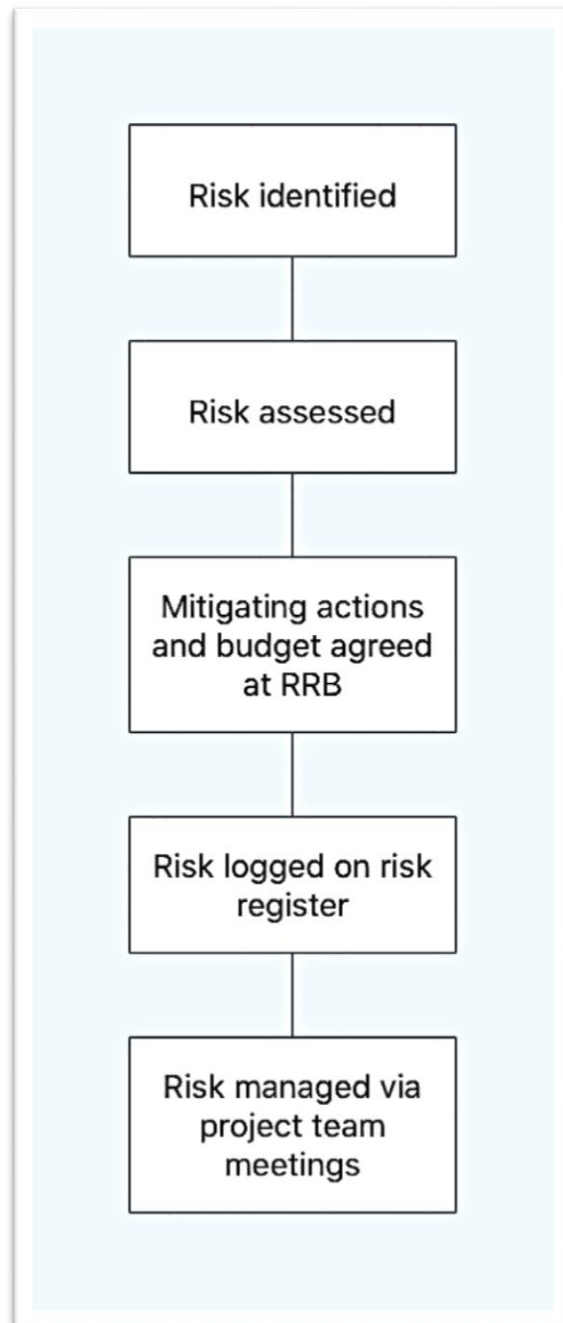
Example risk form:

| RISK REPORT FORM  |           |            |
|---|-----------|------------|
| Person reporting  | Job title | Date       |
| Risk description  |           |            |
| Is the risk date driven? i.e. if the risk was to occur would be on or related to a date or event? |           |            |
| Deliverables impacted   |           |            |
| Initial assessment  | Impact    | Likelihood |
| Suggested risk response<br>(see <a href="#">Risk Responses</a> )                                  |           |            |

## RISK CAPTURE AND LOGGING

An example is provided below:>

Risks will be captured on [C:\Users\KRISTALEE\Documents\ChildSafeStandard6\\_RiskAssessmentTemplate.pdf](C:\Users\KRISTALEE\Documents\ChildSafeStandard6_RiskAssessmentTemplate.pdf) and <C:\Users\KRISTALEE\Documents\riskregchilidsafety kc4u.docx> submitted to the [Risk Manager](#), who will document the risk on the [Risk Register](#). The supervisor will assess the risk and accept, reject or request more information. If the risk is accepted the supervisor will confirm the suggested mitigating and [contingency](#) actions and agree a [budget](#) for managing the risk.



## RISK ASSESSMENT METHOD

1. <C:\Users\KRISTALEE\Documents\Child Safe Standards Compliance Assessment Model.docx>
2. <C:\Users\KRISTALEE\Documents\Screening practices for child safe organisations.docx>
- 3.

### *An example Risk Assessment method is shown below:>*

Risks will be assessed by [impact](#) and likelihood using a 1 to 4 numeric scale. The combined score is the risk priority and will drive the response to each risk.

#### **Likelihood scale:**

1 – the risk is very unlikely to happen for example it is statistically unlikely, or action has already been taken to reduce the likelihood.

2 – the risk is unlikely to happen, but is not unheard of, for example a supplier goes unexpectedly into liquidation or a regulatory change forces a change of materials or [project approach](#).

3 – the risk is likely to happen for example rain in September in UK or it is a common risk on projects of this type. For example, [scope creep](#) on IT projects.

4 – the risk is highly likely to happen, perhaps it is a common occurrence on projects or a common issue with location, environment, materials, equipment or the technology used. For example, projects are often impacted by staff illness.

#### **Impact scale:**

1 – the risk will have little [impact](#), perhaps there are plans or procedures in place that will reduce the [impact](#), or there is a simple low-cost alternative. For example, holding a skype meeting is a key person can't make it to the office.

2 – the risk will have some [impact](#), but it can be managed or reduced easily. For example, getting cover for a non-critical staff member who is off sick or a short delay while a [contingency plan](#) is put in place.

3 – the risk will have a significant [impact](#). It is likely to require involvement of senior management and trigger a re-assessment of the [business case](#). For example, equipment failure causing a delay to the go live date.

4 – if the risk occurs the project will no longer be viable, perhaps the business case can no longer be achieved, the additional costs would make it ruinous or the delay would be so long as to make the project pointless.

## RISK ASSESSMENT MATRIX

*<Once you have rated a risk by [impact](#) and likelihood you can use a matrix to find the priority/importance of the risk.*

### *An example Risk Assessment Matrix is shown below:>*

Risks with a priority between 1 – 3 will be accepted (no action will be taken).

Risks with priority between 4 – 8 will be managed using the most appropriate [risk response](#).

Priority 9, 12 and 16 risks may result in the project being cancelled or put on hold until a [risk response](#) can be implemented that will reduce the priority to 8 or below.

|                 |   | RISK IMPACT |   |    |    |
|-----------------|---|-------------|---|----|----|
|                 |   | 1           | 2 | 3  | 4  |
| RISK LIKELIHOOD | 1 | 1           | 2 | 3  | 4  |
|                 | 2 | 2           | 4 | 6  | 8  |
|                 | 3 | 3           | 6 | 9  | 12 |
|                 | 4 | 4           | 8 | 12 | 16 |

Other examples of risk matrices:

[3 x 3 Risk Matrix](#)

[4 x 4 Risk Matrix](#)

[5 x 5 Risk Matrix](#)

## COMMUNICATION PLAN

<C:\Users\Andy\Desktop\policies KC4U\Communication Strategy kc4u.pdf>