



CHILD AND YOUTH RISK MANAGEMENT POLICY

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Drafted by	Melissa Cohen	Approved by Board on	12/01/2022
Responsible person	Adam Scott	Scheduled review date	February 2023

INTRODUCTION

The White Cloud Foundation (WCF) was founded in 2011 as a not-for-profit organisation. Our vision is to create a world where people are comfortable seeking help for depression and anxiety and are able to get that help when and where they need it. As such, we strive to provide exceptional services that treat and support children, young people and adults with or at risk of developing depression or anxiety in its many forms. Services include:

- White Cloud Tele-Mental Health Service: A multidisciplinary service providing online face-to-face and telephonic support and education for people experiencing mild symptoms of depression, anxiety and stress. This self-referral service is accessible to all Queenslanders aged 12 and above.
- Meals for Mums program: A Queensland wide service providing meals for new mothers experiencing symptoms of post-natal depression.

To fund these services, WCF conduct a number of community fundraising and awareness events. A number of these events, such as the annual Mummy Run and Paddle to Battle Depression, are open to children, young people and adults for participation. Details of these and other events can be found on the WCF webpage.

Our Values

- **Compassion** - We will put others first, treat all patients and each other with kindness, dignity and respect, protect children and all other vulnerable people, and look after each other
- **Integrity** - We are respectful, honest, open and transparent
- **Dynamism** – We strive for excellence and are willing to change and adapt our services and ourselves as and when needed and will continuously pursue bold and better ways to improve and exceed expectations
- **Inclusiveness** – We are committed to a culture of teamwork and collaboration, we value and recognise the contribution of all staff and volunteers, we respect and value each other's differences and are committed to equality

This Policy has been developed to outline WCF's commitment to creating a safe and supportive environment for children and young people. In doing so, WCF strictly adheres to the legislative framework; The Working with Children (Risk Management and Screening) Act 2000 and the Working with Children (Risk Management and Screening) Regulation 2020.

WCF is committed to ensuring that organisational leadership, governance and culture promotes the safety and wellbeing of all children and young people at all times.



PURPOSE

This document sets out:

- WCF's commitment to providing a safe environment for children and young people;
- The WCF risk management strategies that protect children and young people from harm;
- The WCF Code of Conduct for all stakeholders who interact with children;
- The WCF procedures for recruiting, selecting, and managing employees;
- How WCF manages disclosures and suspicions of harm, including the reporting requirements for this; and
- How WCF manages compliance with the Blue Card system.

Whilst the Child and Youth Risk Management Policy (the Policy) refers to children and young people, the guidelines equally apply to all vulnerable persons.

For the purposes of this Policy:

- 'Children and young people' will refer to anybody under the age of 18.
- 'Employee' includes paid employees, volunteers, and contractors.

POLICY

PART 1: COMMITMENT

1.1 Statement of Commitment

WCF is committed to ensuring the safety and wellbeing of all children and young people and is dedicated to always protecting them from harm. This commitment extends across all clinical services and community events operating under the auspices of the WCF. WCF has a zero tolerance for child abuse and is committed to ensure compliance with all relevant child protection laws and regulations.

In line with the National Principles for Child Safe Organisations (February 2019), the following values and principles guide WCF's commitment to the safety of all children and young people:

1. All children and young people have a right to be safe.
2. The welfare and best interests of the child or young person is paramount and will be embedded in WCF leadership, governance, and culture.
3. All children accessing WCF are informed about their rights, will participate in decisions affecting them and are taken seriously.
4. All employees who work with children or young people will be deemed suitable and will meet WCF Blue Card requirements.
5. All employees will undergo regular education and training to ensure they are equipped with the knowledge, skills, and awareness to keep children and young people safe.
6. All employees will ensure equity is upheld and respect diversity.
7. Procedures for responding to alleged or suspected incidents relating to the wellbeing of a child or young person are easily accessible on the WCF webpage.
8. All employees have legal and moral obligations to contact authorities when we have concerns about a child or young person's safety.



WCF is committed to compliance with the Blue Card System and will conduct regular reviews for overall effectiveness to ensure compliance with all child protection related laws, regulations, and standards. This statement of commitment will be published on our public website as well as communicated through staff induction and training events.

1.1 Code of Conduct

The safety and wellbeing of all children and young people accessing or participating in WCF services or community events is paramount. The collective actions of all WCF employees must reflect both this commitment and the WCF values:

- Compassion
- Dynamism
- Integrity
- Inclusiveness

This Code of Conduct applies to all WCF personnel, including but not limited to, employees, volunteers, contractors and Board Members. All personnel are expected to uphold the Code of Conduct at all times and in all interactions whether they be in person, on the telephone or by virtual means.

WCF has a zero tolerance for discrimination of any form.

All employees WILL:

- Act in accordance with WCF policy and procedures.
- Behave respectfully, courteously and ethically.
- Behave in a way that upholds the integrity and good reputation of WCF.
- Engage in respectful dialogue.
Examples include but are not limited to: active listening, respectful voice, open mind, compassion, patience, attentive eyes.
- Behave and communicate in ways which do not intimidate, degrade, humiliate or bully.
- Promote human rights, safety and wellbeing of all children and young people accessing clinical services or community events.
- Ensure that behaviours do not constitute any form of harassment, including sexual harassment or any form of unlawful behaviour.
- Demonstrate appropriate personal and professional boundaries.
- Examples include, but are not limited to, all contact to occur via WCF communication systems, practice only within your scope of practice, no dual relationships with clients, not engage in social media contact with clients.
- Consider and respect the diverse backgrounds of all children and young people.
- Create an environment that promotes cultural sensitivity and inclusivity.
Examples include but are not limited to: remain curious, be aware of unconscious bias and cultural assumptions, make a commitment to learn and understand your own and others cultures around you.
- Seek prior approval from the WCF Clinical Advisory Group before engaging in 1:1 interaction with a child or young person via live video.



- Tele-Mental Health Employees will abide by the WCF Guide for Working Alone and Online with Children and Young People (See Appendix 1).
- Be unimpaired in the carrying out of duties by reason of alcohol, medication or any illegal drug.
- Manage and declare situations which may constitute a conflict of interest or give rise to a perceived conflict of interest.
- Involve the child or young person in making decisions about activities and processes that concern them wherever possible.
- Contribute, where appropriate, to WCF policies, discussions, learning and reviews about child and young person safety and wellbeing.
- Identify and mitigate risks to a child or young person's safety and wellbeing.
- Respond to any concerns or complaints of child or young person harm or abuse promptly and in line with WCF's policy and procedure for receiving and responding to complaints or concerns.
- Comply with WCF's policies and procedures on record keeping and information sharing.
- Use WCF resources in a proper manner and for appropriate purposes.
- Contact the police if a child is at immediate risk of abuse, phone 000.

All employees WILL NOT:

- Bring WCF into disrepute through the inappropriate use of social media, or other online platforms, or through any public commentary or actions.
- Use their position, status, power, authority or inside information to gain, or seek to gain, a personal benefit or advantage.
- Engage in any activity likely to physically, sexually or emotionally harm a child or young person or adult at risk.
- Engage in any unlawful activity with or in relation to a child or young person.
- Arrange personal contact, including online contact, with a child or young person for any purpose unrelated to WCF activities.
- Use inappropriate language or show or provide access to inappropriate images or material. This includes but is not limited to, swear words, derogatory terms, sexual jokes, innuendo, imagery that may be sexually explicit or violent, content that may promote eating disorders or self-harm. Avoid the use of emojis in all communication with a child or young person.
- Present to work while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed harm or abuse to the child or young person who is involved in a clinical service or event under the auspices of WCF.
- Take photographs, screenshots or videos of a child or young person without their consent.
- Cause, or seek to cause, detriment to WCF.

All personnel in Leadership/Governance Positions WILL:

- Be role models, leading by example the expected behaviours and standards.
- Act promptly in response to complaints received to breaches of the Code of Conduct or any other WCF policies.



- Make decisions fairly, impartially, and promptly, taking into consideration all relevant legislation, information and related policies and procedures.
- Ensure adequate communication and understanding of WCF Code of Conduct and how feedback will be provided with regard to complaints.

PART 2: CAPABILITY

This section of the policy addresses recruitment, selection, training, and the ongoing management of employees and should be read in conjunction with *WCF05 Staff Recruitment Policy*.

2.1 Recruitment and Selection

The integrity of WCF as a child safe organisation is of utmost importance, therefore, staff recruitment and selection involve a rigorous interview and screening process. This includes scrutiny of complete work history, reference checks and exploration of a person's motivation and suitability for working with children. Diligence in ensuring the safety of children and young people acts as a deterrent to potential abusers.

To help determine a potential employee's values and approach to the safety of children and young people, as of 1 January 2022, all potential employees will be asked a child and youth safety question during the formal interview process.

Position descriptions are available for all employees at WCF. Further, all employees working within a clinical service line are required to prove their qualification to a minimum specified standard in their respective disciplines, as per the specific position description.

All employees who work with children or young people, in line with Blue Card System policy, are required to undergo and demonstrate compliance with screening checks prior to commencement of employment. Ongoing employment is subject to maintenance of these checks as well as annual mandatory training requirements.

A Volunteer Orientation and Induction package exists.

Volunteers at Community Events

Volunteers (including parent volunteers) at community events will be expected to adhere to the WCF Code of Conduct. Ideally, recruitment of volunteers for community events should follow the same rigorous process as for employees. Restricted employment guidelines allow parent volunteers, a volunteer who is under 18 and an employee working in a child related role for not more than 7 days in a calendar year to work without a valid blue card. Note: restricted employment does not apply to a restricted person.

WCF will ensure this policy is accessible on the WCF website for all child-related activities.

2.2 Training

This Child and Youth Risk Management Policy is to be included in the induction process for all WCF employees, including Board members. The need for child-safe training will be determined by the



management team on a case-by-case basis for: third party providers, students, researchers and anyone else who may come into contact with children or young people during their time at WCF.

All WCF employees will be required to undertake Child Protection training at induction (prior to commencement) and on an annual basis. Appendix 2 outlines the minimum standard content to be included in this training. Details of completed training will be recorded on the WCF Staff Training Register. Failure to comply with this requirement will result in breach of contract. Where necessary, and at the request of the employee, WCF will recommend suitable training options.

It is strongly encouraged that all clinical staff working with children and young people participate in further professional learning related to child protection. Further details of suitable training providers and resources are listed in the Additional Resources section of this Policy.

2.3 Ongoing Management

The process regarding the ongoing management of employees of WCF remains under development. Development of this process will occur in conjunction with the WCF Clinical Advisory Group. Due for completion March 2022.

2.4 Supervision

All WCF employees are expected to provide evidence of discipline specific supervision and training requirements on an annual basis. The terms of required supervision and training will be determined by the industry specific regulatory authority. All clinicians will be required to submit an annual signed statement of supervision and continual professional development compliance (see Appendix 3) to be securely stored in the employee file.

The WCF Clinical Advisory Group will oversee the development and monitoring of clinical standards for all WCF clinical services.

2.5 Complaints management

Refer to WCF's Complaint Policy, policy number WCF016.

PART 3: CONCERNS

"If in doubt, report it"

Every child and young person is entitled to feel safe from abuse and neglect and be protected from the risk of harm. WCF is committed to safeguarding children and young people.

This section of the policy outlines procedures for handling disclosures or suspicions of harm, including reporting guidelines. It also addresses risk and risk management.

3.1 Defining Harm

Harm is defined as '*any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing*'. Harm can be caused by physical, psychological, or emotional abuse or neglect; or sexual abuse or exploitation (section 9 of the *Child Protection Act 1999*).



Considerations when forming a reasonable suspicion about harm to a child include (section 13C of the Child Protection Act 1999):

- Whether there are detrimental effects on the child's body or the psychological state or emotional state
 - that are evident to the person, or
 - that the person considers are likely to become evident in the future; and
- In relation to any detrimental effects mentioned above
 - their nature and severity, and
 - the likelihood that they will continue; and
- the child's age.

Harm can be caused by a single act or omission or a series of acts or omissions.

See Appendix 4 for different types of abuse and harm which can arise. See Appendix 5 for potential indicators of abuse or harm.

Additional Resources section of this Policy lists available resources for further training and guidance.

3.2 Reporting Concerns

WCF requires all persons to report immediately all concerns, disclosures, indicators of abuse, inappropriate or unsafe behaviour as defined in the WCF Code of Conduct. There is no need for proof in order to make a report. No report will be treated informally.

Anyone who observes inappropriate behaviour, or who receives a report of inappropriate or unsafe behaviour must report it immediately or as soon as reasonably possible, to the Tele-Mental Health Service Manager via stratus@whitecloudfoundation.org or (07) 3155 3456. A WCF incident form must be completed for all actual or potential complaints and should be completed with as much details as possible. In addition, under the *Criminal Code Act 1899*, it is an offence for any adult not to report to police sexual offending against a child by another adult.

Mandatory reporting laws make the protection of children and young people from abuse and neglect a professional responsibility. WCF employees have varied professional backgrounds and are located throughout Australia. Please refer to the Mandatory reporting guidelines and obligations for the state or territory in which you reside. [Reporting child abuse and neglect \(aifs.gov.au\)](http://aifs.gov.au)

WCF adopts an **'if in doubt, report it'** policy.

Appendix 6 provides online resources for mandatory reporting.

Appendix 7 provides a FAQ guide for suspected child abuse in Queensland.

Appendix 8 provides a summary of contact details for suspected child abuse in other states.

3.3 Managing breaches of the risk management strategy

WCF has zero tolerance for any breach of this Policy or any inappropriate conduct relating to the care and safety of children and young people. A breach is any action or inaction by anybody operating under the auspices of WCF, including all clinical services or community charitable events.



Disciplinary measures may be imposed on any employee or person involved with WCF for a breach or failure to act in accordance with this Policy, including but not limited to:

- Reporting to the Queensland police and/or child protection agencies
- Dismissal, suspension or termination of employment
- Requiring a verbal and/or written apology
- Further education and training
- Reviewing current policies and procedures
- Mediating between those involved in the incident (where appropriate)

All actual or potential breaches of this Policy should be documented by employees on the WCF incident form and sent to WCF General Manager. The incident form can be located on the WCF website and will remain accessible to all employees at all times. All incident forms should be completed with as much detail as possible, as soon as possible after the identification of an actual or potential breach. Refer to Policy WCF016 (Complaints Policy) for further information.

Clients, parents, children and young people are advised to report breaches or concerns directly to the Service Manager via telehealthmanager@whitecloudfoundation.org or (07) 3155 3456. The Service Manager will be responsible for completing the necessary incident form and following the procedure as outlined in Policy WCF016 (Complaints Policy).

On receipt of a report of an actual or potential breach in this Policy, a return email or written letter will be returned to the reporter (if known) outlining:

- That the complaint has been received
- An investigation has been commenced and they will be notified of the outcome in due course
- The Board Chair should be contacted via stratus@whitecloudfoundation.org if they feel further action is required

Policy breaches will be included in the Board level reporting process.

3.4 Risk management for high-risk activities and special events

WCF is responsible for ensuring the premises and sites used for WCF events or service delivery are safe, secure and free from hazards, as relevant. Evacuation procedures are readily available for onsite workers on the online WCF internal shared files. Community events will be subject to a formal risk management plan implemented for each activity or special event. Details of which will be available through the General Manager.

At all times, all children and young people under the age of 18 attending events under the auspices of WCF, must be accompanied by a parent, carer, or nominated responsible adult.



PART 4: CONSISTENCY

This section of the policy ensures that good governance is exercised consistently through ensuring there is a regular review process in place and that WCF is compliant with the Blue Card system in Queensland.

4.1 Policy Review

WCF is committed to evaluating and reviewing this Policy annually and as directed by the Board. Amendments will be presented to the Board for ratification.

This policy will be reviewed by identifying:

- Compliance with Policy in the past year
- Significant problems in the Policy which arose in the past year
- Significant functional issues in relation to the Policy
- Any changes in legislation, regulation or best practice which need to be reflected in the policy

In addition, a policy review will be conducted by the Tele-Mental Health Service Manager, General Manager and Board Chair following:

- any disclosure or suspicion of harm
- Any action or inaction resulting in disciplinary action or termination of employment

Document Change History:

Version	Approval date	Approved by	Brief summary of Changes
1.0	12/01/2022	Board of Management	First version

The next scheduled review date for this policy is February 2023.

4.2 Identification of who requires a Blue Card or exemption card

WCF highly prefers all employees to hold valid Blue /exemption cards for the duration of their employment within the organisation.

Restricted employment enables volunteer parents, a volunteer who is under 18 and any employee working within a child-related role for not more than 7 days in a calendar year. To work without a valid blue card. Restricted persons will be unable to work in restricted employment.

4.3 Nomination of contact person/s

WCF Tele-Mental Health Service Manager is responsible for managing Blue Cards and exemption cards within the organisation. They hold responsibility for all notifications and communication with Blue Card Services.



4.4 Following the Blue Card processes

4.4.1 Blue Card Portal

The Tele-Mental Health Service Manager will be responsible for updating and maintaining accurate records via the Blue Card Online Portal. Where possible, automated diary reminders should be created to ensure notification of pending expiry dates and sufficient time for renewal with limited impact on service delivery.

4.4.2 Expired Blue Cards

The employee will be asked to temporarily stop work and have access to WCF communication systems revoked until a valid Blue Card is produced.

4.4.3 Notification of a negative notice

The employee will be asked to terminate services at WCF immediately. Access to communication systems will be revoked immediately.

4.5 Employee Register

WCF maintains an electronic, employee register of all employees specifically related to child and youth risk management. The database contains the minimum data set:

- Whether or not the person requires a blue/exemption card (if not, why not, e.g. an exemption applies under the Act);
- The type of card (eg paid or volunteer) or exemption card;
- The date WCF confirmed validity of the employee's card via the online validation tool;
- The date WCF linked the card holder;
- The blue card/exemption care number and the expiry date of the blue card;
- The renewal date; and
- The date child safe training was completed.

4.6 Communication and Support

WCF is committed to integrating a child and youth safe culture throughout the organisation.

All WCF employees, and Board members must read and agree to comply with the conditions set out within this policy. Agreement is indicated by way of a returned signed copy of this policy, which incorporates the Code of Conduct and is then stored with the employee's individual file.

At induction and, again on an as needed basis, training sessions will be provided to WCF employees in line with the National Principles for Child Safe Organisations as well as understanding the Policy and Code of Conduct.

The WCF Commitment Statement along with information regarding the complaint process will be published on the WCF website.

The Clinical Advisory Group will provide guidance on appropriate support processes, discipline specific stakeholder guidance on an as required basis.



RELEVANT WCF POLICIES

WCF 005 Staff Recruitment Policy

WCF009 Anti Discrimination Policy

WCF010 Privacy Policy

WCF 011 Bullying Policy

WCF014 Sexual Harassment Policy

WCF06 Equal Opportunity Policy

WCF016 Complaints Policy

RELEVANT NATIONAL STANDARDS

National Safety and Quality Digital Mental Health Standards

National Principles for Child Safe Organisations

ADDITIONAL RESOURCES

- Cultural Competence

[What is cultural competence? - National Centre for Cultural Competence \(sydney.edu.au\)](https://sydney.edu.au)

- Unconscious Bias

[Unconscious biases | For government | Queensland Government](#)

- Respectful Communication with Children and Young Adults

[Young children and communication - Better Health Channel](#)

[Speak up and make a complaint | National Office for Child Safety \(pmc.gov.au\)](#)

- Online Safety and Training

www.esafety.gov.au

[Working alone with children — online | eSafety Commissioner](#)



- Child Protection Training

[Play by the Rules Child Protection online course - Play by the Rules - Making Sport inclusive, safe and fair](#)

[Protecting children online module | Queensland Family & Child Commission \(qfcc.qld.gov.au\)](#)

- Additional Resources

[Prevent child abuse and neglect | NAPCAN](#)

[Homepage | Queensland Family & Child Commission \(qfcc.qld.gov.au\)](#)

[Home | Child Safe Organisations \(humanrights.gov.au\)](#)

RESPONSIBILITIES

The Chair and General Manager are responsible for the creation and annual review of this Policy.



APPENDIX 1

GUIDE FOR WORKING ALONE AND ONLINE WITH CHILDREN AND YOUNG PEOPLE

The purpose of this guidance document is to help support a safe and efficacious virtual working environment for both the WCF employee and child or young person.

It is intended that as the WCF Tele-Mental Health Service evolves, so too will these guidelines.

Conducting appointments with Children and Young People

Appointment preparation:

- Only use the WCF nominated platforms for communicating with clients. At no time should the clinician use their personal telephone, email or social media accounts to communicate with clients
- Only telephonic support services will be provided to children and young people. If live video conferencing is deemed necessary, prior approval is required by the WCF Clinical Advisory Group. Then refer to [Working alone with children – online | eSafety Commissioner](#) for additional safety requirements
- Keep allocated contact times, where possible, schedule appointments during usual school/activity hours
- Where possible, at the time of the appointment, a responsible adult should be at home or within a safe vicinity of the appointment
- Ensure adult-to-young person interactions via all media remain professional. Avoid using emojis due to the risk of misinterpretation.

At the commencement of the appointment:

- Introduce self and verify client identification
- Ensure a signed parental consent form has been returned and that the child or young person consents to the call

Documentation recommendations:

- In addition to clinical documentation, the WCF employee should also record in the clinical record:
 - Any verbal consents
 - Where the telephone call occurred
 - Who was involved in the call
 - Who was present during or in the vicinity of the call



Ongoing support and further training for staff

Always contact the Tele-Mental Mental Health Service Manager with any and all concerns.

WCF employees are responsible for keeping up to date with current and emerging online safety issues through regular professional learning.

Refer to www.esafety.gov.au for further information.

- [Tips for online collaboration tools | eSafety Commissioner](#)

Supporting policies

WCF016 Complaints Policy



APPENDIX 2

CHILD PROTECTION TRAINING - MINIMUM STANDARD CONTENT

WCF is committed to ensuring the safety and wellbeing of all children and young people accessing its services and events. All employees are required to undertake Child Protection training at induction and on an annual basis.

The minimum standard of content in this training is:

- Review of this Policy, including Statement of Commitment and Code of Conduct;
- Recognising actual or potential harm;
- Mandatory reporting guidelines;
- Reporting actual or potential harm (within the organisation and legal obligations);
- WCF016 Complaints Policy;
- WCF Guide for Working Alone and Online with Children and Young People;
- Ongoing mandatory training requirements; and
- Useful resources.



APPENDIX 3

STATEMENT OF SUPERVISION AND CONTINUAL PROFESSIONAL DEVELOPMENT COMPLIANCE

I declare that the following annual training and supervision requirements, as set out by the professional regulatory body, _____, have been completed for the year _____.

Continual Professional Development: _____ hours completed

Supervision: _____ hours completed

I understand that it is a requirement of White Cloud Foundation that compliance with continual professional development and supervision requirements are met as a condition of ongoing employment, even in a volunteer capacity.

Signed: _____

Name: _____

Date: _____

APPENDIX 4

HARM IDENTIFICATION



Reference: *Child and Youth Risk Management Strategy Toolkit – Queensland Government, Aug 2021*



APPENDIX 5

INDICATORS OF CHILD ABUSE & NEGLECT

The following are signs that should be looked out for as indicators of child abuse and/or neglect:

- Showing weariness and distrust of adults
- Rocking, sucking or biting excessively
- Bedwetting or soiling
- Demanding or aggressive behaviour
- Sleeping difficulties, often being tired and falling asleep
- Low self-esteem
- Difficulty relating to adults and peers
- Abusing alcohol or drugs
- Being seemingly accident prone
- Having broken bones or unexplained bruising, burns or welts in different stage of healing
- Being unable to explain an injury, or providing explanations that are inconsistent, vague or unbelievable
- Feeling suicidal or attempting suicide
- Having difficulty concentrating
- Being withdrawn or overly obedient
- Being reluctant to go home
- Creating stories, poems or artwork about abuse
- Malnutrition, begging, stealing or hoarding food
- Poor hygiene, matted hair, dirty skin or body odour
- Unattended physical or medical problems
- Comments from a child that no one is home to provide care
- Being constantly tired
- Frequent lateness or absence from school
- Inappropriate clothing, especially inadequate clothing in winter
- Frequent illness, infections or sores
- Being left unsupervised for long periods

Reference: Child and Youth Risk Management Strategy Toolkit – Queensland Government, Aug 2021



APPENDIX 6

REPORTING CHILD ABUSE AND NEGLECT

[Mandatory reporting of child abuse and neglect | Child Family Community Australia \(aifs.gov.au\)](https://aifs.gov.au)

[CFCA Resource Sheet: Reporting child abuse and neglect \(aifs.gov.au\)](https://aifs.gov.au)



APPENDIX 7

REPORTING CHILD AND YOUNG PERSON SAFETY CONCERNS IN QUEENSLAND

Is the child or young-person in immediate danger or in a life-threatening situation?

Yes - Dial 000 QLD Police Service immediately.

Is there a disclosure of sexual offending against a child or young person?

Yes - Report to PoliceLink on 131444.

You are a mandatory reporter: Do you have reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm?

Yes - Contact Child Safety on 1800 811 810 to report any reasonable suspicion that a child or young person has suffered or is suffering from harm AND does not have a parent able and willing to protect the child from harm.

Do you have reason to suspect a child in QLD is experiencing harm, or is at risk of experiencing harm and you are not a mandatory reporter?

Complete [Report of suspected child in need of protection form](#) OR Mon- Fri 9am-5pm call Regional Intake Service OR Child Safety After Hours Service Centre 1800 177 135.

Do you have any concerns about the wellbeing and safety of any child or young person in Queensland? Not sure what to do?

Contact the Regional Intake Service for advice.

[Regional Intake Services - Department of Children, Youth Justice and Multicultural Affairs \(cyjma.qld.gov.au\)](#)



APPENDIX 8

REPORTING CHILD ABUSE IN OTHER STATES (OUTSIDE QUEENSLAND)

This information was accurate as of December 2021. For the most up to date information, refer to:

[If you suspect harm - Department of Children, Youth Justice and Multicultural Affairs \(cyjma.qld.gov.au\)](https://www.cyjma.qld.gov.au)

If you have a reason to suspect a child outside Queensland is experiencing harm, or is at risk of experiencing harm, the following state and territory agencies can provide support and advice.

Australian Capital Territory

Department of Community Services

Phone: Child and Youth Protection Services on 1300 556 729 (mandatory reporters) or ACT Policing on 131 444 (general public)

Website: <https://form.act.gov.au/smartforms/csd/child-concern-report/>

New South Wales

Department of Communities and Justice

Phone: Child Protection Helpline on 132 111

Website: <https://www.facs.nsw.gov.au/families/Protecting-kids/reporting-child-at-risk>

Northern Territory

Territory Families

Phone: Child Abuse Hotline on 1800 700 250

Website: <https://nt.gov.au/law/crime/report-child-abuse>

South Australia

Department for Child Protection

Phone: Child Abuse Report Line on 131 478

Website: <https://www.childprotection.sa.gov.au/reporting-child-abuse>

Tasmania

Department of Communities Tasmania

Phone: Advice and Referral Line on 1800 000 123



Website: <https://strongfamiliesafekids.tas.gov.au/>

Victoria

Department of Health and Human Services

Phone: After Hours Child Protection Emergency Service on 13 12 78 or the relevant number below:

- North Division intake on 1300 664 977
- South Division intake on 1300 655 795
- East Division intake on 1300 360 391
- West Division intake – metropolitan on 1300 664 977
- West Division intake – rural and regional on 1800 075 599

Website: <https://services.dhhs.vic.gov.au/reporting-child-abuse>

Western Australia

Department of Communities, Child Protection and Family Support

Phone: Central Intake Team on 1800 273 889 or after hours call the Crisis Care Unit on (08) 9223 1111

Website: <https://www.dcp.wa.gov.au/ChildProtection/Pages/Ifyouareconcernedaboutachild.aspx>



DECLARATION FOR ALL EMPLOYEES

I, _____ (name)

Of

_____ (address)

acknowledge that:

- I have read and understood the WCF Child and Youth Risk Management Policy
- I commit fully to the expected Code of Conduct as set out in the Policy

Obligation to report and protect

All adult employees at WCF **MUST** report to the police if they gain information that a child sexual offence is being or has been committed against a child by another adult.

If you have a parent who discloses suspected sexual offences against a child and they have not reported it to the police and are unwilling to do so, you **MUST** contact the Police.

- I understand my obligation to report to the police a report of sexual crimes against a child
- I have been provided information on internal reporting procedures and am aware of the requirement to report any knowledge or suspicion of harm against a child to the Tele-Mental Health Service Manager via telehealthmanager@whitecloudfoundation.org or (07) 3155 3456
- I am not a restricted person
- I understand I must immediately stop working with this organisation if I become a restricted person

Signature



Date