



# **Safeguarding Children and Young People Procedures Manual**

Creating a Child-Safe Organisation



**Y QUEENSLAND**

**August 2024 Edition**

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## 1. ABOUT THIS MANUAL

*Y Queensland is the trading name for YMCA of Brisbane and Y-Care (South East Queensland) Inc.*

*Y People include all Y Queensland Board Directors, staff and volunteers (this includes school, university and TAFE students on placement with YMCAs).*

*The Safeguarding Children and Young People (SCYP) Manual refers to Y Queensland's procedures in respect to Safeguarding Children and Young People.*

*The SCYP Manual is to be read in conjunction with the National [Safeguarding Children and Young People \(SCYP\) Policy](#).*

### 1.1 Purpose and Commitment

Y Queensland is committed to safeguarding children and young people from maltreatment and abuse. This manual aims to provide practical guidance for the implementation of the National Safeguarding Children and Young People (SCYP) Policy within Y Queensland operations to ensure that all children and young people within our services/programs are protected from any form of abuse and harm.

### 1.2 Independent Review – Australian Childhood Foundation

At the Y we believe in the power of inspired young people. For young people to be inspired, we know they need to feel safe and be safe. That is why the Y is independently reviewed by the Australian Childhood Foundation (ACF) to ensure our services are safe for all children and young people.

The ACF 'Independently Reviewed' stamp is a sign of assurance that the Y is a safe place for your children and young people.

The independent review process includes a stringent auditing of the organisation's policies, procedures and practices. This is undertaken online and face to face by ACF delegates.



## 2. SUPPORTING A CHILD-SAFE CULTURE

*The Y Queensland shows its commitment to creating environments for children and young people to feel safe and be safe. We require Y People, members, facility users and participants to act in the best interests of the children and young people that enter a Y facility.*

### 2.1 Conditions of Entry

Conditions of entry/participation include a clear and transparent statement outlining the Y's commitment to safeguarding children and young people. All Y Queensland sites are required to display a '[Conditions of Entry](#)' Sign.

Y Queensland wants everyone to enjoy their involvement at the Y. However, individuals may be excluded from participation in programs and services or removed from the premises if they are adversely affected by alcohol, drugs and other behaviour altering substances or, if they demonstrate inappropriate and unacceptable standards of behaviour as deemed by Y Management. Behaviour that places children or other patrons at risk will not be tolerated. Y Management have the right to exclude any persons that breach these conditions of entry.

### 2.2 Signage and Posters

All centres must utilise safeguarding signage, posters and resources within their programs to further promote a child safe culture, specifically the Stay Safe, Tell Someone program posters and signage. All required signage and resources are available on the Y's [Safeguarding Children SharePoint](#) page.

### 2.3 Memberships, Enrolment and Facility Hire

#### Membership and Enrolment Forms

All membership and enrolment forms must include the following statement:

SAFEGUARDING CHILDREN AND YOUNG PEOPLE: The Y is committed to Safeguarding Children and Young People and has a range of policies and procedures to keep children and young people safe. Details of these policies are available at [Y Queensland's website](#) along with information on Y's obligation to report child safety concerns, and how you can report child safety concerns. Please refer to Y's [Privacy Policy](#) regarding sharing of personal information relating to Safeguarding concerns or incidents.

#### Facility Hire

- (a) When choosing to hire a Y Queensland venue/property/asset, licensees, lessees and hirers agree to the [YMCA Standards of Conduct Hirers, Lessees and Licensees](#).
- (b) Hirers must complete the Facility Hire Agreement. Personnel of the hirer/lessee/licensee involved in regulated child related employment are required to provide evidence of current working with children checks applicable to each state/territory. Where individuals are exempt, evidence must also be provided. Y Queensland management must complete [Blue Card validation](#) or [Exemption Card Validation](#) before approval to hire the venue/property/asset can be granted.

#### Contractors, Incursion Providers and Support People

- a) It is the responsibility of the relevant program coordinator, or responsible person on duty, to ensure that persons coming on to site during the program are provided with a short induction to familiarise them with the site and key Safeguarding control measures.
- b) When external people attend a Y Queensland venue/property/asset they need agree to terms on the Site Induction Procedure checklist document for Contractors, Incursion Providers and Support People.

## 2.4 Visitors to YMCA sites

- (a) All visitors entering a Y Queensland site must sign in using the appropriate sign in register.
- (b) Where the visitor is required to possess a Blue Card or Exemption Card for the activity they are conducting, this information must be recorded and their card validated prior to their visit (where possible) or at latest upon arrival.
- (c) **All visitors must be accompanied at all times.**

### 2.4.1 Short Term/Infrequent Visitors

1. Agency Staff and other visitors engaged by Y Queensland for regulated child related employment as a one off or infrequently (less than once a month, each month, over 6 months) must be able to provide proof of a current *\*valid\** Blue Card/ Exemption Card before commencing in any Y Queensland centre where a Blue Card/ Exemption Card is required.
2. It is the Manager (or his/her delegate's) responsibility to request a copy of the Blue/Exemption Card, Photo ID and appropriate qualifications (where applicable).
3. The Manager (or his/ her delegate) must then complete an online [Blue Card validation](#) or [Exemption Card Validation](#) **BEFORE** the agency staff or visitor is on site. **\*Please Note\* Blue Card/ Exemption Card validations last only 24 hours.**
4. A copy of this validation (soft or hard copy) must be kept with a copy of the individual's photo ID, Blue Card/ Exemption Card and qualifications (where appropriate).
5. When the agency staff or visitor arrives on site the Manager (or his/ her delegate) must complete a site induction with the visitor **BEFORE** they commence activities. The Manager (or his/ her delegate) must save a signed copy of the site induction with the visitor's Blue Card, Blue Card validation and photo ID.

***\*Please Note\* if a validation attempt returns an 'Invalid' result, you must contact the Safeguarding Manager IMMEDIATELY on 3253 1700. The individual CANNOT attend the site without a VALID Blue Card/ Exemption Card unless Blue Card Services have provided evidence to the contrary.***

### 2.4.2 Frequent / Long-term visitors (more than once a month, each month, over 6 months)

*NB \*this does not refer to hirers/lessees or licensees, please refer to item 2.3 for further information.*

1. Complete steps 1-5 from section 2.4.1
2. Managers (or his/ her delegate) must then notify the Y Queensland Card compliance team [blue.card@ymcaqueensland.org.au](mailto:blue.card@ymcaqueensland.org.au) and request the individual be linked to the Y.
3. Managers (or his/ her delegate) must complete the Success Factors Import File and e-mail it to [HR.Systems@ymcaqueensland.org.au](mailto:HR.Systems@ymcaqueensland.org.au) for the long-term external facilitators to be added to Success Factors for tracking purposes.
4. Managers (or his/ her delegate) must keep a record of all visitors linked to YMCA of Brisbane/Y Care Blue Card portal, with their photo ID and completed site induction document

When the individual's engagement with Y Queensland ceases, it is the manager's responsibility to inform the Y Queensland Blue Card Compliance team and request the individual be delinked by email. The manager must also email the HR Systems team to have the individual's end date recorded in Success Factors.

### 2.4.3 Registered Health Practitioners

1. Some visitors engaged in regulated child related employment may not be required to possess a Blue Card/Exemption Card e.g. registered health practitioners. In this instance, a check must be completed on their Health Practitioner Registration. This must be completed prior to the

practitioner attending a Y Queensland site (if attending more than once, this must be completed before each visit).

2. To validate the registration of a Health Practitioner request a copy of the certificate of registration and photo ID, visit <https://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx?m=Search> and input the details listed on the certificate.
3. If a Registered Health Practitioner is unable to be located on the AHPRA register or is no longer registered, the individual is not permitted to engage in regulated child related activities.
4. Print or save a copy of the outcome along with the certificate of registration and photo ID.

## **2.5 Risk Management**

All services and programs provided by Y Queensland must have a current risk assessment which outlines the risks and controls in place to ensure that the safety and wellbeing of children and young people is maintained at all times. Please contact a member of the Workplace Health and Safety (WHS) team by emailing [safety.brisbane@ymcaqueensland.org.au](mailto:safety.brisbane@ymcaqueensland.org.au) and [Safeguarding@ymcaqueensland.org.au](mailto:Safeguarding@ymcaqueensland.org.au) for further information.

High risk activities, separate to the program's general risk assessment, including (but not limited to) overnight stays, are subject to the development of a detailed Risk Assessment specific to the activity undertaken. This must be completed in advance, involve consultation with the Safeguarding Manager and be approved by the relevant Group Manager.

To ensure compliance with the Risk Management Plan, each Y Queensland program or service will be subject to spot checks by WHS and Safeguarding teams.

## **2.6 New Programs or Activities**

Any sector proposing to commence a new program or activity are required to contact the Risk and Compliance Executive Manager to ensure that key factors from each of the Shared Services areas, including Safeguarding, are considered throughout the planning process. This allows for the identification of any potential issues that could significantly impact the viability, or success of a new program or activity, or potentially create unnecessary risk to the program or activity's participants and for the organisation.

Any new program commencing at a new location e.g. a new OSHC site, new school campus etc. must consult with the Safeguarding Team and organise for a visit from the Safeguarding Manager **prior to opening** to ensure safeguarding risks are identified and managed, and a targeted safeguarding system induction undertaken with key staff on site e.g. coordinators, managers etc.

## **2.7 Safeguarding Children and Young People Staff**

Y Queensland's Safeguarding team includes a Safeguarding Manager and Advisor to support all Y People in the implementation of its policies and procedures and to provide advice and support for all levels of Safeguarding Concerns.

### **Safeguarding Manager**

Kirsty Kranz

M. 0436 676 832

E. [safeguarding@ymcaqueensland.org.au](mailto:safeguarding@ymcaqueensland.org.au)

### **Safeguarding Advisor**

Graham Walker

M.0448 009 510

E. [safeguarding@ymcaqueensland.org.au](mailto:safeguarding@ymcaqueensland.org.au)



## 2.8 Safeguarding Annual Site Audits

All\* Y programs that have children/young people undergo an annual internal safeguarding audit. Audits are completed in two parts online and onsite compliance. The online component involves the review of staff files and registers, including training, qualification and certification requirements. The **onsite** component involves a visit to the site, review of the program and environment and interviews with staff and management.

The purpose of annual safeguarding audits is to monitor compliance with Y Queensland policy and procedures, National Standards, and State and Federal legislation. Audits are also an opportunity for Y Queensland programs to showcase their innovation and creativity in creating and maintaining Child Safe environments, as well as opportunities to learn and improve on current practice.

Further information and resources are available on [SharePoint](#).

***\*All programs that involve participation by children and young people***

## 2.9 Photographs and Stories of Children and Young People

### ***Photographs:***

Children and young people to whom we deliver a service are to be photographed while involved in Y Queensland programs and activities **only if:**

- Parent/ Carer consent has been provided (completion of the [Standard Image Release form](#))
- The context is directly related to participation in a Y Queensland program or activity
- The child or young person is appropriately dressed and posed (including any relevant safety items such as hats for outdoor play)
- The image is taken in the presence of other Y Queensland personnel, where possible
- The image is taken on an approved Y Queensland owned device (e.g. phone/ iPad, camera)

Images are not to be distributed (including as an attachment to an email) to anyone outside our organisation other than the child/ young person photographed or their parent, without management knowledge and approval.

Images (digital or hard copy) are to be stored in a manner that prevents unauthorised access by others, for example:

- If in hard-copy form, in a locked drawer or cabinet
- If in electronic form, in a 'password protected' folder

Images (digital or hard copy) are to be destroyed or deleted soon as they are no longer required.

Images are not to be exhibited on our website without parent/ carer knowledge and approval, or such images must be presented in a manner that de-identifies the child or young person. Any caption or accompanying text may need to be checked so that it does not identify a child or young person if such identification is potentially detrimental.

### ***Personal stories:***

Formal/ external sharing of social impact or personal stories of Y Queensland children and young people may only occur if:

- A manager is aware and has provided approval
- Parents/ carers provide consent using the [Authorisation and Release of Personal Story](#) form
- The marketing team are consulted for any branding, social media etc. considerations.

## 2.10 Engaging Y People Under 18

### ***One on One***

Y Queensland has several programs that at times can include engagement of staff and/or volunteers under the age of 18, e.g. gymnastics. The Y expects that staff over the age of 18 adhere to the [National Safeguarding Children and Young People Policy](#), which prohibits staff and volunteers from being alone with a child or young person under the age of 18, unless specifically approved. Should there be circumstances where this occurs unintentionally, staff are required to record this in the site's Potential Breach Register.

Any programs where staff must (to effectively run the program/service) be one on one with a colleague under 18, the manager is required to consult with the Safeguarding Manager to ensure this is recorded and suitable controls are implemented.

### ***Relationships between under 18 and over Y People***

Where a relationship is formed between an under 18 and over 18 Y person, e.g. work colleagues become friends and agree to carpool to and from work or spend time together outside of work hours, the supervisor must be notified. Such relationships must be communicated in writing to the employee's supervisor and Safeguarding Manager.

### ***Managing Y people under the age of 18***

All staff responsible for the management of Y People under 18 are expected to make time available at a minimum once a month for catching up and checking in with them. This catch up is specifically to provide the individual who is under 18 the opportunity to discuss or disclose anything that may make them uncomfortable in the work place. If an individual feels uncomfortable speaking to his or her supervisor, the next level of management must make time available should the individual wish to meet (as should be the option for all Y People).

## 2.11 Injury on Intake

To ensure that the safety and wellbeing of children and young people is monitored at all times, it is an expectation that Y Queensland programs record any injuries observed on, or which have occurred to, a participant (under the age of 18) prior to entering a Y Queensland facility. This can be done by completing a report on Protecht.

Please refer to section 7 of this manual for further information on reporting safeguarding concerns.



### 3. INVOLVING CHILDREN YOUNG PEOPLE AND FAMILIES

*Y Queensland's wide range of programs and services provide a focus on prevention and early intervention. Y Queensland will work with children and parents/ carers to grow awareness of child abuse and develop strategies to reduce the likelihood of abuse occurring.*

#### 3.2 Educating Children, Young People and Families

Y Queensland is committed to working with children, young people and families to build safety awareness and a support network to reduce the likelihood of abuse occurring. Some examples of how we can achieve this include:

##### Parent/ Carer

- Parent/ carer attendance at incursions, excursions, training opportunities, presentations or other relevant activities. Please refer to the Parent and other support persons attending activities procedure.
- Encouraging and actively seeking for parents/ carers to share experiences such as cultural awareness, job roles etc.
- Actively seeking and acting on feedback from parents/ carers about the delivery of service programs and safety of the environment e.g. surveys, parent/ carer feedback books/boxes, parent/ carer information evenings, newsletters, meetings and daily interactions.
- Communication mechanisms with parents/ carers e.g. YMCA Facebook pages, Story Park, child drop off and pick up, communication books, newsletters, parent information evenings and events.
- Parent/ carers days to specifically involve parents/ carers in the program.
- Parent/ carers teacher interviews (Y Schools).

All Y Queensland programs and services must be able to demonstrate suitable mechanisms for gaining parent/ carers feedback on policies, procedures and planned activities related to service delivery of programs and safety of the environment for children and young people.

##### Children and Young People

- Child and Young Person versions of the Safe Behaviours – Safeguarding Code of Conduct Documents (refer to section 6 of this document)
- Input into the daily program through child/ young person-initiated ideas and suggestions.
- Young Leaders programs within services.
- Older gymnasts invited to become junior/volunteer coaches.
- Child/ young person feedback forms and learning stories.
- Protective practices activities and discussions (e.g. Stranger Danger, Body Safety)
- Stay Safe, Tell Someone Program (please refer to section 7 of this document for further information)

All Y Queensland programs and services must be able to demonstrate suitable mechanisms for gaining feedback and input from children and young people related to service delivery of programs, planned activities and safety.

#### 3.3 Connecting Families with Community

Y Queensland seeks to fulfil our commitment of supporting and strengthening families by providing information and access to other relevant community services. All Y People should be aware of the [Family and Child Connect](#) service. The [Community Services Contacts](#) list should be on display or available for families to access as well as other community service information, flyers, posters and cards e.g. Parent Line, FaCC, Kids Helpline etc.

## 4. RECRUITMENT AND SCREENING

*Y Queensland is committed to recruiting and selecting Y People to achieve its strategic direction and to demonstrate attributes that are consistent with YMCA values and mission. The process of recruiting and selecting Y People will comply with all legal requirements and with relevant equal opportunity, affirmative action and human resource management policies as adopted by Y Queensland.*

### 4.1 Commitment to Safeguarding Children and Young People

The National SCYP Policy, which outlines the National commitment to safeguarding children and young people in our care, is supplied to all Y People upon engagement.

### 4.2 Recruitment, Screening and Selection Process

Through the staff/volunteer recruitment, screening and selection processes, Y Queensland adopts various steps that minimise the risk of attracting or appointing individuals who are not suitable to work within our child/youth programs or within our association, to ensure the provision of a safe environment for all. For further detail, please refer to the Human Resource Policy on [Recruitment and Screening \(HRM027\)](#).

<b>Job Advertisements</b>	<p>Job ads must communicate that Y Queensland is committed to the safety and wellbeing of children and young people and that the Y requires that all applicants undergo satisfactory screening prior to commencement, which may include:</p> <ul style="list-style-type: none"> <li>• holding or obtaining a Working with Children Clearance/ equivalent, in accordance with state/ territory laws;</li> <li>• a national criminal history check (only where an employee is not eligible for a WWCC);</li> <li>• an international criminal history check where applicants have worked overseas;</li> <li>• Three reference checks.</li> </ul> <p>Any successfully appointed applicant will be required to adhere to the Safeguarding Children and Young People framework, which includes a thorough safeguarding children and young people induction and committing to upholding the safety and wellbeing of children and young people throughout their engagement with the Y.</p>
<b>Position Descriptions</b>	<p>All Y People will be issued position descriptions (PD) that refer to the individual's awareness of and requirement to adhere to the National SCYP Policy. Each PD outlines the need to possess a current positive notice blue card for regulated child-related employment, a National Police check, or where appropriate, an International Police Check. Position descriptions also identify a role to be Child Facing or Non-Child Facing.</p>
<b>Selection Panels</b>	<p>Selection panels will comprise at least two people, have a gender balance where possible, declare any relationship or conflict of interest with applicants and have a chairperson. The chairperson will:</p> <ul style="list-style-type: none"> <li>• Screen written applications</li> <li>• Undertake phone screening</li> <li>• Shortlist suitable applicants</li> <li>• Arrange panel interviews</li> <li>• Arrange workplace observations (where applicable)</li> <li>• Undertake reference checks</li> </ul>

<b>Candidate Assessment</b>	<p>Applicants should only be assessed on how they meet the selection criteria or job requirements. In particular, there must be no bias or discrimination on the grounds of race, age, sex, political beliefs, religious beliefs, impairment, sexual preference, marital status, pregnancy, family status, family responsibility, trade union activity or criminal history check results which do not relate directly to the role for which they have applied.</p> <p>All interviewees will be required to answer compulsory safeguarding questions. Refer to the <a href="#">Job Interview Template</a>.</p>
<b>Identity Checks</b>	<p>Proof of identification must be provided by the candidate.</p>
<b>Qualifications/ Registrations</b>	<p>Original, or certified copies of qualifications or professional registrations will be sighted and uploaded to the staff members SuccessFactors profile.</p>
<b>Undertaking Reference Checks</b>	<p>Prior to a formal offer, all employee, volunteers and directors are required to have a minimum of two (2) professional reference checks completed. It is preferred that at least one professional referee is from the applicant's most recent / current place of employment/volunteering. Personal referees are not recommended, and justification must be submitted as to why a personal referee is being provided. In circumstances where there is no option but to include a personal referee, that referee:</p> <ul style="list-style-type: none"> <li>• Must not be related to the applicant;</li> <li>• Must have known the applicant for at least 12 months; and,</li> <li>• Must be able to vouch for the applicant's reputation and character.</li> </ul> <p>The referee checks undertaken may be completed online via X Ref or through phone contact made by the hiring manager, directly with the referee. If you are completing reference checks via phone please refer to and complete the <a href="#">Reference Check Questions form</a>.</p> <p>Y Queensland maintains documentation regarding feedback from referees in relation to the suitability of an applicant to work with children and young people.</p> <p>The results of these checks must be documented, diligently evaluated and placed on file prior to any offer of employment (paid or voluntary) being made.</p>
<b>Blue Cards</b>	<p>Working with Children Checks (Blue Cards) are required for all employees and volunteers engaging in regulated child-related employment or volunteer engagement. Individuals cannot commence in regulated child-related employment without a valid Blue Card. Please refer to the <a href="#">Blue Card Policy</a> for further information.</p>
<b>National Police Checks</b>	<p>All employees and volunteers 18 and over, who do not hold a valid Blue Card, are required to undergo a National Police Check prior to commencing employment or volunteer engagement. Please refer to the Blue Card Policy for further information.</p>
<b>International Checks</b>	<p>All employees and volunteers 18 years and over who have lived overseas for at least 3 months, in the past five (5) years, are required to undergo an International Police Check prior to commencing employment or volunteer engagement. Please refer to the Blue Card Policy for further information.</p>

## 5. PERSONNEL INDUCTION AND TRAINING

*Y Queensland is committed to providing effective safeguarding training for all new and existing Y People as it strives to deliver a child safe environment at all times. The process of inducting and training Y People must comply with all legal requirements, Y Australia Child Safety Standards, the National SCYP Policy and the SCYP Manual.*

### 5.1 Y Australia Child Safety Licensing Standards – Training Requirements

Y Australia Child Safety Standards require that all Y people complete \*annual Safeguarding training.  
*\*Annual refers to calendar year*

### 5.2 Induction Training

Ideally on the first day, but mandatory during the first week of employment, all new Y People **MUST** complete the **online Y Safeguarding Children and Young People Induction Course**.

This induction course provides an introduction into Y safeguarding policies, procedures, code of conduct, and the importance of safeguarding children and young people at the Y.

### 5.3 Refresher Training

All existing Y People are required to undertake annual Safeguarding Children and Young People refresher training which covers a range of Safeguarding topics. This is a requirement of employment with Y Queensland and is outlined in every Position Description. Non-compliance may result in disciplinary action in line with the [Discipline and Performance Management Policy](#).

### 5.4 Training Delivery Options

There may be circumstances where undertaking the Safeguarding Induction or Refresher training is not possible, such as where Y People:

- Are not sufficiently computer literate
- Require additional support for challenges such as language barriers
- Cannot access a computer to do the online training
- Are too young to be exposed to the information contained online
- Have identified concerns with exposure to potentially triggering content

In these circumstances, an appropriately qualified person can deliver face-to-face training. The names of those participants must be recorded on a [Staff/Volunteer Training Record](#) and an internal certificate will be generated for the attainment. All requests for such face-to-face training should be made to the Safeguarding Manager.

### 5.5 Y Schools Queensland Staff

Y Schools Queensland Staff are required to complete safeguarding training on an annual basis. This training includes the reporting processes as outlined in the [Student Protection Policy](#).

### 5.6 Certificates

Certificates will be issued for all internal training through the online learning management system. Where Y People attend external training, the original certificate should be retained, and a copy uploaded to their Success Factors learning account.

## 6. PERSONNEL ROLES AND CONDUCT

*Y Queensland is committed to the safety and well-being of all children and young people accessing its programs and services. Y Queensland supports the rights of the child and will strive to deliver a child safe environment at all times. Y Queensland also supports the rights and wellbeing of our Y People and encourages their active participation in building and maintaining a safe environment for children and young people.*

*Y People must maintain the highest standards of professional conduct in their attitude and behaviour toward clients, colleagues and members of the community. In particular, Y People will recognise the power imbalance inherent in a Y Person vs Child/Young Person relationship and must never act in a manner which exploits or could be seen to exploit that power imbalance.*

*Y Queensland understands the great benefit of the positive relationships that can form between Y People and children and young people during the child's/young person's participation. Y Queensland endeavours to make this as safe as possible for all concerned.*

*In order to protect Y People, program participants and their families/ carers and to minimise the risk of abuse for a child/young person, Y Queensland follows the National [Safe Behaviours](#). To provide clarity on these Safe Behaviours, explicit examples of conduct have been outlined below.*

### 6.1 Safe Behaviours Versions

At Y Queensland, we have three versions of the Safe Behaviours – Safeguarding Code of Conduct.

- [Child](#)
- [Young Person](#)
- [Y People](#) – Please see below for further information on what Safe Behaviour means for Y people.

### 6.2 Safe Behaviours – Safeguarding Code of Conduct

*Y Queensland is committed to the safety and well-being of all children and young people accessing its programs and services. Y Queensland supports the rights of the child and will strive to deliver a child safe environment at all times. Y Queensland also supports the rights and wellbeing of our Y People and encourages their active participation in building and maintaining a safe environment for children and young people.*

*Y People must maintain the highest standards of professional conduct in their attitude and behaviour toward clients, colleagues and members of the community. In particular, Y People will recognise the power imbalance inherent in a Y Person vs Child/Young Person relationship and must never act in a manner which exploits or could be seen to exploit that power imbalance.*

*Y Queensland understands the great benefit of the positive professional relationships that can form between Y People and children and young people during the child's/young person's participation. Y Queensland endeavours to make this as safe as possible for all concerned.*

*In order to protect Y People, program participants and their families/ carers and to minimise the risk of abuse/harm for a child/young person, Y Queensland follows the National [Safe Behaviours](#). To provide clarity on these Safe Behaviours, explicit examples of conduct have been outlined below. Whilst the Code of Conduct is by no means exhaustive, it summarises some of the most important expectations and standards. This is in order to fulfil your safeguarding duties by promoting the welfare of all children and young people that attend the Y.*

**Application:**

This Code of Conduct applies to all Y People, which includes all Y Board Directors, staff and volunteers (this includes school, university and TAFE students on placement with The Y). The code of conduct is applicable regardless of employment status or seniority.

### 6.3 Safe Behaviours – Safeguarding Code of Conduct

Y People are required to:

1. **Listen and Respond to the views of children, young people and their families, hear what they have to say, no matter how big or small and always take them seriously.**

This means Y People:

- a. **Must** promptly report any Safeguarding concerns/complaints from children, young people or their families/ carers or community of allegations or disclosures of child abuse, harm or suspicions about the safety of a child. This includes any breaches of the National SCYP Policy and the SCYP Procedures Manual. All concerns are to be acted upon immediately. This must be reported to your direct line manager and to the Safeguarding Team.
- b. **Should** develop a good rapport in keeping with professional boundaries with Children/Young People/Families to ensure that they feel confident to communicate disclosures in a safe environment.
- c. **Should** utilise active communication skills including open-ended questions, avoid leading questions and always take action in response to concerns. Y People should avoid investigating matters themselves and instead escalate all concerns to the relevant manager and Safeguarding team.
- d. **Must** understand and acknowledge the significance of family relationships for children and young people. Families, in all their diverse forms, are the foundation of children and young people's development and can act as supportive resources for growth and resilience or can cause significant trauma to children and young people's functioning.
- e. **Must** recognise, respect and work to strengthen the capacities of parents/ carers and other family members to care and protect their children (for example provision of resources, education and community referrals/linking).

2. **Protect children and young people, put their safety first and do not cause harm in any environment – this includes online.**

This means Y People:

- a) **Have** a duty of care to ensure that all who access The Y's programs, services and facilities are provided with a safe environment that protects children/young people and Y People who work with them.
- b) **Must** role model the principles of the Safe Behaviours Safeguarding Code of Conduct and National SCYP Policy, demonstrate appropriate behaviour and respect for children/young people to support and encourage open communication.
- c) **Must not abuse or** harm any child/young person, including but not limited to those who access Y programs and services.
- d) **Must actively** supervise children and young people at all times to ensure they engage positively with our programs, act appropriately towards each other, and are in a safe environment protected from internal and external threats.
- e) **Must** ensure children/young people in Y programs/services are appropriately supervised at all times. This includes facilitating access to toilets, showers and locker rooms (without entering the facility). Y People must ensure they utilise separate facilities from the children/young people wherever possible (excluding excursions).



- f) **Must** protect the privacy and confidentiality of children, young people and their families/ carers at all times. Private information should only be disclosed as required by the relevant authorities or relevant Y People such as line managers, People & Culture (P & C) and Safeguarding. This applies to, but is not limited to, during investigations of Safeguarding concerns.

**3. Respect and support all children and young people regardless of their backgrounds, everyone should be made to feel welcome and included**

This means Y People:

- a) **Must** ensure interactions with children and young people are sensitive, respectful, inclusive of all backgrounds and abilities and promote emotional, physical and cultural safety.
- b) **Must** respect the cultural and religious practices, individual capability and gender identity of children, young people and families/carers, and understand and respond to any identified special needs.
- c) **Must not** discriminate against anyone based on gender identity, culture, race, religion or disability.
- d) **Should** promote cultural inclusivity in programming by including and respecting all cultures.

**4. Speak using clear language that is appropriate to children and young people**

This means Y People:

- a) **Must** use clear concise language and appropriate tone of voice in the presence of children and young people that provides direction, boosts their confidence, encourages or affirms them.
- b) **Should** speak to children/young people at their level, whilst being respectful of personal space and positioning.
- c) **Must not** use inappropriate, discriminatory, racist, sexist, violent, profane, sexual, belittling or negative language in the presence of children/ young people, for example swearing, derogatory terms, sexual jokes/ innuendos, name-calling or threats.
- d) **Must** not speak to children and young people by yelling or using a raised voice in an aggressive manner.

**5. Act within the laws, regulations, policies and procedures and set a positive example for others**

This means Y People:

- a) **Must** read, understand and follow the National SCYP Policy and the SCYP Manual including the Safe Behaviours – Safeguarding Code of Conduct and promote the safeguarding of children and young people.
- b) **Must** be familiar with and adhere to all related Safeguarding policies, procedures, supporting documents and promptly seek clarification as required. This includes having a working knowledge appropriate to their role, of children and young people's rights and be clear about what is acceptable behaviour when dealing with children and young people.
- c) **Must** have knowledge of, and at all times adhere to, all relevant Laws and Regulations when employed in Child Related programs.
- d) **Must** ensure that sign-in and sign-out procedures are followed for visitors to the site and, where applicable for children and young people attending the program. Y People are required to be vigilant in witnessing the arrival and departure of all children/young people. Immediate action must be taken in the event of any breach to sign-in and sign-out procedures.
- e) **Must** only take photos or videos of children/young people on Y Queensland work mobile phones/devices and cameras. Under no circumstances should staff utilise personal mobile phones/devices. This includes showing pictures or other content on personal devices.
- f) All photos require appropriate consent, this refers to consent granted by parents/carers using a current signed [Standard Image Release form](#) that must be signed and uploaded.

- g) **Must** ensure photos/videos of children/young people are only uploaded to official Y sites once appropriate consent from the parent or carer has been provided. Photos/videos must not be uploaded to any personal or unofficial Y social media platforms.
- h) **Must** not use personal mobile phones/devices/smart watches etc. whilst on-shift.
- i) **Must not** commence regulated child-related employment without a valid Blue Card/ Exemption Card in keeping with current Queensland legislation.
- j) **Must not** commence or continue in restricted employment if considered a restricted person (please refer to Positive Notice Blue Card and Police Check Policy).
- k) **Must not** discipline children/young people using emotional, physical or verbal abuse or corporal punishment, favouritism, physical abuse, verbal abuse, reference to cultural/ethnic differences, swearing or the withdrawal of the necessities of care (incl. food, shelter and emotional warmth).
- l) **Must** not restrict a child/young person's access to activities or programming as a form of discipline or punishment unless safety is at risk.
- m) **Must** not utilise the office as a form of discipline, time out or as a calm-down space. If a child is, under 12 years of age a parent/guardian should accompany them if a meeting is being held in the office. If a confidential meeting is necessary, please have an additional staff member in the room.
- n) **Must not** engage in sexualised behaviour between, with or in the presence of children/ young people, including but not limited to engaging in open discussions of a mature or adult nature.
- o) **Must not** engage in physical contact with children/ young people unless for the express purpose of the program or activity, or as based on the needs of the child/young person rather than on the needs of our personnel, e.g. to assist or comfort a distressed child/young person.
- p) **Must not** have a child/ young person sit on their knee, in their lap, piggyback them, cuddle, kiss, hug, tickle or touch them in an inappropriate and/or culturally insensitive manner. This also includes rough physical games e.g. tackling, wrestling. Hand holding is not permitted for children over 5 years of age unless this forms part of the child's support plan.
- q) **Must not** use physical restraint unless safety is at risk and only as a last resort to prevent injury to a child/ young person or others; in this instance the level of force used must be appropriate to the specific circumstance and aimed solely at restraining the child/young person to prevent harm to themselves or others. A Protecht Safeguarding Incident Report Form needs to be completed with a detailed account of this reactive response.
- r) **Must not** report to work or while on duty, use, possess or be under the influence of alcohol or illegal substances. Use of legal drugs such as prescription or over the counter medication is permitted, provided such use does not interfere with your ability to perform your role.
- s) **Must** ensure that parents/ carers are informed of travel and sleeping arrangements prior to the commencement of any excursion or camp and that a full risk assessment is completed and approved for the excursion/camp by the Safeguarding and Safety teams.

**6. Be aware of signs that may indicate abuse or harm to children and young people and notice if they aren't themselves or things don't seem right**

This means Y People:

- a) **Must** remain alert to the risk indicators of child abuse, neglect and grooming, including indicators of harm caused by other children or young people and staff.
- b) **Must** participate in any reasonably required training to assist in recognising and responding to indicators of harm.
- c) **Must** be aware of how and where to access accurate information about child abuse, neglect, and grooming.

**7. Respond appropriately to any suspected or disclosed abuse or harm to children and young people**

This means Y People:

- a) **Must** promptly report concerns, issues, problems, suspected incidents and suspicious behaviour to their Manager/Supervisor and/or Safeguarding Manager) and, where required by law, to the relevant departments. Staff must comply with their duty of care to report to Child Safety and/or Police as reasonably required in the circumstances.
- b) **Must** report all Safeguarding matters in writing to the Safeguarding team within 48hrs, using the internal Protecht Safeguarding Incident Report Form.
- c) **Must** notify their line manager and the Safeguarding team by phone as a matter of urgency on the day of the incident if a serious Safeguarding incident occurs that involves any emergency services, a sexual or physical assault occurs on site, a child/young person attempts suicide, if a child/young person is missing or if there is any potential for media involvement.
- d) **Must** report to their supervisor or relevant manager any suspicion, observation or knowledge of inappropriate behaviour by Y People that breaches the National SCYP Policy and/or the SCYP Procedures Manual. If a concern involves the direct manager, the matter should be escalated to the next level of management, as soon as possible.
- e) **Must** respond to any disclosures in a supportive, caring manner that respects the wellbeing of the child/young person. Relevant parties such as parent/guardians should be notified as necessary.
- f) **Must** fully cooperate with the defined relevant local/state/federal agencies in investigations of suspected child abuse/harm or neglect

**8. Empower children and young people - this includes allowing them to do personal things for themselves**

This means Y People:

- a) **Must not** undertake a task of a personal nature that the child/ young person can do for themselves, e.g. changing clothes, feeding and toileting. If children have known additional needs, written permission should be sought from a parent/guardian for staff to undertake this task. A register should be kept recording incidents of this nature. Two staff should be present to avoid being alone with a child/young person.
- b) **When** attending to a child's care, this needs to be completed straight away to ensure the rights of the child are respected, toilet doors should remain open whilst also respecting the child's right to privacy.
- c) **Must** involve children, young people and families/ carers in their approaches to safeguarding children and young people by providing clear and concise information. Communication is to be carried out in a manner sensitive to age, gender identity, language, culture, religion or capability.

**9. Encourage children and young people to be the best they can be without showing any favouritism**

This means Y People:

- a) **Must not** give personal gifts including the purchase of food and drink to children, unless under the banner of a gift from the Y (e.g. gifts from The Y service to each child/ young person at Christmas). Gift giving from staff to individual children/young people can be seen to be grooming behaviour.
- b) **Must** not bring in external items for use by children/young people e.g. personal board games or other possessions. This includes providing additional resources for services.

**10. Be professional and respect the boundaries of your role at the Y – Y People should not be left alone with a child or young person (this includes transportation) or have any contact outside the Y's programs or facility unless approved by their local Y Association**

This means Y People:

- a) **Must** ensure they are never alone with a child or young person. Staff members need to be in line of sight - this means to be observed by at least one other Y staff member or volunteer.
- b) **Must** advise their supervisor where a friendship has developed prior to or during employment by The Y, between them and families and/or children/ young people who currently participate or have previously participated in Y programs.
- c) **Must not engage** in unauthorised travel, e.g. transport an individual child/young person or a group of children/ young people to or from Y programs in a private vehicle, without the written consent of the Y CEO or his delegate. Parents/Guardians must provide consent (written preferred) before a child/young person is transported. The child/young person must sit in the back seat. All transport requires a minimum of two Y personnel be present.
- d) **Must not engage** in activities with current or previous Y children/young people outside the Y for example visiting their home or them visiting your home, babysitting, social engagements etc., unless permission has been granted by the CEO or their delegate in writing.
- e) **Must not** engage with children/young people (current or former) outside the Y, including via social media platforms such as Facebook, Instagram, Snapchat, TikTok etc., as well as voice/video call, text or email. Unless for the purpose of a wellbeing check in or required for another safety reason, with manager knowledge and approval. This contact must be from a Y supplied work device only. Where practicable all communication made should be directed to the parents/ carers.
- f) **Should** use separate staff toilets to children/Young Person, use accessible toilets if facilities do not have staff toilets. On the rare occasion if this is not possible, ensure toilet facilities are vacant of any children/young people before entering. Ensure to knock on the door and call out to check prior to entering.

### **Exceptional Circumstances**

There may be exceptional situations where these guidelines do not apply, for example, in an emergency. However, it is crucial that, where possible, you seek management authorisation prior to taking action that contravenes these guidelines or that you advise management as soon possible after any incident which breaches these guidelines.

A **Potential Breach Register** is available to record such situations and may be completed by all Y People.

A copy of the Safeguarding Potential Breach Register must be submitted by email to the Safeguarding Team by the 4<sup>th</sup> day of each month. A scanned copy of the relevant pages of the register should be sent to [Safeguarding@ymcaqueensland.org.au](mailto:Safeguarding@ymcaqueensland.org.au)

If they are no breaches, please state the following; 'no potential breaches for the month of \_\_\_\_\_ for \_\_\_\_\_ (name your centre)'.

There should never be any confidential information recorded such as young people or staff members' names. If you really need to record initials, be mindful we do not want to record information that will be easily read by other staff members that could breach confidentiality.

Give as much detail as possible about what occurred and what actions were taken, anything that would involve disciplinary action with a staff member should not be recorded.

## 6.4 Reporting Policy Breaches

A breach is any action or inaction by Y People that fails to comply with the National SCYP Policy, SCYP Procedures Manual (by extension the Student Protection Policy and associated School reporting documents) or Safe Behaviours - Safeguarding Code of Conduct.

All breaches are subject to disciplinary procedures and possible dismissal.

All Y people are expected to report to their manager/supervisor immediately (i.e. as soon as possible or before the end of the day) if they notice, observe or become aware of any personnel member whose practice or behaviour breaches the expectations set out in SCYP Policy and Manual. Should the matter need to be immediately addressed the person observing the breach must intervene. The matter **must** still be reported to the relevant manager/supervisor.

Please refer to Section 7 for further information on reporting Safeguarding Concerns.

**IF YOU DO NOT FEEL COMFORTABLE REPORTING A CONCERN TO YOUR DIRECT MANAGER/SUPERVISOR YOU MUST REPORT TO THE NEXT LEVEL OF MANAGEMENT.**

Alternatively, you can contact the Safeguarding Manager on: M: 0436 676 832  
or the Safeguarding team at E: [safeguarding@ymcaqueensland.org.au](mailto:safeguarding@ymcaqueensland.org.au)

All Y People are covered by the Y [Whistleblower Policy](#).

## 7. SAFEGUARDING CONCERNS ALLEGATIONS AND REPORTS

At the Y, our Safeguarding Vision is to ensure that all Children and Young People are empowered to feel safe and be safe at the Y, in their families and in their communities.

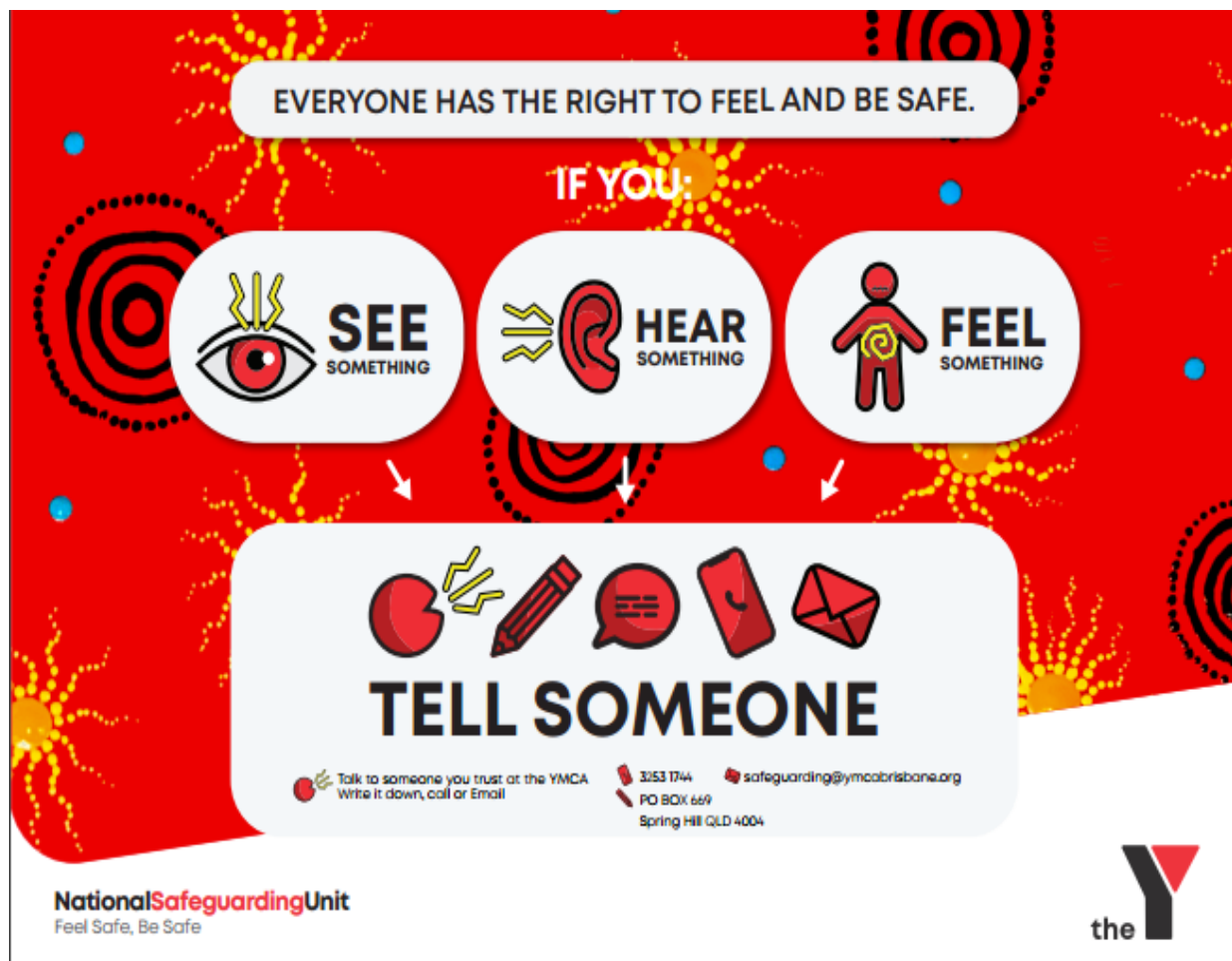
The purpose of this Procedure is to ensure that all Y People are supported to realise this vision by responding to, and reporting, all safeguarding concerns in a way that shows them that we take their safety - as well as our moral and legal responsibilities - seriously.

This Procedure applies to all Y People. This includes all Board Members, Managers, Staff of all levels, Volunteers and Contractors.

### 7.1 Stay Safe, Tell Someone Program

The Y's Stay Safe, Tell Someone Program has been developed in consultation with over 500 Children and Young People throughout Australia. The Program, which is informed by nudge theory, empowers Children and Young People - as well as Y People - to tell someone when they see, hear or feel something that worries or concerns them.

This Procedure provides the formal process to ensure that the right people are informed, and the right actions are taken when a Child or Young Person does speak up.



## 7.2 Duty of Care

Duty of Care is the legal obligation of each person to take reasonable care to avoid causing foreseeable harm to another person or their property. Y Queensland owes a Duty of Care to anyone who is reasonably likely to be affected by Y activities. Where Duty of Care extends outside of the normal Y activities, please refer to the [Extended Duty of Care Policy](#).



### 7.3 Responding to Safeguarding Concerns

**\*Please Note:** This flow chart does not apply to Y Queensland schools and related entities, please refer to the [‘Student Protection Policy’](#), [Principal Board HOS HOC Decision Tree](#), [Teaching Staff Decision Tree](#), [Non-Teaching Staff Decision Tree](#) and [Volunteer Decision Tree](#) which reference all relevant legislation.

IDENTIFY	<b>Step 1.</b> Is there a Concern/Observation/Suspicion/ Disclosure of <b>abuse</b> of a child or young person <b>YES - Move to step 2</b> ↓	
RESPOND	<b>Step 2.</b> Is a child or young person in <b>immediate danger</b> OR is there reason to believe a <b>Crime</b> has occurred? – YES ↓ Call 000 immediately. Then move to Step 3 ↓	NO → Move to Step 3 ↓
	<b>Step 3.</b> Staff member (becomes the original notifier) must immediately notify the Supervisor. Staff member/Supervisor to complete a <b>Protectt Safeguarding Incident Report Form</b> and contact Safeguarding staff by phone. Together with Safeguarding staff – determine if report is required. ↓	
REPORTING	Is an external report required? (E.g. Child Safety, Police, ECEC etc.) <b>YES – move to Step 4</b> ↓	Safeguarding staff will provide relevant advice to support staff managing the concern. NO →
	<b>Step 4.</b> Safeguarding staff will direct appropriate staff to report to the Relevant Authority* and Relevant Third Parties**. Safeguarding Manager directs the supervisor to inform the original notifier of actions taken. <b>Move to step 5</b> ↓	
MONITOR & UPDATE	<b>Step 5.</b> Monitor, update, document and identify any additional concerns. Seek support from the supervisor and repeat the steps in this process as required. Consider if there are other supports available to the support child, young person or family e.g. Family and Child Connect.	

If an allegation is made against a <b>Y Person</b> ↓	If an allegation is made against a <b>PARENT/CARER</b> ↓	If an allegation is made against an <b>EXTERNAL PERSON</b> ↓
Safeguarding Manager and HR to be notified immediately	Follow normal reporting procedure	Follow normal reporting procedure
Y person stood down immediately or removed from activities that involve contact/supervision of children/ young people if required ↓	Relevant authority is notified ↓	Relevant Authority is notified ↓
Investigation of allegation occurs by HR, Safeguarding Manager, External investigators or by Relevant Authority ↓	In respect to contacting parents, follow the lead of the Relevant Authority ↓	Relevant Authority will notify parents/ carer of the child/ young person ↓
Reinstatement only occurs after all allegations have been dismissed or cleared to the satisfaction of the CEO	Investigation of allegation occurs by Relevant Authority	Relevant Authority conducts investigation of allegation

<h1>IDENTIFY</h1>	<p><b>Observations and Suspicions</b></p> <p>This may be evident through one or more of the following:</p> <ul style="list-style-type: none"> <li>You observe that a volunteer or staff member's behaviour towards a child/young person is not in line with laws, Y values, policies or procedures;</li> <li>You observe something about a child/young person which causes you concern about their welfare;</li> <li>You observe a concern about the behaviour of clients/patrons (including a parent/ carer or peer) towards a child/young person.</li> <li><u>All concerns should be acted upon immediately.</u> Organisations must notify authorities when there are <u>reasonable</u> grounds for suspecting/reporting abuse.</li> <li>The law protects a person who raises legitimate concerns through appropriate procedures under the banner of "qualified privilege".</li> <li><b><u>Confidentiality is of the utmost importance</u></b> and crucial to a fair and effective reporting process. At no time should the suspected abuse or suspicions be discussed in general discussion with other staff, other parents/carers, customers, members or the general community.</li> <li>Y People are required to contact their direct supervisor/manager and/or the Safeguarding Manager to talk through any concerns held about a child/young person and to work together during this consultation process to ensure that all necessary information has been collated. This provides an opportunity to determine if they believe there are reasonable grounds to make a formal report. Y People can also seek advice from the online <a href="#">Child Protection Guide</a> or <a href="#">Family and Child Connect</a> (13 Family).</li> </ul> <p><b>Please refer to Section 8 for signs and indicators of abuse.</b></p> <p><b>Disclosures</b></p> <p>This may be evident through one or more of the following:</p> <ul style="list-style-type: none"> <li>You receive a complaint/ allegation about a volunteer or staff member's behaviour towards a child/young person;</li> <li>A child/ young person makes a disclosure of abuse or neglect to you or in your presence;</li> <li>You receive a concern or allegation about the behaviour of clients/patrons (including a parent/ carer or peer) towards a child/young person.</li> </ul>
<h1>RESPOND</h1>	<p><b>If you believe a child or young person is at immediate risk of harm, please contact the Police by calling 000. If you are unsure if it is an emergency, please contact Police Link by calling 131 444.</b></p> <ul style="list-style-type: none"> <li>Remove the risk to the Child or Young Person. Only complete this step if it is safe for you to do so.</li> <li>It is important not to intervene in instances of community, family or domestic violence as this can escalate or aggravate the situation.</li> <li>However, if you are witnessing inappropriate conduct of a Y Person, it is important to explain how their behaviour may be negatively affecting the Child or Young Person - this may require that you intervene and remove the Child or Young Person from that situation. If you are uncomfortable doing so, reach out to your supervisor as soon as possible.</li> </ul> <p><b><u>NEVER</u> (unless directed by Safeguarding Manager or P&amp;C Team) investigate allegations, complaints or concerns of abuse or neglect by interviewing or informing the person they are against – even if they are a volunteer or staff member and/or you are their supervisor or manager. Doing so could interfere with a formal investigation at a later point.</b></p>

<h1>RESPOND</h1>	<p><b>Responding to Disclosures</b></p> <p>In the event a child or young person reports or discloses an incident of ‘harm’ or suspected harm to themselves or to another person, the person receiving the concern/allegation should:</p> <ul style="list-style-type: none"> <li>• <b>Listen</b> to the child/young person.</li> <li>• <b>Reassure</b> the child/young person that they have done the right thing by talking to you and that you are here to support their safety.</li> <li>• <b>Promise to help, but DO NOT promise to keep the information a secret and DO NOT promise to stop the abuse from occurring.</b></li> <li>• <b>Explain that you need to speak to someone else in order to get advice that can help to keep them safe.</b></li> <li>• <b>Never ask leading questions – e.g. ‘did ___ intend to hurt you?’; ‘did ___ do that all the time?’.</b> Try open ended questions that will support safety/risk assessment such as : ‘could you tell me more about that?’; ‘what happened then?’; ‘how recently did this happen?’ and <b>don’t pressure them to respond.</b> (<i>Questions that are leading or unnecessary can distress the child/young person and could compromise any investigation.</i>)</li> <li>• <b>Let them tell you in their own words.</b> Do not correct their words.</li> <li>• <b>Document the conversation objectively</b> e.g. just write what was said and observed, not your opinions, and report to your supervisor and/or safeguarding.</li> </ul> <p><b>Record</b></p> <ul style="list-style-type: none"> <li>• If possible, write down details of the concern as soon as possible. Try to specifically quote exactly what was said by the child/young person.</li> <li>• Accurate notes can support you as you report the disclosure or concern internally or to regulatory bodies.</li> <li>• Prior to the formal reporting process, you can make notes using any medium- if you treat it with appropriate sensitivity and ensure that it will not be accessed by anyone who does not need to see it, to maintain the privacy and confidentiality of the child/young person.</li> <li>• The intent of this step is to just to remind yourself of the information discussed, not to complete the full reporting process before you forget the initial information.</li> <li>• A <a href="#">file note</a> is useful during this step.</li> </ul>
<h1>REPORTING INTERNALLY</h1>	<p><b><u>Within the Association</u></b></p> <p><b>Report to the Manager/Supervisor and Seek Advise</b></p> <ul style="list-style-type: none"> <li>• Regardless of whether the incident/concern was reported to 000, you must report to the Manager/Supervisor.</li> <li>• In consultation with the Manager/Supervisor immediately assess the incident/ concern and gather written, signed and dated statements from staff and other parties e.g. child, young person, parent/ carer (where appropriate).             <ul style="list-style-type: none"> <li>- If a staff member feels uncomfortable reporting to their immediate supervisor, they can contact, another Manager within the Y, the Safeguarding Manager, P&amp;C Team or the CEO</li> </ul> </li> <li>• Record details of all people involved, including any witnesses, where appropriate meet with the person who has made the allegation to clarify the details. Use the online Protecht Safeguarding Incident Report form to guide you.</li> <li>• Where required, the Safeguarding Manager will notify the CEO of an incident. The CEO or his/her delegated authority will advise the President of the Board of all critical incidents and dependent upon the circumstances, Y Australia will also be notified.</li> <li>• Staff will be supported through the reporting process and professional counselling and debriefing arranged if required.</li> <li>• If not already involved in the reporting process, the actions taken will be reported back to the original notifier.</li> </ul>

	<p><b>Reporting to Y Australia and the National Safeguarding Unit</b></p> <ul style="list-style-type: none"> <li>• All Associations and their Y People must report all level one Safeguarding Concerns to Y Australia using the National Incident Management Portal <a href="#">here</a>.</li> <li>• This is a requirement under the National Insurance Program and the Movement Critical Incident Policy and ensures that the right Y People are notified within the right timeframe. This means that the right people can also provide timely support to the Y People who are managing the disclosure or concern.</li> <li>• The Y Queensland Safeguarding Manager (or their delegate) is responsible for reporting incidents to Y Australia.</li> </ul>
<p><b>REPORTING EXTERNALLY</b></p>	<p><b>Mandatory Reporting</b></p> <p>The Child Protection Act 1999 states certain professionals, referred to as ‘mandatory reporters,’ <u>must</u> make a report to the Department of Children, Youth Justice and Multicultural Affairs if they deem a child/young person needs protection. This means they have formed a reasonable suspicion that:</p> <ol style="list-style-type: none"> <li>1. that a child/young person has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse,</li> <li>AND</li> <li>2. may not have a parent/ carer able and willing to protect them.</li> </ol> <p>Mandatory reporters <u>should</u> also report to the Department of Child Safety, Youth and Women, a reasonable suspicion that a child/young person needs protection caused by any other form of abuse or neglect.</p> <p>Under the Child Protection Act 1999, mandatory reporters are:</p> <ul style="list-style-type: none"> <li>• <b>Teachers</b> (The definition of teacher in the Child Protection Act is an approved teacher under the Education (Queensland College of Teachers) Act 2005 employed at a school).</li> <li>• Doctors</li> <li>• Registered nurses</li> <li>• Police officers with child protection responsibilities</li> <li>• A person performing a child advocate function under the Public Guardian Act 2014</li> <li>• <b>Early Childhood Education and Care Professionals</b></li> </ul> <p><b>All other Y People</b></p> <p>It is an offence for any adult not to report sexual offending against a child by another adult to police. This means all adults have the responsibility to report sexual offences against children to police—unless they have a reasonable excuse not to.</p> <p><a href="https://www.qld.gov.au/law/crime-and-police/types-of-crime/sexual-offences-against-children/failure-to-report">https://www.qld.gov.au/law/crime-and-police/types-of-crime/sexual-offences-against-children/failure-to-report</a></p>

# REPORTING EXTERNALLY

## \*Reporting to the Relevant Authority (Child Protection Agencies and Regulatory Bodies)

- Based on the concern and information provided, the Manager/Supervisor and Safeguarding Manager decide on whether the concern meets the relevant authority's threshold to report and, as required, the Safeguarding Manager will direct the appropriate person to make a report to the relevant authority\*.
- An incident is reported to Child Safety when it is suspected a child/young person is experiencing or is at risk of experiencing significant harm and does not have a parent willing and able to protect them.
- Please refer to the Regulatory Reporting of Offences OSHC policy and procedure for further information when reporting to ECEC.
- When making a report to the relevant authority the information contained in the Safeguarding Concern Report form will be requested.
- Please record the name of the person you have reported to, and any information and advice provided, using the Safeguarding Concern Report form.
- The relevant authority will determine how best to respond to the situation.
- If after contacting the relevant authority the abuse/ neglect does not meet their thresholds, ask for any additional advice including details of other support services you may be able to refer the child or young person/ their family/ carers to.

### \*Relevant Authority:

- [Queensland Police](#)  
Emergency number – **000**; Non-emergency number (Police Link) – **131 444**
- Department of Children, Youth Justice and Multicultural Affairs

Brisbane & Moreton Bay Regional Intake Service	<b>1300 682 254</b>
South West Regional Intake Service (Ipswich)	<b>1800 316 855</b>
Sunshine Coast Regional Intake Service	<b>1300 703 762</b>
South East Regional Intake Service (Logan Gold Coast & Bayside)	<b>1300 679 849</b>
South West Regional Intake Service (Toowoomba)	<b>1300 683 390</b>
Child Safety After Hours Service	<b>1800 177 135</b>
General Inquiries	<b>1800 811 810</b>
<a href="https://www.dcscs.qld.gov.au/contact-us/departments-contacts/child-family-contacts">https://www.dcscs.qld.gov.au/contact-us/departments-contacts/child-family-contacts</a>	

- [Office of Early Childhood Education and Care \(ECEC\)](#)

Brisbane	Nundah Regional Office	<b>(07) 3634 0532</b>
	Mt Gravatt Regional Office	<b>(07) 3422 8363</b>
North Coast	Caboolture Regional Office	<b>(07) 5420 1404</b>
South East	Gold Coast Regional Office	<b>(07) 5656 6677</b>
	Logan Regional Office	<b>(07) 3884 7813</b>
South West	Ipswich Regional Office	<b>(07) 3280 1940</b>
<a href="#">National Quality Agenda IT System (NQAITS) – online reporting</a>		

## \*\*Reporting to other Relevant Third Parties

Should the Y be made aware of a concern or incident that involves or is likely to impact any relevant third parties (e.g. business partners, stakeholders, RTO's, employment and labour hire partners, or contractors) management will be directed to provide relevant information in line with privacy and confidentiality agreements and legislation.

### Confidentiality

All documentation used during the reporting process must be filed and stored in a confidential manner and will not be provided to any other party unless clearly falling under relevant state legislation.

<h1>INVESTIGATE</h1>	<p><b>Allegations Against a Y Person (staff/volunteers)</b></p> <ul style="list-style-type: none"> <li>• If allegations are made against a Y staff member or volunteer, the CEO is required to immediately suspend that person if required (please refer to the HR Policy regarding pay provisions while on suspension) or remove from activities involving the direct supervision of, and/or direct contact with, children.</li> <li>• Reinstatement of a staff person or volunteer may only occur after all allegations against that person have been dismissed or cleared to the satisfaction of the CEO and any authorised consultants involved in investigations.</li> <li>• Fair process will be followed for the staff member or volunteer who has had the allegation made against them.</li> <li>• An impartial person will be appointed to liaise with / support the person subject to allegations of improper conduct.</li> <li>• Certain types of safeguarding concerns may require further information before determining the correct response approach. These information seeking activities should be undertaken as a formal investigation.</li> <li>• It is important that these investigations are undertaken in a way that ensures impartiality and fairness. This means that they need to be undertaken in a way that is not (or does not seem to be) affected by prejudice. It is important that any Y Person is given their chance to respond to any safeguarding concern about them <i>before</i> a decision is made about the accuracy of the concern, or before the next actions are decided.</li> <li>• It is important that investigations are undertaken by the appropriate Y Person with appropriate knowledge and skills. If a safeguarding concern involves children/young people, then the safeguarding team need to be included in the investigation process.</li> <li>• Any investigation that is completed by an inappropriate Y Person could lead to an unfair result - or the perception of an unfair result.</li> </ul>
<h1>MONITOR &amp; UPDATE</h1>	<ul style="list-style-type: none"> <li>• It is important to continue monitoring and recording any updates to the concern- including any changes as well as the progress towards any follow-up actions - even after the investigation has been completed. This can be maintained using the further actions section of the National Incident Reporting Form or your Association's alternative.</li> <li>• As concerns may increase the long-term vulnerability factors of a particular Child or Young Person, the monitoring and updating part of this Procedure may continue for the long-term duration of their engagement with the Y. This simply means that we must maintain visibility of any changes to their circumstances that may increase their vulnerability - in relation to the concern - to ensure that we are providing a tailored approach to their engagement and servicing at the Y.</li> <li>• Y People may be required to provide further information to external Agencies as any further information becomes available.</li> <li>• Continue to <b>monitor</b> the child or young person's welfare following the concern about abuse/ neglect, <b>identify</b> any emerging concerns and <b>document</b> these.</li> <li>• Where possible and practical, continue to monitor anyone else believed to have caused the abuse/ neglect and report further if you continue to be concerned.</li> <li>• Continue to <b>update</b> the Supervisor/Manager as required.</li> <li>• Continue to respond to the needs of the child or young person who has experienced abuse/ neglect, within the limits of your role and update your Supervisor/Manager as required.</li> <li>• Consider if there are other supports you could refer a child/young person and their family to – seek support from the Safeguarding Manager for additional information and resources.</li> <li>• All safeguarding concern reports are required to be securely stored for 45 years.</li> </ul>



## 7.4 Review and Continuous Improvement

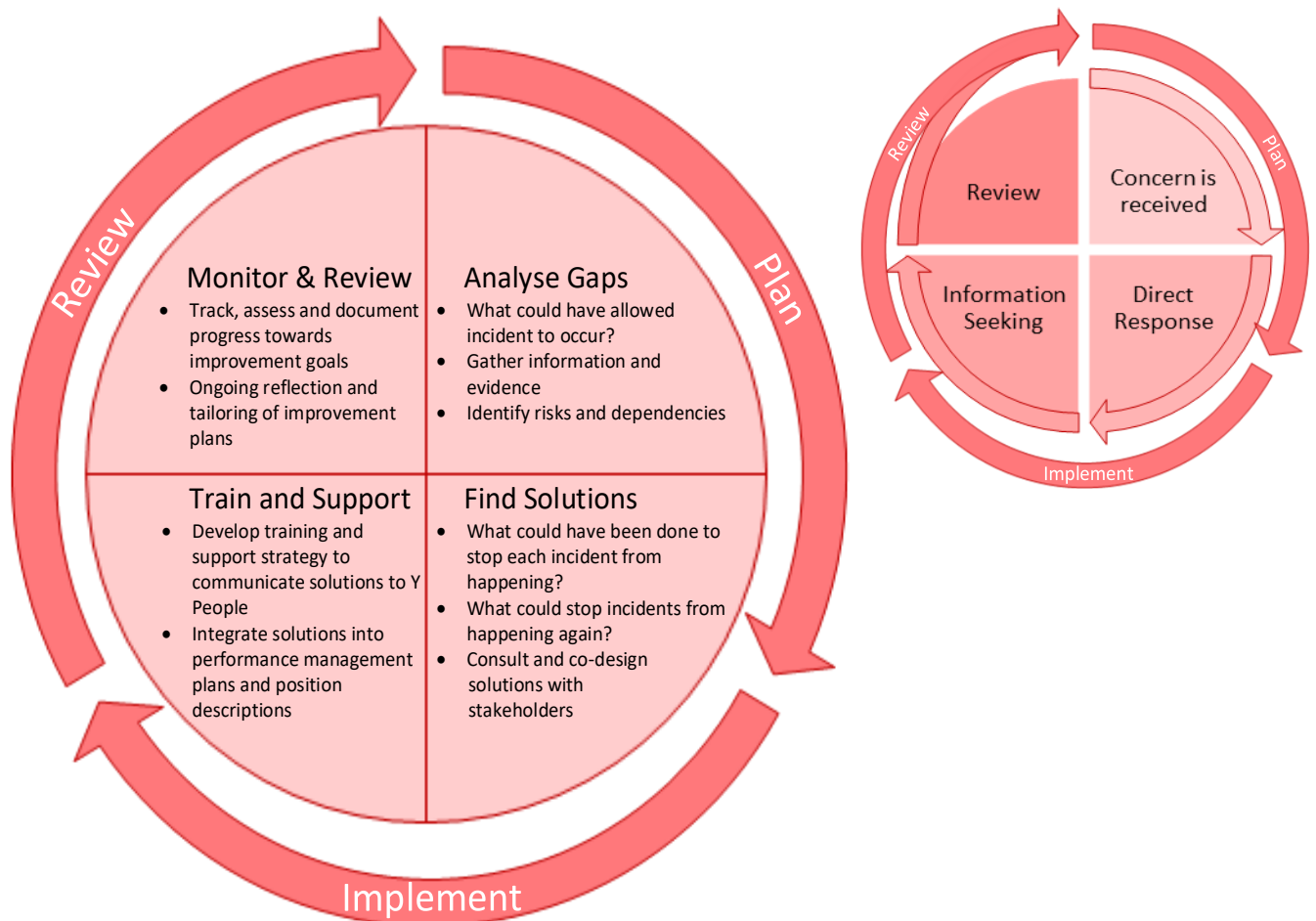
Each high-risk concern is an opportunity for the Y to improve its safeguarding practice, so it is important to ensure that we review how we responded to each high-risk concern.

This is enabled by considering what we did, what we could have done, what resources were available and what we think *should be* available next time. In doing this, we can identify patterns and improve the resources and support available to Y People who work hard to reduce the number of times these concerns happen.

The graphic below shows how the review of each high-risk concern feeds into the larger continuous improvement cycle and informs our future-focused business planning in areas such as training and policy review.

In turn, this continuous review also informs how we identify risks to Children and Young People so that we can anticipate and avoid repeating similar concerns.

The Safeguarding Team review each investigation to analyse the gaps that we can close that will ensure continuous improvement across The Y Queensland in regards the support and care of children/young people.



## 8. SIGNS AND INDICATORS OF ABUSE

### 8.1 Grooming

Grooming refers to actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child/young person to lower the child/young person's inhibitions in preparation for sexual activity. Grooming can take place in any setting where a relationship is formed such as leisure, music, sports and religious activities, in internet chatrooms, on social media or by SMS. There is no set pattern in relation to the grooming of children/ young people. For some perpetrators, there will be a lengthy period of time before the abuse begins. Other perpetrators may draw a child/young person in and abuse them relatively quickly.

#### The 6 stages of Grooming:

1. Targeting the victim
2. Gaining the victim's trust
3. Filling a need
4. Isolating the child/ young person
5. Sexualising the relationship
6. Maintaining control

People in the community, such as parents, carers, teachers and children/young people can also be groomed by perpetrators to establish trust and gain access to a child/young person. Grooming involves the person responsible for the sexual abuse integrating themselves into places where they have access to children/young people and then grooming the adults to create opportunities for the person to abuse their victims. Grooming behaviour can be difficult to identify as it can sometimes include the use of, in some contexts, appropriate behaviours.

#### Possible indicators in a child:

- Inappropriate touching such as tickling and back rubbing
- Inappropriate joke telling, sexual in nature
- Emotional or behavioural changes – including the abrupt onset of mood swings, secretive behaviour or withdrawal

#### Some examples of grooming behaviour can include a person:

- Regularly offering to babysit/ look after a child/young person for free or take a child/young person on overnight outings alone
- Actively isolating a child/young person from other adults or children/young people
- Insisting on physical affection such as kissing, hugging, wrestling or tickling even when the child/young person clearly does not want it
- Being overly interested in the sexual development of a child/young person
- Insisting on uninterrupted time alone with the child/young person
- Enjoying taking lots of pictures of children/young people
- Sharing alcohol or drugs with younger children or adolescents
- Exposing their genitals to a child/young person
- Undue attention paid to a child/young person by an adult – outside normal communication, gifts or special outings together
- Perpetrator allows or encourages rule breaking such as smoking, drinking, staying out late
- Perpetrator identifies with the child/young person and appears to be someone who 'understands'

## 8.2 Sexual Abuse

Sexual Abuse is any act that exposes a child/young person to, or involves a child/young person in, sexual processes beyond his or her understanding or contrary to accepted standards. It includes actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child/young person to lower the child's inhibitions in preparation for sexual activity.

Examples of Sexual Abuse:
<ul style="list-style-type: none"> <li>• kissing or holding a child/young person in a sexual manner</li> <li>• exposing a sexual body part to a child/young person</li> <li>• having sexual relations with a child/young person under 16 years of age</li> <li>• talking in a sexually explicit way that is not age or developmentally appropriate</li> <li>• making obscene phone calls or remarks to a child/young person</li> <li>• sending obscene mobile text messages or emails to a child/young person</li> <li>• fondling a child/ young person in a sexual manner</li> <li>• persistently intruding on a child's/young person's privacy</li> <li>• penetrating the child's/young person's vagina or anus by penis, finger or any other object</li> <li>• oral sex</li> <li>• rape</li> <li>• incest</li> <li>• showing pornographic films, magazines or photographs to a child/young person</li> <li>• having a child/young person pose or perform in a sexual manner</li> <li>• forcing a child/young person to watch a sexual act</li> <li>• child prostitution</li> </ul>

Physical Signs of Sexual Abuse:	
Genital and anal areas	General
<ul style="list-style-type: none"> <li>• Pain or bleeding in the anal or genital region accompanied by redness or swelling.</li> <li>• Bruises, scratches or other injuries not consistent with accidental injury</li> <li>• Itching, soreness, discharge or unexplained bleeding</li> <li>• Having unexpected redness, soreness or injury around the penis, vagina, mouth or anus</li> <li>• Painful and frequent urination</li> <li>• Signs of sexually transmitted infections</li> <li>• Semen in the vagina, anus or external genitalia or on clothing</li> </ul>	<ul style="list-style-type: none"> <li>• Bruises, bite marks or other injuries to breasts, buttocks, lower abdomen</li> <li>• Difficulty walking or sitting</li> <li>• Torn, stained or bloodied underwear</li> <li>• Pregnancy in adolescence where the identity of the father is vague or secret</li> <li>• Recurrent urinary tract infections</li> <li>• Persistent headaches or recurrent abdominal pain</li> <li>• Unexplained pain in the genital area</li> <li>• Presence of a sexually transmitted infection.</li> </ul>

Behavioural Signs of Sexual Abuse:	
Sexual	
<ul style="list-style-type: none"> <li>• Over attention to adults of a particular sex</li> <li>• Displaying unusual interest in the genitals of others</li> <li>• Acting out adult sexual behaviour with adults, dolls or other children</li> <li>• Persistent sexual themes in their drawings or play time</li> <li>• Open displays of sexuality, for example, repeated public masturbation, after kindergarten age</li> <li>• Precocious knowledge of sexual matters</li> <li>• Promiscuity, repetitious sexually precocious behaviours</li> <li>• Hints about sexual activity through actions or comments that are inappropriate to the child/young person's age or developmental level</li> </ul>	<ul style="list-style-type: none"> <li>• Inappropriate sexual behaviour for their age and development level (such as touching other children and themselves).</li> <li>• Inappropriate knowledge about sex for their age</li> <li>• Fear of being alone with a particular person.</li> <li>• A child or young person implies they have to keep secrets.</li> <li>• Sudden unexplained fears.</li> <li>• Regression in behaviours to an earlier developmental stage.</li> <li>• Reverting to bed wetting and soiling.</li> </ul>

Behavioural Signs of Sexual Abuse:	
General	
<ul style="list-style-type: none"> <li>• Sudden changes in mood or behaviour</li> <li>• Difficulty sleeping and nightmares</li> <li>• Regressed behaviour, for example, bed wetting, separation anxiety, insecurity</li> <li>• Change in eating patterns including preoccupation with food</li> <li>• Lack of trust in familiar adults, fear of strangers, fear of men</li> <li>• Lack of appropriate role boundaries in family – child/ young person fulfils parental role</li> <li>• Persistent bedwetting, urinating or soiling in clothes</li> <li>• Running away</li> <li>• Destroying property</li> <li>• Inappropriate displays of affection between child/young person and parent (or parent's partner) or child/young person and carer that appear lover-like rather than parent like.</li> </ul>	<ul style="list-style-type: none"> <li>• Hurting or mutilating animals</li> <li>• Creating stories, poems or artwork about abuse</li> <li>• Recurring themes of power or control in play</li> <li>• Acting out behaviour – aggression, lying, stealing, unexplained running away, drug or alcohol abuse, suicide attempts</li> <li>• Withdrawn behaviour such as passivity, excessive compliance, mood swing or depression</li> <li>• Learning problems at school, loss of concentration, unexplained drop in school performance</li> <li>• Poor peer relationships, family and / or child/young person appears socially isolated</li> <li>• Excessive bathing</li> <li>• Being excessively protective towards child/ young person, restricting child's/young person's social activities or being inquisitive of child's sexuality</li> </ul>

### 8.3 Bullying

Bullying involves the inappropriate use of *power* by one or more persons over another less powerful person or group and is generally an act that is *repeated* over time. Bullying can occur in person but also commonly occurs via social media. Bullying has been described by researchers as taking many forms which are often interrelated and include:

- **Verbal** (name calling, put downs, threats)
- **Physical** (hitting, punching, kicking, scratching, tripping, spitting)
- **Social** (ignoring excluding, ostracising, alienating)
- **Psychological** (spreading rumours, stalking, dirty looks, hiding or damaging possessions)

### 8.4 Physical Abuse

Physical abuse occurs when a person subjects a child or young person to non-accidental physically aggressive acts. The abuser may inflict an injury intentionally, or inadvertently as a result of physical punishment or the aggressive treatment of a child/young person. Physically abusive behaviour includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, punching, biting, burning and kicking. It also includes giving children or young people harmful substances such as drugs, alcohol or poison. Certain types of punishment, whilst not causing injury can also be considered physical abuse if they place a child or young person at risk of being hurt.

Physical Signs of Physical Abuse:	Behavioural Signs of Physical Abuse:
<ul style="list-style-type: none"> <li>• Broken Bones</li> <li>• Unexplained Bruises</li> <li>• Burns or welts in various stages of healing</li> <li>• Bites, cuts</li> <li>• Sprains, dislocations</li> <li>• Inappropriate clothing for the weather e.g. long sleeves/trousers in summer</li> <li>• Female genital mutilation</li> </ul>	<ul style="list-style-type: none"> <li>• Refusing to/ unable to explain an injury, or the explanation is inconsistent, vague or unlikely</li> <li>• Withdrawal from physical contact</li> <li>• Arms and legs kept covered in hot weather</li> <li>• Fear of returning home or of parents/ carers being contacted</li> <li>• Avoiding physical contact with, showing wariness or distrust of adults including parents</li> <li>• Self-destructive tendencies</li> <li>• Being aggressive towards others</li> <li>• Being very passive and compliant</li> <li>• Chronic running away</li> </ul>

Physical abuse does not always leave visible marks or injuries. It is not how bad the mark or injury is, but rather the act itself that causes injury or trauma to the child/young person.

Parental Behaviours/indicators:
<ul style="list-style-type: none"> <li>• Parents/ carers saying they are worried that they or their partner/spouse might harm their child</li> <li>• Family history of violence.</li> <li>• Delays between a child/young person being injured and the child/young person getting medical help</li> <li>• Parents/ carers showing little concern about their child, the injury or the treatment</li> </ul> <p>Frequent visits to health services with repeated injuries, illnesses or other complaints</p>

## 8.5 Emotional or Psychological Abuse

Emotional or psychological abuse occurs when a child or young person does not receive the love, affection or attention they need for healthy emotional, psychological and social development. Such abuse may involve:

- Repeated rejection
- Constant criticism
- Teasing
- Ignoring
- Threats
- Yelling
- Scapegoating
- Ridiculing and rejecting
- Continual coldness

These behaviours continue to an extent that results in significant damage to the child or young person's physical, intellectual or emotional wellbeing and development.

Physical Signs of Emotional Abuse:	Behavioural Signs of Emotional Abuse:
<ul style="list-style-type: none"> <li>• Physical development is delayed</li> <li>• Showing delayed speech or sudden speech disorder</li> </ul>	<ul style="list-style-type: none"> <li>• Inappropriate emotional response to painful situations</li> <li>• Extremes of passivity or aggression</li> <li>• Highly anxious</li> <li>• Drug or alcohol use</li> <li>• Chronic running away</li> <li>• Compulsive lying or stealing</li> <li>• Fear of new situations</li> <li>• Low self esteem</li> <li>• Mental and emotional development is delayed</li> <li>• Lack of trust</li> <li>• Feeling worthless</li> <li>• Eating hungrily or hardly at all</li> <li>• Uncharacteristic seeking of attention or affection</li> <li>• Reluctant to go home</li> <li>• Rocking, sucking thumb or self-harming behaviour</li> <li>• Fearful when approached by someone they know</li> </ul>

## 8.6 Witnessing Family Violence

Witnessing family violence is a specific form of emotional and psychological abuse. Witnessing family violence occurs when children or young people are forced to live with violence between adults in their home. It is harmful to children and young people. It can include witnessing violence or the consequences of violence. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child's or young person's life. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.



Behavioural Signs:	Physical Signs:
<ul style="list-style-type: none"> <li>• Impaired Cognitive functioning</li> <li>• Behavioural problems</li> <li>• Poor academic outcomes</li> <li>• Externalising behaviour <ul style="list-style-type: none"> <li>-aggression</li> <li>-lack of emotional control</li> <li>-disobedience</li> <li>-destructiveness</li> </ul> </li> <li>• Internalising behaviours <ul style="list-style-type: none"> <li>-anxiety</li> <li>-social inhibition</li> <li>-sadness</li> <li>-withdrawal</li> </ul> </li> <li>• Learning difficulties</li> <li>• Depression and poor mental wellbeing</li> <li>• Low-self-esteem</li> <li>• Low school attendance</li> <li>• Bullying (both as a victim and perpetrator)</li> <li>• Poor coping mechanisms</li> <li>• Suicidal thoughts</li> <li>• Distorted sense of identity</li> <li>• Mistrust and inability to relate to others</li> </ul>	<ul style="list-style-type: none"> <li>• Self-harm</li> <li>• Substance misuse</li> <li>• Physical symptoms such as chronic pain</li> </ul>

## 8.7 Neglect

Neglect is the persistent failure or deliberate denial to provide the child or young person with the basic necessities of life. Such neglect includes the failure to provide:

- Adequate food
- Clothing
- Shelter
- Supervision
- Clean water
- Medical attention, to the extent that the child or young person's health and development is, or is likely to be, significantly harmed.

Categories of neglect include:

- Physical neglect
- Medical neglect
- Abandonment or desertion
- Emotional neglect and educational neglect.

The issue of neglect must be considered within the context of resources reasonably available to the family/carers.

<b>Physical Signs of Neglect:</b>	<b>Behavioural Signs of Neglect:</b>
<ul style="list-style-type: none"> <li>• Malnutrition, begging, stealing or hoarding food</li> <li>• Poor hygiene, matted hair, dirty skin or body odour</li> <li>• Unattended physical or medical problems</li> <li>• Comments from a child/ young person that no one is home to provide care</li> <li>• Inappropriate clothing, especially inadequate clothing in winter</li> <li>• Frequent illness, infections or sores</li> <li>• Being left unsupervised for long periods</li> <li>• Hunger</li> </ul>	<ul style="list-style-type: none"> <li>• Being constantly tired</li> <li>• Frequent lateness or absence from school</li> </ul>

## 9. GLOSSARY OF TERMS

<b>TERM</b>	<b>MEANING</b>
Aboriginal Child/ young person	A person under the age of 18 who: <ul style="list-style-type: none"> <li>• is of Aboriginal descent</li> <li>• identifies as Aboriginal and</li> <li>• is accepted as Aboriginal by an Aboriginal community</li> </ul>
ACF	Australian Childhood Foundation
Allegation	A statement, made with or without giving proof, that someone has done something wrong or illegal. This may take the form of a complaint.
Association	The YMCA of Brisbane and Y-Care (South East Queensland) Inc. referred to as Y Queensland
Board Director	An elected member of the Board of Directors of the Y Queensland or an elected member of the Management Committee of Y-Care (South East Queensland) Inc., all of whom are volunteers
Blue Card	Criminal history screening to determine suitability to work with children and obtained through Blue Card Services, also known as a Working With Children Check (WWCC)
Child and/or Young Person	A person below the age of eighteen (18) years * Please note this also refers to all enrolled Y Schools Queensland students, regardless of age
Child in need of protection	<ol style="list-style-type: none"> <li>1. a child/young person who has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse,</li> <li>AND</li> <li>2. may not have a parent/ carer able and willing to protect them.</li> </ol>
Children/ young people from culturally and/or linguistically diverse backgrounds	A child or young person who identifies as having particular cultural or linguistic affiliations by virtue of their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken at home or because of their parents' identification on a similar basis.

Children/ young people from diverse backgrounds	This includes children/ young people from different cultural backgrounds as well as those who identify as LGBTIQA (lesbian, gay, bisexual, trans, intersex, queer and asexual) or who have parents who are LGBTIQA. Equity is promoted and diversity respected.
Children/ young people with a disability or special need	A disability can be any physical, sensory, neurological disability, acquired brain injury, intellectual disability, or developmental delay that affects a child's ability to undertake everyday activities. A disability can occur at any time in life. Children/ young people can be born with a disability or acquire a disability suddenly through an injury or illness.
Client/Patron	Any user of The Y/ associated entities' services, programs or facilities including children, young people, adults, families, parents, carers, and support workers
Concern	Any issue which causes you to believe that the safety, welfare, health or wellbeing of a child/ young person may be at risk.
Crime	For the purposes of this manual a crime of a safeguarding nature is a crime which has been committed/ is likely to be committed against a child/ young person in connection with one or more of the following: <ul style="list-style-type: none"> <li>• Serious physical abuse/ assault;</li> <li>• Sexual abuse/ assault/ exploitation;</li> <li>• Grooming (where a child is under 16);</li> <li>• Child abuse material/ images (Possession, sharing, production etc.);</li> <li>• Taking photos/ video (but only if bare genitals/ breasts of children under 18 are captured in the image or are otherwise sexual in nature);</li> <li>• Female Genital Mutilation (Has occurred or a plan exists to remove a child/ young person from the state/ territory so it can occur);</li> <li>• Neglect to an extent that a child dies or is significantly harmed.</li> </ul>
Exemption Card	A card issued by Blue Card Services required by Teachers and Police officers if they are working in a child facing job which does not relate to their professional role as a teacher or police officer.
Incident	Any event that results in, or has the potential to result in, harm to any person, property, equipment, the surrounding environment or the wider organisation, or results in a disruption to normal business functions, for example – injury, illness, alleged child abuse, verbal or physical altercations, complaints, evacuations, fire to premises, system failure, data breach, natural weather events, chemical spills, theft etc.
Investigation	A systematic and thorough examination of an incident in order to discover facts or gain information and identify root causes of an incident where appropriate. Part of the process entails interviewing the person who is the subject of the allegation, complaint or concern.
National SCYP Policy	National Safeguarding Children and Young People Policy
Open/ clarifying questions	Open/ clarifying questions are those that require a detailed response as opposed to closed questions that may only require a single word to answer. It is important that open questions are asked when managing an allegation, disclosure or complaint so not to lead the child or young person and allow them to recall without prompting or restricting. Examples of open questions include: <b><i>“Tell me about what happened”; “Tell me more about that”; “When did this happen?”; “Where did this happen?”; “Was anyone else there?”; “Has it happen just once or more than once?”</i></b> These questions can be asked to ensure that you have understood the <b><i>“Who? What? When? And where?”</i></b> details in order to make a report as required.

Parent/ carer	Parent – a person’s legally recognised mother or father. Carer – a person who is entrusted by law with the care of a child or young person.
Qualified Privilege	Privilege that protects its holder only if it is exercised properly and in the performance of a justifiable act or failure to act
Safeguarding	Safeguarding is the action taken to promote the safety, welfare and wellbeing of children and young people. This includes, but is not limited to: <ul style="list-style-type: none"> <li>• protecting children and young people from abuse and/or neglect;</li> <li>• Preventing harm to children and young people’s welfare and wellbeing, ensuring they are provided with a child safe environment.</li> </ul>
SCYP Procedures Manual	Safeguarding Children and Young People Procedures Manual
Sexual Behaviour	<u>Contact Behaviour</u> Sexual intercourse, kissing, fondling, sexual penetration or exploiting a child/ young person through prostitution <u>Non-Contact Behaviour</u> Flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity
Staff	Any person The Y/ associated entities employs or engages. This includes paid employees, directors, contractors, consultants, and student placements.
Torres Strait Islander Child/ young person	A person under the age of 18 who: <ul style="list-style-type: none"> <li>• is of Torres Strait Islander descent</li> <li>• identifies as Torres Strait Islander, and</li> <li>• is accepted as Torres Strait Islander by a Torres Strait Islander community</li> </ul>
Volunteer	All people who provide services for either Y of Queensland
Y Queensland	The reference to Y Queensland through this document shall mean YMCA of Brisbane and Y-Care (South East Queensland) Inc.
Y People	Y People include all Board Directors, staff and volunteers (this includes school, university and TAFE students on placement with The Y).

## 10. EXCEPTIONS TO THE OPERATING PROCEDURES AND GUIDELINES

Policy Area	Exceptional Circumstances
Releasing children/ young person to parents who are intoxicated	In situations which put Y People and/or other children/ young people in danger by not releasing the child/ young person to the parent/ carer, Y people must follow their industry risk assessment for emergency situations.
Being alone with a child/ young person	Circumstances where Y people may need to be alone with a child include counselling at Y Queensland Schools. This is addressed in risk assessments.
Physical contact with children/ young people	There are some roles where it is a requirement to have physical contact with a child/ young person for the purpose of teaching or coaching e.g. swimming, gymnastics, fitness and recreation. All Y people in these roles are required to follow industry policy e.g. Gymnastics Spotting Procedure. Y People must report to their manager and use the Potential Breach Register wherever there is an accidental or unintentional breach of appropriate physical touch. Intentional breaches must be reported in line with the safeguarding concern reporting procedures.
Providing professional referees	Volunteers who have not been in the workforce for many years. Volunteers who have not entered the workforce. Candidates who have recently completed school or who have not been previously employed. Junior staff members who have not been previously employed.
Texting/ calling children/ young people	In training/counselling delivery where this is the accepted form of communication to students, but communication will always be professional, program/activity related and made only from Y devices.
Toileting children	Toileting of children with special needs and children requiring emergency toileting (refer to <a href="#">Toileting Children Policy</a> ).

## 11. LEGISLATIVE OBLIGATIONS REFERENCES AND DOCUMENTATION - Supporting Policies/Forms

The Y is committed to complying with obligations imposed under all legislation relevant to maintaining and protecting individuals including but not limited to the:

- [Child Protection Act 1999 \(Qld\)](#)
- [United Nations Conventions on the Rights of the Child 1990](#)
- [Working with Children \(Risk Management and Screening\) Act 2000](#)
- [Working with Children \(Risk Management and Screening\) Regulation 2020](#)
- [Working with Children \(Risk Management and Screening\) and Other Legislation Amendment Act 2019](#)
- [Privacy Act 1988](#)
- [Criminal Code \(Child Sexual Offences Reform\) and Other Legislation Amendment Act 2020](#)

The Safeguarding Children and Young People Manual is also supported by numerous policies and supporting documents. All forms and documents relating to safeguarding children are located on [Safeguarding SharePoint](#) page.

## 12. DOCUMENT REVISIONS

The Safeguarding Children and Young People Manual will be reviewed annually as a minimum.