

QAS Child Protection Policy and Procedure

Queensland Academy of Sport



Queensland
Government

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Statement of Commitment

The Department of Tourism, Innovation and Sport (**DTIS**) is responsible for developing and supporting opportunities for Queenslanders to lead active and healthy lifestyles through participation in sport and active recreation.

The Queensland Academy of Sport (**QAS**) enables DTIS to fulfil its responsibilities through supporting Queensland's elite athletes and identifying developing athletes.

The QAS is committed to providing a safe and supportive service environment directed at ensuring the safety and wellbeing of children and young people in its care.

QAS Child Protection Policy and Procedure (CPPP)

QAS has developed this Policy and Procedure to foster a safe and supportive service environment for children and young people by identifying potential risks of harm to children and young people and implementing strategies to minimise this risk in relation to the activities and the services provided by the QAS.

Who must comply with this Policy and Procedure?

This CPPP applies to all persons working for or with the QAS or working at or from the QAS's premises, including but not limited to QAS Persons, QAS Athletes and Parents and Guardians.

Other policies and procedures

This Policy and Procedure has regard to:

- The Code of Conduct for the Queensland Public Service
- The Ethical Decision-Making and Queensland Public Service Code of Conduct training
- DTIS Complaints Management Policy
- DTIS Customer Complaints Management Procedure
- DTIS Human Rights Complaints Procedure
- Public Service Commission Directive No. 07/11: Employment Screening
- Use of ICT Services, Facilities and Devices Policy
- Public Service Commission Chief Executive Guideline 01/17: Discipline
- QAS process for Staff performance and development plans.

Definitions

Act means the *Working with Children (Risk Management and Screening) Act 2000*.

Children and young people are individuals under the age of 18 years.

Complainant means the person making a complaint.

Contractors are external providers contracted to provide goods or services, which may include without limitation, coaches who are sole operators or employed by State Sporting Organisations (SSOs).

Disclosure of harm occurs when a person, including a child and young person, tells a QAS employee/contractor about harm that has happened or is likely to happen.

Harm involves any detrimental effect of a significant nature on the child and young person's physical, psychological or emotional wellbeing. Harm may be caused by physical, psychological or emotional abuse or neglect or sexual abuse or exploitation. Harm can be caused by a single act, omission or circumstance or a series or combination of acts, omissions or circumstances.

The Department of Children, Youth Justice and Multicultural Affairs' website has some useful materials available which may assist further for the different types of harm that may occur (e.g. physical, emotional, sexual, psychological abuse and neglect) and provides guidance for staff in relation to the signs, which may indicate that harm may be occurring where this information can be sourced from, for example: <https://www.cyjma.qld.gov.au/protecting-children>.

Parents and Guardians means a parent, carer or guardian of a QAS Athlete who is under 18 years of age.

QAS Athlete means an athlete who receives support services or scholarship monies from the QAS.

QAS Persons means all persons working for or with the QAS or working at or from the QAS's premises, including but not limited to the following persons:

- Temporary and Permanent Employees (including Senior Officers)
- s122 Contracted employees
- General employees
- Casual employees
- Consultants and Contractors, including staff contracted through an agency arrangement
- Coaches¹, Sports Scientists and Sports Medicine Providers
- Students
- University staff
- Visitor working from the QAS's premises
- Work experience or industry placements
- Trainees; and
- Volunteers.

¹ It is important to note that while some coaches are directly employed by the QAS, many coaches are sole operators or are employed by State Sporting Organisations (SSOs) and National Sporting Organisations (NSOs) that are QAS contractors.

Suspicion of Harm involves any detrimental effect of a significant nature on the child or young person's physical, psychological or emotional wellbeing. This may include a concern regarding significant changes in behaviour or the presence of new unexplained and suspicious injuries.

QAS Persons Code of Conduct for interacting with children and young people

QAS Persons hold a special position of trust arising out of the unique nature of their work in developing athletes to achieve their sporting aspirations. To ensure QAS Athletes are kept safe and protected at all times it is imperative that all QAS Persons strive to establish, build and maintain positive relationships with athletes, particularly children and young people, by abiding by the practices and procedures contained in this Policy and Procedure. QAS employees are also bound by the Queensland Public Service Code of Conduct.

The standard of appropriate behaviour for QAS Persons

Behaviour	Appropriate	Inappropriate
Language	<ul style="list-style-type: none"> Using encouraging/positive words and a pleasant tone of voice Open and honest communication 	<ul style="list-style-type: none"> Insults, criticisms or name calling Bullying, swearing or yelling Sexually suggestive comments/jokes
Relationships	<ul style="list-style-type: none"> Being a positive influence Building relationships based on trust Empowering children and young people to share in decision making 	<ul style="list-style-type: none"> Favouritism or giving gifts Spending excessive amounts of time alone with children and young people Bullying, harassment 'Grooming' children or young people
Physical contact	<ul style="list-style-type: none"> Allowing for personal space Touching due to medical emergency or protecting from physical harm Non-threatening 	<ul style="list-style-type: none"> Violent or aggressive behaviour including hitting, kicking, slapping or pushing Kissing or touching of a sexual nature consistent with 'grooming'
Other	<ul style="list-style-type: none"> Appropriate attire/clothing for role e.g. the QAS uniform Use of internet/mobile phone for work related purposes only 	<ul style="list-style-type: none"> Using alcohol or other substances before or during work Inappropriate clothing Sending inappropriate emails, texts, photos etc.

The QAS has developed the following separate codes of conduct:

- QAS employees and Contractors other than coaches are required to sign the QAS Employees and Contractors Code of Conduct for interacting with children and young people prior to commencing work with the QAS (**Attachment 1**)
- all coaches and service providers who use QAS facilities or receive QAS grants are required to sign the Code of Conduct for Coaches for interacting with children and young people (**Attachment 2**), and

- QAS Athletes or Parents and Guardians agree to the Athletes Code of Conduct (**Attachment 3**) before receiving QAS support services, as part of completing mandatory online documents in the Athlete Management System.

Procedures to minimise harm to children and young people

This section outlines procedures for ensuring that the harm to children and young people is minimised in the following situations:

Physical contact

Physical contact with a child and young person should only be to:

- Develop sport skills
- Prevent or respond to an injury in an emergency
- Prevent or respond to an injury as part of normal role, and/or
- Meet the specific requirements of the sport.

All physical contact by QAS Persons with a child and young person should:

- be appropriate for the development of a sport skill
- be congratulated or comforted in public, not in an isolated setting
- not be initiated by QAS Persons, except in accordance with this Policy and Procedure (for example, as set out above)
- be aware of their proximity to children and young people at all times
- follow the above dot points when a QAS Persons is demonstrating techniques related to specific activities. However, QAS Persons also need to ensure they do not compromise the quality of an activity due to concern over having their actions misconstrued. At all times QAS Persons should act diligently and conscientiously in their duties, including undertaking activities and demonstrating techniques to children and young people, and
- where possible, and subject to the nature of the activity and environmental conditions, work with children and young people in groups, rather than on a one on one basis.

Demonstrating technique and/or developing skills

QAS Persons are to demonstrate techniques and/or develop skills relating to a particular activity **only** in full view of other persons and **never** in private. The following guidelines are to be followed:

- **Prior to touching a child or young person:** QAS Persons are to give a verbal explanation of how, where, when and why so that the child or young person and other persons can hear.
- **Ask the child or young person for permission:** After the verbal explanation, QAS Persons are to ask the child or young person if touching for the purpose of carrying out the activity is ok. If permission is granted, the demonstration is to continue.

Being alone with a child or young people

QAS Persons should not be alone with children or young people and should have at least one other person present (preferably an adult if possible), apart from exceptional circumstances, such as a life threatening situation where first aid is required to be administered.

If a child or young person approaches a QAS Person and wishes to talk privately about a matter, the QAS Person should endeavour to immediately address the situation in an open area and in the sight of other adults (e.g. coaches, officials, parents/guardians).

Ideally, the QAS Person should advise another QAS Person or available Parents and Guardians and ask them to stay within sight while the issue is discussed.

Change rooms/toilets

Should the use of change rooms/toilets be required as part of preparation for an activity, it is preferable for the non-QAS engaged coach to be responsible for supervising and having the QAS Athlete's appropriately dressed for the scheduled activity. However, if this is not possible, and QAS Persons (excluding non-engaged QAS coaches) are required to supervise the children or young people, appropriate protocols (set out below) should be followed.

These protocols include waiting in close proximity to the entrance of the change room/toilet for the children or young people (e.g. in the corridor outside) but not actually entering the facility, unless there is a valid reason to do so, such as in an emergency situation. In this situation, it is preferable for a staff member of the same gender to supervise children or young people, although it is acknowledged that this is not always possible.

If a QAS Person is required to enter the change room/facility they should, where possible, notify their supervisor of the fact that they are going to enter, and **must** loudly and clearly announce to the room occupants before entering to ensure privacy and respect for others.

Photos must not be taken in change rooms/toilets.

Overnight trips

QAS Persons are required to have more than one adult with children or young people on an overnight trip/camp. QAS Persons must not isolate themselves with a child or young person at any time. There must always be more than one adult with a group of children or young people, even if the number of children or young people is small. QAS Persons must always obtain separate sleeping accommodation from children and young people (in separate rooms etc.).

In the event that a QAS Person is required to respond to an emergency raised by a child or young person on an overnight trip, the QAS Persons should, where possible, attend with another adult to address the issue.

Photos must not be taken in hotel rooms and other sleeping accommodation.

Billeting

Where possible two children or young persons should be billeted together. The QAS must take into consideration gender and put males with males and females with females. The QAS must ensure the billeting family have blue cards or another State or Territory valid working with children check. The accommodation for billeting children and young people must have suitable facilities and not be under construction.

Collection arrangements

QAS Persons should contact Parents and Guardians to notify of collection procedures. QAS Persons must comply with the following procedures:

- Notify children and young people and their parents/guardians/carers of the times of practices and games, when they can expect to collect the child and that it is not the QAS's responsibility to transport children and young people home if parents/guardians/carers are delayed
- It is desirable that the Parents and Guardians of the second to last child/young person take the last child home or wait with the QAS Person and the child/young person until the last child/young person has been collected. This will enable the QAS Person to concentrate on making contact with the parent/guardian/carer of the last child and are not alone with the last child, and
- Ensure that the QAS Person has access to a phone so that they can attempt to contact the child or young person's parent/guardian/carer in the event that a child/young person has not been collected in a timely manner.

Parents and Guardians of children and young people are required to provide annual written consent to collection arrangements.

Transport of children and young people

Ideally, all children and young people should have their own transportation to and from training and sporting events, unless written approval is provided from Parents and Guardians that the team travel together. In this event, QAS Persons should ensure that:

- The travel has been approved by the child or young person's parent/guardian/carer in writing
- The QAS Person is not alone with any child or young person in the vehicle at any time.

Appropriate and positive language and behaviour

QAS Persons should seek to adopt positive language and avoid using bad or aggressive language, insults, swearing, criticism, bullying or not giving a child positive support and encouragement when talking with a child/young person or in the presence of other children/young people. Additionally, QAS Persons should avoid inappropriate body language, such as winking or leering.

Athlete clothing standards

All children and young people must wear appropriate clothing when attending QAS events, training sessions or recovery sessions. This includes wearing all required team uniforms and wearing appropriate training gear and/or swimwear to training and recovery sessions. Any child or young person who does not comply with the relevant clothing standards will not be able to participate in the required activity and will be asked to put on appropriate clothing.

Injuries and Illness

Only QAS Persons qualified in administering first aid or treating sports injuries should attempt to treat an injury. QAS Persons should avoid treating injuries out of sight of others. Other considerations include:

- The comfort level and dignity of the child or young person should always be the priority

- If necessary, seek medical attention as soon as possible, and
- QAS Persons must always report injuries and any treatment to Parents and Guardians, as well as document the incident in the Injury report form, available at:
- <https://ditidintranet.lands.resnet.qg/hr/health-safety-wellbeing/reporting-reviewing-improving/incident-reporting/injury-report-form>.
- Injuries or incidents can also be reported to the QAS Workplace Health and Safety Officer on +617 3708 7822.

Smoking, alcohol and the use of illegal drugs

Smoking and the consumption of alcohol and illegal drugs is prohibited on QAS premises.

Photographing children and young people

All QAS Persons should be mindful of people at sporting events, particularly those who take photos of children and young people who are participating on behalf of the QAS. Any suspicious or irregular activity should be reported to the event organiser for further action.

QAS Persons are required to ensure photo consent forms are completed for a child or young person. [Forms are available at:](#)

https://ditidintranet.lands.resnet.qg/__data/assets/pdf_file/0019/991/qld-govt-image-consent-form.pdf.

Parents and Guardians are required to sign a consent, agreeing to print, digital and electronic media (including photographs and video recordings) of their child or young person being used for QAS promotional, training and educational purposes and consent to such media being held as per the terms of the consent.

If the parent/guardian/carer of a child or young person wishes to take photos of any child or young person that is not their child/young person, they should be advised to seek permission from the other child or young person's parents/guardians/carers prior to taking any photographs.

Use of technology and social media

All QAS Persons must follow the guidelines set out in the Use of ICT Services, Facilities and Devices Policy.

When on QAS premises or representing the QAS at an event, QAS Persons and QAS Athletes must only use technology, including mobile phones, and social media in accordance with their code of conduct. For instance, QAS Contractors may use the internet provided by QAS to research sporting techniques but not to look up inappropriate material not connected with their role.

A QAS Person or QAS Athlete who brings the QAS into disrepute through the use of technology or social media may be subject to action by the QAS. For example, a child or young person may be considered to bring the QAS into disrepute if they post an inappropriate picture of themselves wearing a QAS uniform on Social Media.

Contractors (visitors) book

Contractors (other than coaches), such as maintenance persons,² must sign the QAS contractors register and wear a contractor's pass at all times whilst on QAS premises. QAS employees are required to check the contractors' identification and supervise while such persons are on the premises.

High risk activities management

QAS Persons responsible for conducting the activity must conduct a risk management plan to support the department's risk management policy.

QAS Persons are required to undertake the following six steps when conducting a risk assessment:

- Establish the context
- Identify the risks
- Analyse the risks
- Evaluate the risks
- Manage the risks and reassess, and
- Review.

QAS Persons may use the template for a Risk Management Plan contained in **Attachment 4**.

Examples of activities that will require a risk assessment to be conducted include, but are not limited to, any event or activity where:

- QAS Persons and children and young people are required to travel as part of a team
- QAS Persons are required to conduct additional or non-standard training sessions with a child or young person, and
- A QAS Person may be left alone with a child or young person for an irregular or extended period of time.

A copy of the risk management plan must then be provided to the Human Resources Unit, QAS 5 business days before the activity is undertaken. The Human Resources Unit will provide the risk assessment to the QAS Chief Executive, for approval.

Managing suspicions and/or disclosures of child abuse or harm

Policy Statement

The QAS is committed to supporting all children or young people who make complaints no matter the nature of the complaint. However, as the QAS does not have any powers to act as a law enforcement agency, tribunal, court or child protection agency, it is not in a position to conduct thorough investigations or make a determination as to the substance of an allegation or a complaint of a serious or criminal nature. Any investigation or decision-making function relating to allegations of a serious or

² These sort of contractors do not sign the QAS Employees and Contractors Code of Conduct for Interacting with children and young people.

criminal nature involving children and young people will be referred to the relevant law enforcement (i.e. Queensland Police Service) or child protection agency (i.e. Department of Children, Youth Justice and Multicultural Affairs). The QAS will then take any appropriate steps to mitigate the risk to children until the relevant agency is able to provide further advice as to the substance of the allegations and the necessary actions the QAS must take to protect children.

Process

This section sets out the process for managing suspicions and/or disclosures of child abuse or harm. The process is summarised in a flowchart (**Attachment 5**), which QAS Persons should be familiar with and regularly refer to.

Reasonable grounds to suspect harm

QAS Persons may have 'reasonable grounds' to suspect harm if:

- A child or young person informs a QAS Person that they have been harmed
- Someone else, for example, another child or young person, a parent/guardian/carer, or a staff member, tells QAS Persons that harm has occurred or is likely to occur
- A child or young person informs QAS Persons they know someone who has been harmed. It is possible the child may be referring to themselves
- QAS Persons are concerned at significant changes in the behaviour of a child or young person, or the presence of new unexplained and suspicious injuries, and/or
- QAS Persons witness the harm occurring. If this is the case, intervene immediately, provided it is safe to do so. If it is unsafe, call the police for assistance on 000.

Examples of a disclosure of harm

A disclosure of harm may sound like:

- "I think I saw..."
- "Somebody told me that..."
- "I just think you should know..."
- "I'm not sure what you can do, but..."

Responding to a suspicion and/or disclosure of harm

All incidents or disclosures of harm or suspicions of harm are to be taken seriously and actioned immediately, regardless of whom perpetrated the harm, in an efficient and effective way. A QAS Person should:

- Not react in a shocked or in a critical way or with disbelief to a disclosure
- Find a private place to talk to ensure confidentiality (preferably in sight of another adult and not in a closed office) and to make the child or young person making the disclosure more comfortable and less concerned
- Not give an assurance to the child or young person that the information provided will be kept secret. QAS Persons are encouraged to advise the child or young person that they have done the right thing in making the disclosure but the disclosure must be reported so that someone can help keep them safe

- Not attempt to conduct their own investigation or mediate an outcome between the parties
- Only ask enough questions to confirm the need to report the matter. QAS Persons should avoid asking probing questions as this could cause distress, confusion and interfere with any later enquiries. For instance, QAS Persons should ask non-leading questions such as “What happened then?” or “Can you tell me about that?” as opposed to leading questions such as “Did X touch you?”
- Act on the basis that the information the person is providing is true
- Ensure the child or young person in question is safe
- Maintain the safety of other children and young people, and/or
- Inform the QAS Designated Liaison Officer or the QAS Chief Executive.

Any disclosure of harm is important and must be acted upon, regardless of whether the harm to a child or young person has been caused by a person from within or outside the organisation.

Documenting disclosure suspicion and/or disclosure of harm

QAS Persons must immediately document a disclosure/suspicion of harm, preferably using the Confidential Record of Child Abuse Allegation (**Attachment 6**). In the event that the record is not readily available, the QAS Persons must take comprehensive notes, recording the following information:

- Date and time that record is made
- The name, age and address of child or young person
- Time, date and location of incident
- The complainant (if not the child or young person)
- Who is present (i.e. the complainant, receiver of the complaint and any other person)
- Reason for suspecting abuse or harm (for example observation, injury, information)
- Exactly what the person disclosing said, using “I said..”, “they said”
- The questions asked by the QAS Person
- Any comments the QAS Person made, and
- The actions the QAS Person took following disclosure, including arrangements for the immediate protection of the child or young person.

The QAS Person must complete the Confidential Record of Child Abuse Allegation (**Attachment 6**) as soon as possible and attach their notes to the document.

Reporting Disclosure/Suspicion of Harm

QAS Persons must immediately contact the QAS Designated Liaison Officer who will report the suspicion/disclosure to the relevant agency, i.e. the Queensland Police Service and Department of Children, Youth Justice and Multicultural Affairs.

As soon as possible, the QAS Person must notify their supervisor or manager who will alert the QAS Chief Executive. The QAS Chief Executive must notify, the HR Business Partner.

If the alleged person were to have committed the harm to a child and is a QAS employee, please follow the process outlined in the Employee Complaints Policy, Procedure and Guidelines, as well as the process prescribed above.

Reporting actual harm

Where a QAS Person observes actual harm towards a child or young person, the QAS Person must intervene immediately, provided it is safe to do so, and as soon as possible inform the police. If it is unsafe to intervene, immediately call the police for assistance on 000.

As soon as possible, the employee/contractor must notify their supervisor or manager who will alert the QAS Chief Executive. The QAS Chief Executive must notify the HR Business Partner.

QAS Persons are to be familiar with and regularly refer to the Process for Responding to a Disclosure of Harm to a Child Flowchart (**Attachment 5**).

Complaint made relating to harm to a child

It is possible that DTIS' complaints process may be used by parents or a guardian or other person to report harm to a child or actual harm to a child by a QAS Person.

Complaints can be lodged through:

Governance, Performance and Risk (GPR) Team, Corporate Services, DTIS

Email: ethics@dtis.qld.gov.au

- Posting a letter to QAS Chief Executive, P O Box 956, Sunnybank QLD 4109
- Emailing the details to ethics@dtis.qld.gov.au
- In person at the QAS head office
- Telephone using QAS' general enquiry number. These calls will be redirected to the Governance, Performance and Risk (GPR) Team, and
- Anonymously.

A complaint relating to harm to a child made in person would be treated as a disclosure and the process outlined above would be followed. The process for when a QAS team member receives a disclosure from a child about harm from a parent/guardian/carer is clearly distinguished as being different from a complaint about a harm allegedly committed by a QAS team member.

Any complaint about the QAS is handled in accordance with the DTIS Complaints Management Policy and DTIS Customer Complaints Management Procedure.

If a complaint is made regarding a coach who is employed by a SSO the complaint is referred to the SSO, personal information will not be provided to the SSO unless the complainant has consented. Where the complaint involves harm to a child, the process outlined in this Policy and Procedure must be followed.

QAS employees are subject to the Public Service Commission and Chief Executive Guideline 01/17: Discipline. Coaches employed by an SSO are subject to that organisation's policies and procedures.

Actions following a disclosure or suspicion of harm

Support and counselling will be offered to all parties involved, including other children and young people.

Under the *Child Protection Act 1999*, a person who reports suspected child abuse is protected from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

Details of the person who made the report are to be kept completely confidential and will not be made available to the family of the child or young person, or the person against whom the allegation has been made.

If the person who is alleged to have harmed a child or young person is a member of the QAS, their duties must be reviewed. If they continue to interact/work with children and young people, ensure that they are appropriately supervised at all times. The QAS Chief Executive will seek legal advice as to the extent to which that person can carry out duties in the organisation.

QAS Designated Liaison Officer

The role of the QAS Designated Liaison Officer is to facilitate the complaints management process and refer the matter to the Queensland Police Service and the Department of Children, Youth Justice and Multicultural Affairs for further investigation.

Any person that witnesses unacceptable conduct or any conduct that may constitute a breach of this Policy and Procedure should refer their complaint to the QAS Designated Liaison Officer.

Where an allegation of serious or criminal conduct is made, the QAS Designated Liaison Officer must refer the matter to the relevant agencies (i.e. Queensland Police Service and the Department of Children, Youth Justice and Multicultural Affairs) for further investigation.

The QAS Designated Liaison Officer is also responsible for the facilitation of support services that are available to a child/young person or QAS employee/contractor who receives a complaint of abuse or harm to a child or young people. Where applicable, the QAS Liaison Officer works with the Member Protection and Information Officer (MPIO) from the relevant state or national sporting organisation when providing information, advice or referring a complaint.

Contact information for the QAS Designated Liaison Officer is provided and made available on the QAS webpage. However, if a child or young person or QAS employee or contractor is not aware of the name or contact details for the QAS Designated Liaison Officer, they should contact the Human Resources Unit, QAS on +617 3708 7881 as soon as possible.

Confidentiality and personal information

Complainants, respondents and managers/supervisors are to keep diary notes relating to incidents, along with any other documentation relating to the matter (e.g. the Confidential Record of Child Abuse Allegation) that must be stored securely and confidentially at all times.

The matter must only be discussed with other persons who are able to provide support or advice about a specific process.

Personal information will be treated in accordance with the *Information Privacy Act 2009* (Qld).

Breach of this Policy and Procedure

This section outlines the steps to be taken following a breach of this Policy and Procedure in order to address the breach in a fair and supportive manner.

As outlined above in the definitions section, a breach is any action or inaction by a QAS Person, QAS Athlete or Parents and Guardians who fail to comply with any part of this Policy and Procedure. This includes any breach in relation to:

- Statement of commitment to the safety and wellbeing of children and the protection of children from harm
- Codes of Conduct for interacting with children and young people (including the coaches Code of Conduct)
- Procedures for recruiting, selecting, training and managing paid employees and volunteers
- Policies and procedure for handling disclosures or suspicions of harm, including reporting guidelines
- Policies and procedures for implementing and reviewing the children and youth risk management strategy and maintaining an employee register
- Risk management plans for high risk activities, and
- Strategies for communication and support.

The QAS will ensure that QAS Persons, QAS Athletes and Parents and Guardians are made aware of the actions or inactions that might be considered a breach of this Policy and Procedure, as well as the potential outcomes for a breach.

Process to manage a breach

Potential breaches will be managed in a fair, unbiased and supportive manner.

The following procedures are to be followed by the QAS:

- All people concerned will be advised of the process
- All people concerned will be able to provide their version of events
- The details of the breach, including the versions of all parties and the outcomes will be recorded
- Matters discussed in relation to the breach will be kept confidential (personal information will not be disclosed except where provided for in the relevant policy or process), and
- An appropriate outcome will be decided.

Further information regarding the process for QAS employees is set out in detail in the Public Service Commission and Chief Executive Guideline 01/17: Discipline.

Possible outcomes for a breach

Where a QAS Person is alleged to have committed harm to a child, their roles and duties must be reviewed by the QAS Chief Executive.

Depending on the nature of the breach, outcomes may include:

- Providing additional training to employees relating to the QAS Child Protection Policy and Procedure
- Providing closer supervision of a particular QAS Person and/or review their roles and duties, and
- Consideration of further action in accordance with the Public Service Commission and Chief Executive Guideline 01/17: Discipline. The complaint or allegation will be referred by the QAS Designated Liaison Officer to the appropriate delegate who will investigate the incident or appoint an independent investigator to investigate the substance of the allegations.

Any findings of unacceptable conduct of a QAS employee resulting from an investigation either internal or by an external law enforcement agency will be considered in accordance with the Public Service Commission and Chief Executive Guideline 01/17: Discipline.

QAS Blue Card requirement

All QAS Persons must hold a valid Working with Children Blue Card. Blue Cards are issued by Blue Card Services, Public Safety Business Agency and the Queensland Government. Forms to apply for a Blue Card may be obtained from the Performance Services Advisor at the QAS or via the website <http://www.bluecard.qld.gov.au/>. Failure to obtain a valid blue card will lead to the review of an employee's current employment status and duties.

Records of employee Blue Cards

Where a Blue Card is required, all QAS Persons without valid Blue Cards must not access QAS facilities,³ nor work with children or young people.

The QAS Performance Services Advisor processes the criminal history checks and Blue Card applications for all new QAS employees.

The QAS Performance Services Advisor maintains a confidential register containing the personal details and Blue Card details of all existing employees. This register includes detail regarding:

- When the person applied and/or the date of issue of the positive notice and blue card
- The expiry date of the blue card, and
- The renewal date (this will be set at least 30 business days before expiry to allow employees to continue working in child-related employment).⁴

³ Maintenance contractors do not require a blue card to access the premises. But these persons must sign in using the contractor's book and wear a contractors pass (see the Contractors book section).

⁴ Paid employees must submit a renewal application before the expiry date of their blue card to continue working in regulated child-related employment.

The QAS Performance Services Advisor also maintains a written record of the following information for all QAS employees:

- Whether a negative notice has been issued
- Any change in status to a blue card (e.g. a change in police information, the positive notice and blue card is cancelled or suspended)
- When there is a change in police information, when QAS informed Blue Card Services of the change, and
- Any changes of personal information of an employee, including the date they informed Blue Card Services.

Within 60 business days of the renewal date for an employee's blue card, the QAS Performance Services Advisor notifies the employee that they need to apply for a blue card before that date. The QAS Performance Services Advisor highlights that the QAS covers any application costs associated with an employee or contractor's renewal of their blue card. The QAS Performance Services Advisor sends a follow up reminder within 40 business days.

The QAS Performance Services Advisor also advises employees, once a year and when reminding them to renew their blue card, that they must notify Blue Card Services using the appropriate form of any change to their personal details within 14 days, highlighting that a failure to notify is an offence.

Notifying Blue Card Services

Where an employee or contractor holding a blue card advises that there has been a change in their police information, the QAS Performance Services Advisor is to be informed and they will advise Blue Card Services immediately through submitting a change in police information notification form. QAS must not continue to employ the employee or contractor until the form has been submitted and any revised status of the employee's Blue Card is known. The employee or contractor is not required to disclose the specific nature of the change, only that a change has occurred.

Where an employee or contractor stops being employed by the QAS, the QAS Performance Services Advisor will also submit a 'no longer with organisation' form to Blue Card Services.

Where a person is to relieve/backfill in a QAS position that has been determined as a role requiring a Blue Card, the person must hold a current Blue Card prior to their commencement in the role (regardless of the period of relieving/backfilling). Confirmation occurs when the relevant QAS delegate undertakes the appropriate employment screening checks.

Training

QAS recognises that training in child protection related matters enhances skills and knowledge of employees and contractors and, therefore, minimises the risk of harm to children and young people.

QAS provides support and information to new staff when they begin their role through an induction process. New and existing QAS Persons receive annual training during team meetings and other training exercises in the following areas:

- Identifying, assessing and minimising risks, such as the different types of harm that may occur (e.g. physical, emotional, sexual, psychological abuse and neglect and guidance in relation to

the signs which may indicate that harm may be occurring or where this information can be sourced from)

- QAS' policies and procedures
- Compulsory training as required by industry standards or legislation, and
- Handling a disclosure or suspicion of harm, including reporting guidelines.

QAS Athletes are required to undertake an online induction.

Communication and Support Strategies

The QAS is committed to communicating this Policy and Procedure to all QAS Persons and QAS Athletes and Parents and Guardians.

Annual Review

To ensure that this Policy and Procedure remains current and effective in identifying and minimising risks of harm to children, it is monitored and reviewed annually. This Policy and Procedure will also be reviewed after any incident where a child or young person or is at risk of harm or a breach is identified.

Some QAS Persons, QAS Athletes, and Parents and Guardians may be asked to participate in a review. Furthermore, this Policy and Procedure must be reviewed in its entirety and accurate, complete records must be made of the review, including the date, location of review, who participated in the review and any discussions.

The review is to consider any issues QAS has identified with this Policy and Procedure, such as

- Whether policies and procedures were followed
- Whether any incidents relating to children and young people risk management issues occurred
- Issues with the actual process used to manage any incidents
- The effectiveness of QAS' policies and procedures in preventing or minimising harm to children and young people, and
- Issues with the content and frequency of training.

QAS Persons, QAS Athletes, and Parents and Guardians must be advised of any changes to policies and procedures, and training must be provided to QAS Persons if necessary.

Reference materials

The QAS Child Protection Policy and Procedure has been adapted from information provided in the:

- Child and Young People Risk Management Strategy Toolkit – Blue Card Services, Public Safety Business Agency, Queensland Government
- Standard of Practice – Department of Education, Training and Employment, Queensland Government
- Queensland Family and Children Commission Website – Department of the Premier and Cabinet, Queensland Government
- Child Protection Policy - AFL Queensland

- Child Protection Policy - Swimming Australia
- Various Materials - Australian Sports Commission Website
- Various Materials - Child Protection In Sport Unit UK Website
- Child Protection Risk Management Policy – Equestrian Queensland Inc
- DTIS Complaints Management Policy, Queensland Government
- DTIS Customer Complaints Management Procedure, Queensland Government
- Public Service Commission DHPW Investigation and Chief Executive Guideline 01/17: Discipline
- Use of ICT Services, Facilities and Devices Policy, Queensland Government
- Child Safe Policy – Gymnastics Australia

Attachment 1 – Code of Conduct for Interacting with Children and Young People for QAS Persons (except for coaches)

Statement of Commitment

Queensland Academy of Sport (QAS) employees and contractors hold a special position of trust arising out of the unique nature of their work in developing athletes to achieve their sporting aspirations. To ensure athletes are kept safe and protected at all times, it is imperative that all QAS employees and contractors strive to establish, build and maintain positive relationships with athletes, particularly children and young people, by abiding by the practices and procedures contained in the QAS Child Protection Policy and Procedure. QAS employees are also bound by the Queensland Public Service Code of Conduct.

Who must comply with the code of conduct?

This code of conduct applies to any person who is employed or engaged by the QAS, including but not limited to paid employees, contractors and volunteers, except for coaches who have their own code of conduct for interacting with children and young people.

The Standard of appropriate behaviour for QAS employees and contractors:

Behaviour	Appropriate	Inappropriate
Language	<ul style="list-style-type: none"> Using encouraging/positive words and a pleasant tone of voice Open and honest communication 	<ul style="list-style-type: none"> Insults, criticisms or name calling Bullying, swearing or yelling Sexually suggestive comments/jokes
Relationships	<ul style="list-style-type: none"> Being a positive influence Building relationships based on trust Empowering children and young people to share in decision making 	<ul style="list-style-type: none"> Favouritism or giving gifts Spending excessive amounts of time alone with children and young people Contact outside of working hours (either physical or via email/phone) Bullying, harassment 'Grooming' children or young people
Physical contact	<ul style="list-style-type: none"> Allowing for personal space Touching due to medical emergency or protecting from physical harm Non-threatening 	<ul style="list-style-type: none"> Violent or aggressive behaviour including hitting, kicking, slapping or pushing Kissing or touching of a sexual nature consistent with 'grooming'
Other	<ul style="list-style-type: none"> Appropriate attire/clothing for role e.g. the QAS uniform Use of internet/mobile phone for work related purposes only 	<ul style="list-style-type: none"> Using alcohol or other substances before or during work Inappropriate clothing Sending inappropriate emails, texts, photos etc.

In the event that the Code of Conduct for Interacting with Children and Young People is breached, actions will be taken in accordance with QAS' plan for managing breaches of the QAS Child Protection Policy and Procedure.

"I have read, understood, and will act in accordance with the above code of conduct."

Name: _____ Signature: _____ Date: _____

Attachment 2 – Code of Conduct for Interacting with Children and Young People for Coaches

Statement of Commitment

Coaches hold a special position of trust arising out of the unique nature of their work in developing athletes to achieve their sporting aspirations. To ensure athletes are kept safe and protected at all times, it is imperative that all coaches strive to establish, build and maintain positive relationships with athletes, particularly children and young people, by abiding by the practices and procedures contained in the QAS Child Protection Policy and Procedure. Coaches employed by the QAS are also bound by the Queensland Public Service Code of Conduct.

Who must comply with the code of conduct?

This code of conduct applies to all coaches, regardless of whether they are employees of QAS, contractors of the QAS, employees of State Sporting Organisations (SSOs) or sole operators.

The standard of appropriate behaviour for coaches:

Behaviour	Appropriate	Inappropriate
Language	<ul style="list-style-type: none"> Using encouraging/positive words and a pleasant tone of voice Open and honest communication 	<ul style="list-style-type: none"> Insults, criticisms or name calling Bullying, swearing or yelling Sexually suggestive comments/jokes
Relationships	<ul style="list-style-type: none"> Being a positive influence Building relationships based on trust Empowering children and young people to share in decision making 	<ul style="list-style-type: none"> Favouritism or giving gifts Spending excessive amounts of time alone with children and young people Contact outside of working hours (either physical or via email/phone) Bullying, harassment 'Grooming' children or young people
Physical contact	<ul style="list-style-type: none"> Allowing for personal space Touching due to medical emergency or protecting from physical harm Non-threatening 	<ul style="list-style-type: none"> Violent or aggressive behaviour including hitting, kicking, slapping or pushing Kissing or touching of a sexual nature consistent with 'grooming'
Other	<ul style="list-style-type: none"> Appropriate attire/clothing for role e.g. the QAS uniform Use of internet/mobile phone for work related purposes only 	<ul style="list-style-type: none"> Using alcohol or other substances before or during work Inappropriate clothing Sending inappropriate emails, texts, photos etc.

As a coach I will:

- Respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background
- Support all efforts to remove any form of abuse in this organisation and encourage a safe and supportive service environment
- Ensure that any physical contact with others is appropriate to the situation and necessary for the person's skill development
- Refrain from developing close personal relationships with the players outside of the coach/player relationship
- Refrain from using abusive, derogatory or offensive language
- Refrain from irresponsible use of alcohol and the use of illicit substances
- Impart knowledge and skills of the game in a respectful and encouraging manner
- Respect the decisions of the staff/officials and encourage players to do the same
- Always consider the health, safety and welfare of all athletes
- Not show favouritism toward a talented athlete, and
- Wear appropriate clothing at all times

In the event that the Code of Conduct for Interacting with Children and Young People for Coaches is breached, actions will be taken in accordance with the QAS Child Protection Policy and Procedure.

"I have read, understood, and will act in accordance with the above code of conduct."

Name: _____ **Signature:** _____ **Date:** _____

Attachment 3 – Code of Conduct for Athletes

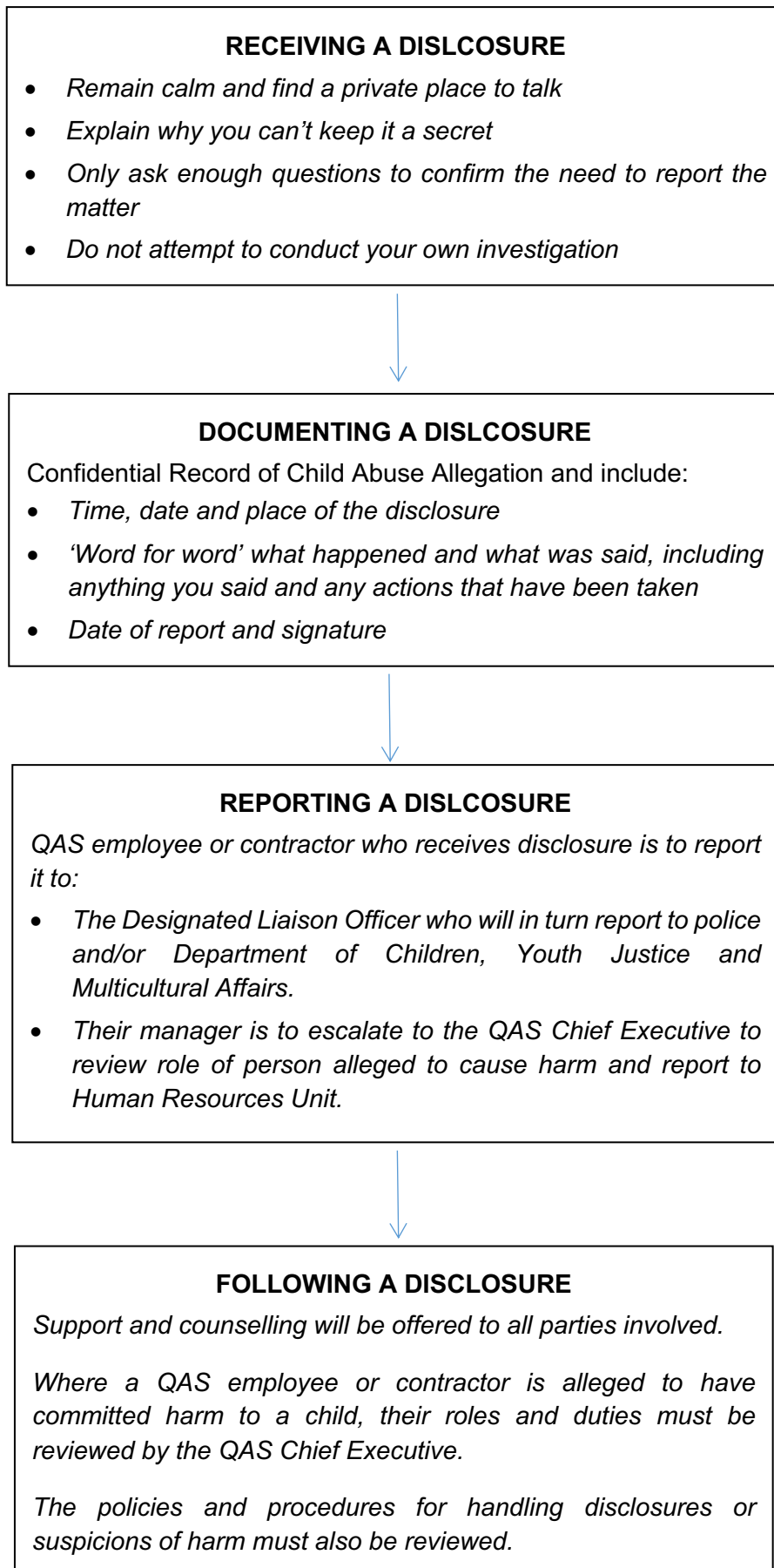
- A. Working towards the attainment of your full potential in your sport**
- (a) Seek continual improvement through commitment to quality training
 - (b) Comply with the training requirements of your sport as specified by the coaches and to accept and respond in a positive manner to their constructive criticism
- B. Behaving in a manner expected of a QAS scholarship holder**
- (a) Display control, respect, dignity and professionalism to all involved with the QAS and the sport - including opponents, coaches, officials, administrators, the media, parents and spectators
 - (b) Display high standards in language, manner, punctuality, preparation and presentation
 - (c) Wear the official QAS uniform designated for your sport when at QAS training/competition and for official functions
 - (d) Ensure facilities and equipment are used appropriately and returned to the QAS
 - (e) Report any mishaps or broken equipment immediately to QAS staff
 - (f) Encourage public recognition and support of the QAS and co-operate in public relations activities
- C. Rejecting the use of performance enhancing drugs in sport and abiding by the guidelines by National and international regulatory bodies**
- (a) Abide by the Regulations of your National and International sport governing bodies and Sports Integrity Australia in relation to testing protocols
 - (b) Neither possess nor use prohibited drugs nor participate in any other practices prohibited by the QAS
 - (c) When requested, provide a sample of fluid for analysis by Sports Integrity Australia
- D. Being aware of and operate within the rules and spirit of your sport**
- (a) Follow the guidelines of national and international bodies governing your sport
 - (b) Abide by the spirit, as well as the rules of your sport
 - (c) Accept victory and defeat with dignity and grace
- E. Reporting sickness and injuries to relevant QAS staff**
- (a) Follow a modified training program where appropriate
 - (b) Seek medical advice when required
 - (c) Follow medical advice and perform rehabilitation exercises as advised
 - (d) Maintain personal habits of health conducive to sporting excellence
- F. Being a positive role model for your sport**
- (a) Assist others to develop good attitudes, skills and knowledge relating to the sport
 - (b) Behave and dress in a dignified manner when representing the QAS both on and off the competition arena

Attachment 4 – Template for Risk Management Plan

Risk description	Consequence	Likelihood	Risk Level	Mitigation Strategies



Attachment 5 – Process for Responding to a Disclosure of Harm to a Child



Attachment 6 – Confidential Record of Child Abuse Allegation

Complainant's name: (if other than the child)		Date formal complaint received: / /
Role/status in sport:		
Child's name:		Age:
Child's address:		
Person's reason for suspecting abuse: (e.g. observation, injury, disclosure)		
Name of person complained about:		
Role/status in sport:	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official <input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other	
Witnesses: (if more than three witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action taken: (if any)		
QAS Designated Liaison Officer contacted:	Who: When:	
QAS Chief Executive contacted:	Who: When:	
Corporate HR, contacted:	Who: When:	

Police contacted:	Who: When: Where: Advice provided:
Child protection agency contacted:	Who: When: Advice provided:
Police investigation: (if any)	Finding:
Child protection agency investigation: (if any)	Finding:
Internal investigation: (if any)	Finding:
External investigation: (if any)	
Action taken:	
Completed by:	Name: Position: Signature: / /
Signed by:	Complainant (if not a child)