

Blue Card Services

Working together to keep kids safe

An overview of the Blue Card System

Community Information Team

Caroline Whitehead, Senior Advisor



Acknowledgement of country

We acknowledge the traditional owners of the land upon which we are meeting.

We pay our respects to Elders both past and present for their courage and leadership in advocating for Aboriginal and Torres Strait Islander peoples.

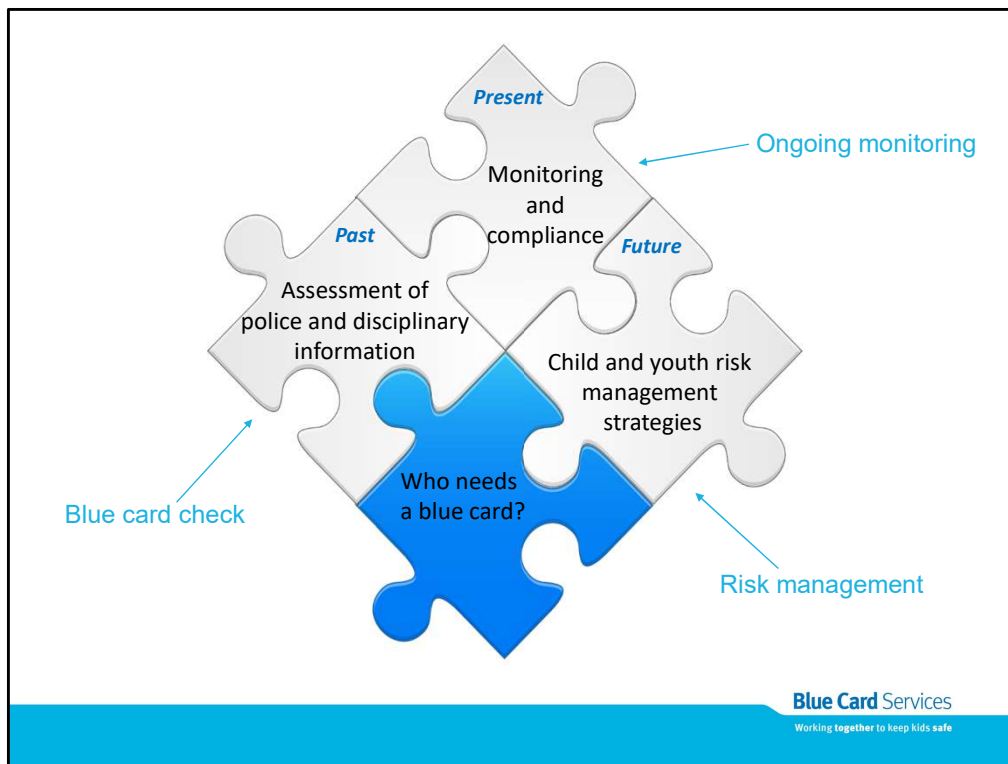


We also pay our respects to future Elders and acknowledge the valuable role they play in shaping our future generations.

[Safe children and strong communities strategy and action plan](#)

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The image on this slide is an artwork that was developed for Blue Card Services as part of the 'Safe children and strong communities' strategy and action plan for Aboriginal and Torres Strait Islander peoples and organisations engaging in the blue card system.



We use this graphic to represent the four connecting parts of the blue card system.

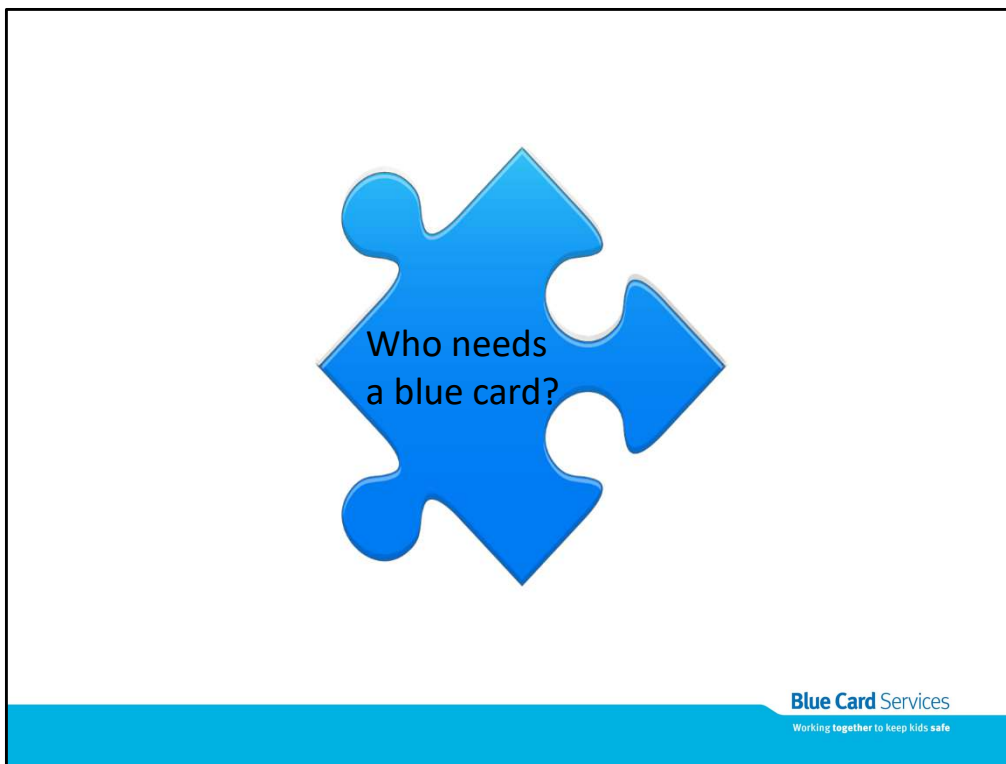
Just as each piece of the jigsaw comes together to make a complete picture – the same applies to the blue card system. The different parts of the blue card system all play an essential role in keeping kids safe in Queensland and it works best when all parts work together.

We have a limited amount of time today, so we will very briefly talk to you about who needs a blue card and the application process. Today's presentation will be focused on your clubs' obligations under the blue card system and child and youth risk management strategies.

[Information only – not included in presentation]

The four components of the blue card system are:

- First, **'who needs a blue card?'**
- Second, **'the past'** – This is also known as 'the blue card check'
- Third, **'the present'** – This is the ongoing daily monitoring of all blue card applicants and cardholders
- And **'the future'** - This refers to an organisation's obligations to develop and implement child and youth risk management strategies, which contribute to the creation of safe environments for children. This is the part we will be focussing on today.



To require a blue card, a person's business activities, paid work or volunteering must fall within the scope of one of the categories of employment or business regulated by the *Working with Children (Risk Management and Screening) Act 2000*.

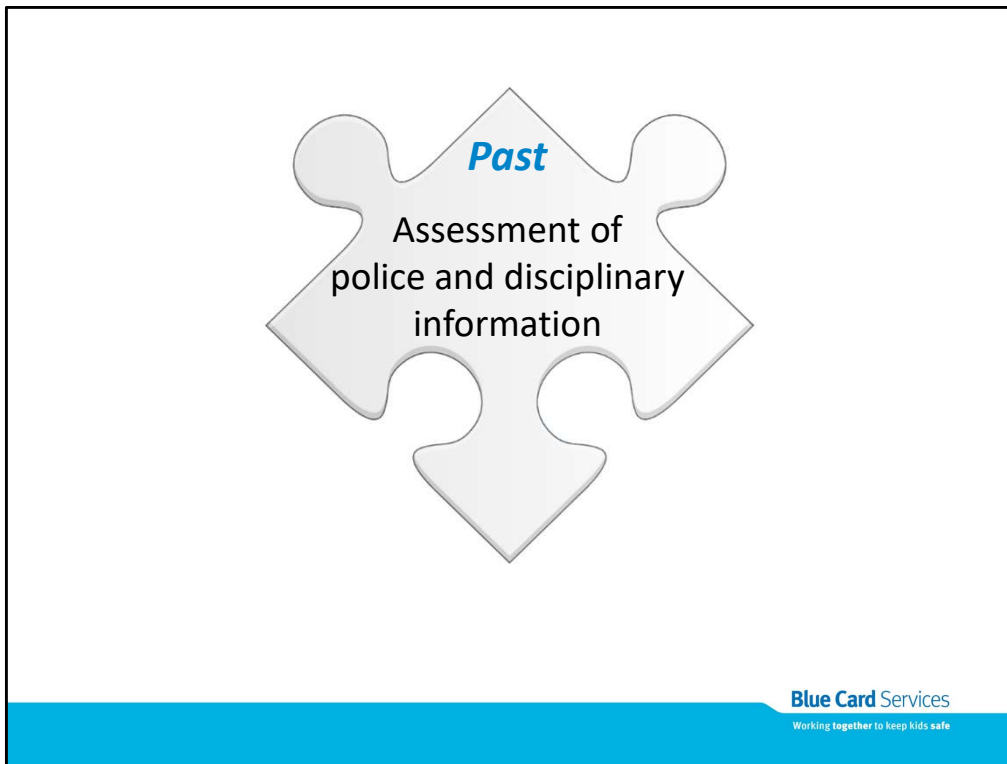
Churches, clubs and associations



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When determining who requires a blue card within your clubs, the relevant category of regulated employment is the 'Churches, clubs and associations category'. Under this category, a person will require a blue card to provide services or conduct activities that mainly involve children. For instance, junior sailing events and competitions.

An exemption exists for volunteer parents whose involvement relates to the same or similar services to what their child receives. You should consider this exemption when determining who needs blue cards – a volunteer parent who helps out with the activity their child is involved in would be exempt. A parent who is involved in more than just their child's activities, for instance a parent who is part of the club committee will need a blue card by virtue of their role as a decision-maker in relation to the club's child-related activities.



'The Past' – this includes the application process and an assessment of any police or disciplinary information.

Who cannot apply for a blue card?



- Disqualified person
- Negative notice holder

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Certain people cannot apply for a blue card – these are **disqualified persons** and **negative notice holders**.

Under the Act, there is a list of offences which we refer to as disqualifying offences. These are very serious offences such as: murder, rape and possession of child pornography etc. If a person has ever been convicted of a disqualifying offence, it is an offence for them to apply for a blue card. This person is a disqualified person.

A negative notice is when a person has previously applied for a blue card and, based on their known past police or disciplinary information, has had their application denied. When this happens, we issue them with a Negative Notice. A person can only apply to cancel their negative notice 2 years after it was issued and the negative notice remains in place until it is cancelled.

Apply for a blue or exemption card



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The next step is applying for a blue card. All applicants must have a valid blue card before starting child-related work.

However, renewal applicants may continue in paid work, volunteering, student placement or running a business as long as they apply to renew their card before the current card expires, even if we continue processing the application after their card has expired. Applicants who do not renew their card before it expires must not start or continue child-related work until their new application is approved. For this reason, it is really important that card holders renew on time.



When a person makes an application for a blue or exemption card, we complete a National Criminal History check, we refer to this as the blue card check. .

The blue card check captures everything since the applicant was 10yrs of age, and provides information on charges, convictions (even if the conviction was a no conviction recorded) and spent convictions. It also includes police investigative information and disciplinary information. On this slide, we have linked a fact sheet that explains more about the type of information we receive.

Applications will generally take 28 days to process. Applications will take longer if any information is missing or if we receive police or disciplinary information from the blue card check.

If no information is returned to us – the application will be approved. Applicants will be notified by email that their application has been approved. They will be given their blue card number and expiry date. The physical card will be sent to the applicant in the mail.

If any information is returned, we need to make an assessment on whether the person is eligible to hold a blue card. This can be a lengthy process and each applicant is different. We can't provide a timeframe for these applications and its really important the applicant speaks with us about their application. If the person is not eligible to hold a blue card, we will issue a negative notice.

Negative notice

- A negative notice holder cannot start or continue volunteering, working or running a business regulated by the blue card system.
- A negative notice contains a Reasons Document which outlines the reasons the applicant was issued with a negative notice.
- A negative notice holder must wait a minimum of **2 years** before applying to cancel the negative notice.

[Fact sheet](#)

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If a **negative notice is issued**, the person **cannot work in regulated child-related employment or business**.

[Information only – not included in presentation]

They do have a right of appeal but must lodge an application for a review to QCAT within 28 days of being issued with the negative notice.

A **negative notice** remains in place until the applicant applies to cancel the notice, and they can only apply to cancel the notice after **2 years** of it being issued.

A negative notice holder automatically becomes a 'restricted person' and cannot rely on an exemption under the Act to work or volunteer with children.

Restricted person

A **restricted person** is a person who was:

- convicted of a disqualifying offence
- issued with a negative notice
- has had their blue or exemption card suspended or
- has been charged with a disqualifying offence and the matter hasn't been finalised.

Restricted employment refers to situations that allow a person to work with children without a blue or exemption card, such as:

- a volunteer parent
- a volunteer under the age of 18 years
- a person who works with children for not more than 7 days in a calendar year
- a person with disability who is employed at a place where the person also receives disability services or NDIS supports or services
- a secondary school student on work experience who carries out disability related work under the direct supervision of a person who holds a blue or exemption card.



Fact sheets:

- [Restricted persons, restricted employment](#)
- [For organisations](#)
- [For individuals](#)

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There are now stricter requirements for people who rely on an exemption to work or volunteer with children. This is particularly relevant to your clubs as you would deal with a lot of volunteer parents. In the presentation you will be provided, this slide has information about these terms. We have also linked fact sheets and resources on this slide.

I'll give you a practical example of how this may be relevant in your club: A volunteer parent expresses interest to help with a junior sailing event. As part of the induction for all volunteers, the volunteer advised they have applied for a blue card for other child-related work in the past and were issued a negative notice. In this situation, the volunteer parent is a restricted person. Although there is an exemption for a volunteer parent, this person cannot rely on the exemption and it would be an offence for you to engage the volunteer parent in restricted employment.

[Information only – not included in presentation]

There are now stricter requirements for people who rely on an exemption to work or volunteer with children through the introduction of the terms, restricted person, restricted employment and associated offences.

A restricted person is somebody who has been:

- convicted of a disqualifying offence;
- issued with a negative notice;

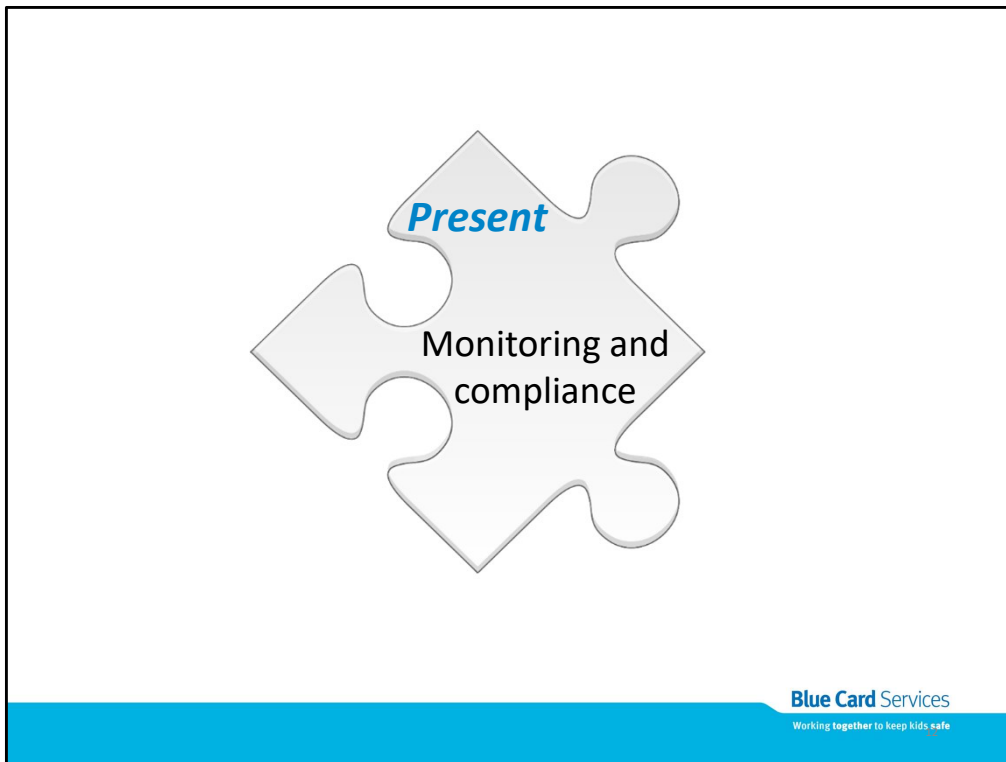
- has had their blue or exemption card suspended; or
- has been charged with a disqualifying offence and the matter hasn't been finalised.

Restricted employment refers to situations that allow a person to work with children without a blue or exemption card, such as:

- a volunteer parent;
- a volunteer under the age of 18 years;
- a person who works with children for not more than 7 days in a calendar year;
- a person with disability who is employed at a place where the person also receives disability services or NDIS supports or services; or
- a secondary school student on work experience who carries out disability related work under the direct supervision of a person who holds a blue or exemption card.

These penalties apply to:

- individuals who continue or start in restricted employment as a restricted person; and
- organisations who employ a restricted person in restricted employment



'The Present' – the ongoing daily monitoring of all blue card applicants and card holders and compliance with blue card requirements.

Ongoing daily monitoring and change in police information

- not all changes in a person's police information concerns us
- we notify an employer when there is a change in a card holder status
- we only notify employers of a change in police information, when the change is considered relevant to child-related employment
- applicants and card holders must immediately contact us if there has been a change in their police information.



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All applicants and card holders (including exemption card holders) are monitored daily by the Queensland Police Service (QPS). This means we are notified if there is a change in an applicant or card holders police information. For example, if a card holder were to be charged with a drink driving offence, we would receive notification of this.

We will notify any linked employers when there is a change in a card holder status – this means if an application is withdrawn, suspended or cancelled we notify the employer of that change. This is why it is critical that your clubs are linking all blue card holders who are working or volunteering with your club.

[Information only – not included in presentation]

When we are notified of a change in a person's police information a few things happen:

Not all changes in a person's police information concerns us. However, if the information is of concern we take appropriate action. This can include:

- Withdrawing a person's application if a person has been charged with a serious offence. Once their matter is finalised at court and depending on the outcome - the person can reapply.
- Suspending a person's blue or exemption card. If a person is charged with a serious or disqualifying offence, we will automatically suspend their blue card and notify the employer. We are not obliged to assess the person's blue card until the charge has been finalised at court.

- Cancelling a person's blue or exemption card. This would happen if a person has been convicted of a disqualifying offence and may happen if a person is convicted of a serious offence.

We only notify employers of a change in police information, when the change is considered relevant to child-related employment. For example, if a person is charged with a **low end** shoplifting offence, we wouldn't necessarily tell an employer about that – but this is a broad example!

When there is a change in a person's police information, the applicant or card holder must immediately notify us of the change. Previously, they had to notify both us and their employer, however as we know of any change through the daily monitoring, this was found to be a duplication of work. Be mindful, that just because we have removed the requirement for a card holder to tell their employer about a change in their police information, this does not remove or prevent organisations from having their own policies in place for employees to disclose a change in police information. For example, if WE all were to go out to a for Friday night drinks and end up getting arrested and charged for drink driving - we have an obligation under the Public Service Act to tell our Director tomorrow about it. So your organisation may have an internal policy that requires an employee to disclose a change.

Complying with blue card requirements

Employers:

1. cannot engage a person in child-related work without a valid card
2. must take reasonable steps to confirm the card holder's ID
3. link and delink link card holders when they start and finish working with your organisation
4. must delink a card holder when they leave an organisation
5. maintain a register of all people engaged in child-related work
6. develop and implement a child and youth risk management strategy.

[Obligations for regulated organisations fact sheet](#)

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Here is a summary of some of the responsibilities your clubs have. We've also linked the 'Obligations for regulated organisations' fact sheet.

[Information only – not included in presentation]

1. Ensure the employee has a valid blue card before they start work
2. Take reasonable steps to confirm the card holders identity and compare the blue card to their other identification
3. Link the card holder before starting them in work and delink the card holder when they leave your organisation – linking means we can notify employers about any relevant changes to an applicant or card holder's eligibility to work with children
4. Maintain a register of all people engaged in child-related work, including whether they are paid, volunteers, students and whether any exemptions apply. The records in the organisation portal will show the current blue card holders linked to the organisation. Organisations still need to maintain a record of employees who are within scope of the blue card system but do not need a blue card – for instance, a record of volunteer parents and volunteers under the age of 18.
5. Develop and implement a child and youth risk management strategy

Safe environments don't just happen



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The future component of the blue card system refers to the requirement for all organisations regulated by the blue card system to have a Child and Youth Risk Management Strategy in place. Safe environments don't just happen, they require planning, ongoing management and review.

Safe environments don't just happen

SUPPORT SERVICES

This presentation contains content relating to preventing child sexual abuse and other forms of harm to children. If the issues discussed raise concerns or cause distress to you, and you think you may need someone to talk to, you can contact one of the services listed below:

Sexual Assault Helpline	1800 010 120
Lifeline	13 11 14
Kids Helpline	1800 551 800
MensLine Australia	1300 789 978



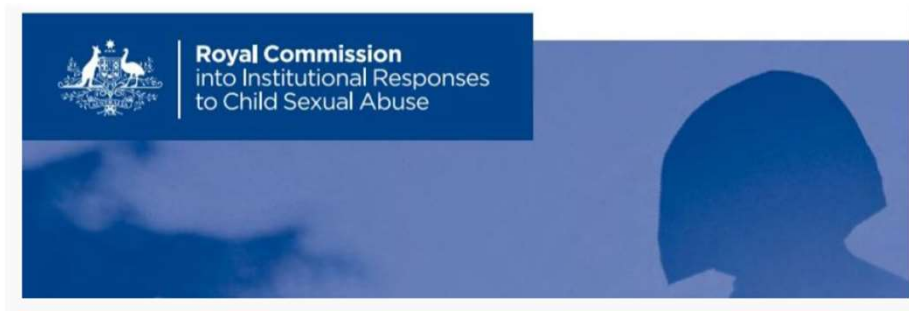
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The next few slides discuss the findings of the Royal Commission into the Institutional Responses to Child Sexual Abuse.

We understand that the work of the Royal Commission and the information in this session may bring up strong feelings and questions for some people. There are many services and support groups available to assist you which you can access on their website.

Royal Commission into the Institutional Response to Child Sexual Abuse – December 2017

[The Final Report](#)



A key finding from the Royal Commission was that child abuse is often enabled by the lack of effective management structures, lack of policies, training and poor supervision.

The final report of the Royal Commission was released in December 2017 and outlined 409 recommendations. One recommendation that we will discuss today was the recommendation to implement national Child Safe Standards.

At the time the recommendations were made, our legislation already required organisations to develop and implement a child and youth risk management strategy. A child and youth risk management strategy must address eight mandatory requirements. These eight mandatory requirements meet the 10 national principles.

Case Study 2: Johnathan Lord

[Report of Case Study No.2](#)

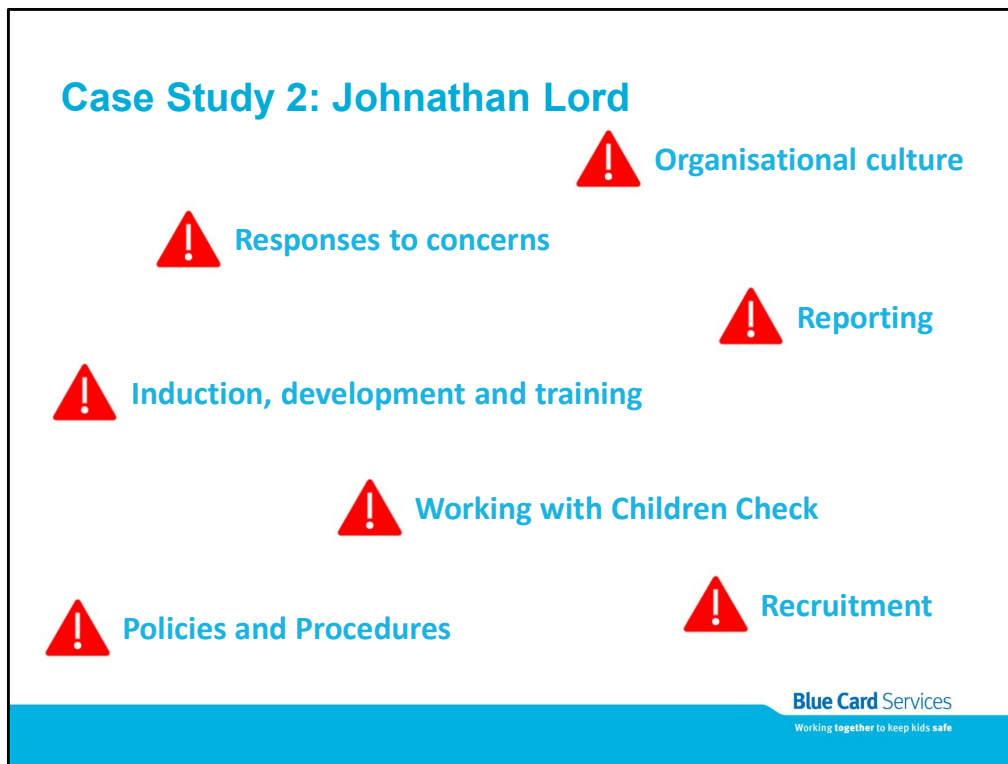


Full Report (164 pages): Royal Commission into Institutional Responses to Child Sexual Abuse Report of Case Study No. 2 – YMCA NSW’s response to the conduct of Jonathan Lord – June 2014

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We will now discuss a case from the Royal Commission. This is a real example of how things can go wrong when organisations don't have adequate policies and procedures in place or when they have them in place, but don't follow them.

- Case study 2 was a 23 year old male - Jonathan Lord.
- Sentenced to 10 years jail for 13 offences for the sexual and indecent assault of 12 boys during his two year employment at the Caringbah (Sydney) YMCA outside school hours care (2009-2011).
- Previously worked at Camp America but was sent back to Australia for 'questionable behaviour' - caught with an 8 year old child alone in his cabin.
- Applied for a job with YMCA OSHC 1 month after arriving back in Australia – no experience in child care industry but went on to hold multiple roles over 2 years.
- YMCA provided OSHC for 14 years and was the largest provider of OHSC in NSW and the second largest in Australia.
- YMCA NSW had over 80 policies and many of these referred to child sexual abuse and maltreatment.
- The YMCA did not have an effective system for ensuring that staff and parents were aware of and understood its child protection policies; and
- There was a serious breakdown in the application of the YMCA child protection policies



Recruitment

- There was a process for recruiting staff but the YMCA had failed to comply with this policy. They didn't:
 - discuss why he had left his placement at Camp America.
 - contact the most recent employer or referees
 - record the oral reference given by another staff member and
 - carry out any background checks.

Working with Children Check

There was a policy that anyone working with children needed a WWCC clearance **before** they began working with children. However, Lord didn't have a WWCC when he started working for them.

Induction and professional development and training

- There were policies for induction, this wasn't followed.
 - Lord did not complete induction
 - Many staff were simply 'buddied' up with another staff member for their induction training - many staff were not aware of the policies regarding child safety.
 - There was a policy for professional development and child protection - staff did

not regularly access this training and not all staff were required to complete the annual training in child protection.

Policies and Procedures

Failure to implement and comply with policies.

- YMCA had a policy about babysitting children that attended the OHSC which allowed for a clear separation between professional and personal relationships - most of the offending took place when Lord was babysitting children who attended the OHSC.
- colleagues never reported his conduct because other staff and manager were doing the same thing
- YMCA had policies regarding appropriate contact with children and use of mobile phones etc. Lord was allowing children to sit on his lap even when other staff members were present. He also used his mobile phone at work to groom children – both breaches of policies.
- YMCA had a policy that required there to be two staff present at all times (staff:child ratios) – this was often not enforced and Lord was sometimes the only staff member present when he drove children in the YMCA bus or other vehicle.
- Multiple policies in place with many referring to sexual abuse and child maltreatment

Reporting System:

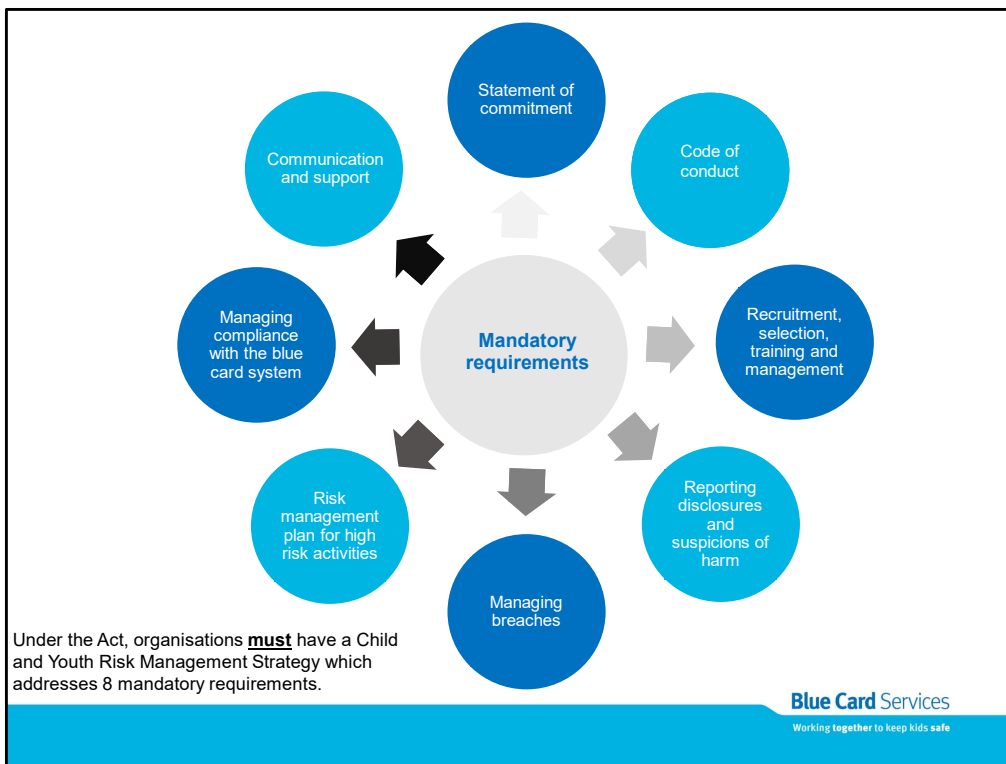
- Ineffective confidential reporting systems that staff were uncomfortable to use the reporting of breaches as they thought that nothing would be done about their concerns.
- They didn't have effective confidential reporting available for staff and they did not have a culture of vigilance and shared personal responsibility for the safety of children.

Responses to concerns:

- YMCA responded quickly to the first report and suspended Lord and removed him from the care of children in their centres. However, they asked their staff to sign a confidentiality agreement to not discuss the matter with anyone. This was viewed as the YMCA being motivated to protect its reputation rather than the investigation.
- The YMCA did not ensure staff were kept informed or supported following the allegations against Lord. They also failed to provide frank, practical and timely information to parents following the allegations against Lord.
- Management did not accept responsibility for failures or analyse procedural / organisational failings

Negative organisational culture

- Tolerance for policy breaches
- Management not modelling best practice and openly breaching policy
- Importance placed on protecting the organisation over clear communication with parents / staff practice reforms



Under our Act, all organisations providing child-related services must develop and implement a child and youth risk management strategy. These are the eight mandatory requirements your child and youth risk management strategy must include. This afternoon we will explore ‘code of conduct’, reporting disclosures and suspicions of harm’ and ‘managing breaches’ in more detail.

Code of conduct

Code of
conduct

There should be a **code of conduct for all stakeholders in your service environment**. For example: visitors, staff, volunteers, parents & children.

It should clearly list and provide examples of:

- Behaviours that are acceptable and those that are not
- Appropriate and inappropriate language
- How children and young people will be supervised and how to manage behaviours.
- Appropriate and inappropriate contact with children and young people
 - i.e. one-on-one, outside service environment / babysitting, social media and gift giving / receiving.

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Your organisation should have a code of conduct for all stakeholders within your service environment - for example, staff, visitors, children and parents.

We encourage organisations to engage the various stakeholders in developing the code of conduct so that an accurate code of conduct is developed. By ensuring stakeholder participation, you are able to identify natural language and have clearer understanding of what is acceptable and what is not.

Code of conduct

Code of
conduct

Your **Code of Conduct** should also cover Expectations surrounding:

- Visitors and spectators
- Photography, social media and technology use
- Alcohol, smoking and prescribed drugs
- Change room and toilet procedures
- Health and safety
- Transportation of children and young people
- Confidentiality and privacy
- Bullying and harassment

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Whilst this is not an exhaustive list of all that can be included in a code of conduct, we recommend updating your examples for the types of language that is acceptable, the use of technology and photography - ie during COVID-19 restrictions, organisations have relied more on social media/online services.

For example, if your organisation is offering services to children and young people via a social media platform, what rules do you have around this. Are the sessions recorded, are the sessions conducted in an open area, can children take an iPad or media device into a toilet with them. We have a great check list on our website for organisations to use.

Handling disclosures and suspicions of harm

Handling disclosures and suspicions of harm

Your strategy must include policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines

Your organisation needs to have a process to **Identify harm**.

- **Types of abuse**

- Physical abuse
- Psychological or emotional abuse
- Neglect
- Sexual abuse or exploitation.

- **Resulting harm**

- Physical
- Psychological
- Emotional.

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What is a disclosure of harm and what is a suspicion of harm?

A disclosure of harm occurs when someone, including a child, tells you that harm has happened, is happening, or is likely to happen to a child. A suspicion of harm is when someone has a reasonable suspicion that the child has suffered, is suffering, or is it unacceptable risk of suffering harm. This includes circumstances which relate to an unborn child which may be in need of protection after he or she is born.

A child who has been or may be experiencing abuse may show behavioural, emotional or physical signs of stress and abuse. There may also be other circumstances where there is concern for a child's welfare but it does not reach the threshold to be considered a reasonable suspicion of harm.

Why do you need to have these policies and procedures?

Children and young people can only be protected from harm if it is reported and dealt with quickly and effectively. Therefore, your organisation must have policies and procedures in place to ensure staff and volunteers respond as quickly as possible to a disclosure or suspicion of harm.

A lack of formal policies and procedures can impede the reporting of these matters.

How should you go about drafting the content for this requirement?

When developing a policy in relation to handling disclosures or suspicions of harm, you should include information about:

- i) defining harm,
- ii) identifying harm,
- iii) managing and recording a disclosure or suspicion of harm,
- iv) reporting a disclosure or suspicion of harm, and
- v) reviewing policies and procedures following an incident.

Defining and identifying harm.

Harm is defined as: 'any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing'.

Harm may arise from physical, emotional or psychological abuse, neglect, and sexual abuse or exploitation.

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

Your organisation should also include information about the signs to help identify if harm is occurring, what constitutes a disclosure of harm, and what constitutes a suspicion of harm. Our toolkit provides useful materials, including a list of indicators of child abuse which will assist you further.

Handling disclosures and suspicions of harm

Handling disclosures and suspicions of harm

s33D Civil Liability Act 2003 (Qld)

In March 2020 changes were made to the *Civil Liability Act* which place a duty of care on institutions to take all reasonable steps to prevent the abuse of a child by a person associated with the institution whilst the child is under the care, supervision, control or authority of the institution.

Failure to report and failure to protect laws

From 5 July 2021:

- all adults must report sexual offending against children to the police unless they have a reasonable excuse
- adults in an institutional setting (e.g. a school, church or sporting club) must protect children from the risk of a sexual offence being committed against them.

[Laws targeting sexual offences against children](#)

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The changes to the Civil Liability Act mean organisations now have a duty of care over the children in their care, supervision, control or authority. Your organisation should outline your commitment to the safety of the children in your care in the 'Statement of Commitment' section of your risk management strategy.

From 5 July 2021, new laws were introduced to increase protection of children from the risk of sexual abuse. These new laws mean:

- all adults must report sexual offending against children to the police unless they have a reasonable excuse
- adults in an institutional setting (e.g. a school, church or sporting club) must protect children from the risk of a sexual offence being committed against them.

We have included a link on this slide to the Queensland Government page which has more information about these laws.

Handling disclosures and suspicions of harm

Handling disclosures and suspicions of harm

Your strategy must include policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines

Your organisation needs to have:

- Reporting processes for disclosures or suspicions of harm
- Information to assist staff if a child makes a disclosure
- Procedures that outline:
 - Mandatory reporting requirements
 - Timeframes for actioning disclosures
 - Contact details for authorities in your local area
 - Confidentiality and the process if the reporter wishes to remain anonymous
 - Support or counselling services that are available to all involved
 - including debrief procedures and support for the person receiving the disclosure.
- Conducting a review of your organisation's policies and processes after an incident.

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Your organisation should document how staff and volunteers should receive a disclosure of harm from a child or young person or manage a suspicion of harm.

When receiving a disclosure of harm, you may advise your staff that they should:

- remain calm and listen attentively, actively and non-judgmentally;
- ensure there is a private place to talk;
- encourage the child to talk in their own words and ensure that only open-ended questions are asked to act protectively;
- ensure that the child is advised that the disclosure cannot remain a secret and that it is necessary to tell someone in order to get help,
- document the disclosure clearly and accurately,
- not attempt to mediate an outcome; and
- follow the appropriate process in relation to reporting a disclosure of harm.

It is helpful to provide a template to assist staff in recording a disclosure or suspicion of harm.

When managing a suspicion of harm or other concern for a child's welfare, you may advise your staff and volunteers that they should:

- i) remain alert to any warning signs or indicators;
- ii) pay close attention to changes in the child's behaviour, ideas, feelings and the words

they use;

iii) make written notes of observations;

iv) assure a child that they can come to talk whenever they need to and listen to them and believe them when they do;

v) follow any relevant process for reporting a suspicion of harm to Child Safety or the Police, or consider what support services could be offered to the family if the concern does not meet the relevant threshold to make a report.

Your organisation should also document clear policies in relation to reporting a disclosure or suspicion of harm.

Your risk management strategy should outline reporting requirements for all staff and volunteers.

Everyone has a responsibility regarding child protection and your policy should be clear about the circumstances in which a report should be made to the police, for example, where a child is at imminent risk of harm or a child has been the victim of a criminal offence.

You should also ensure appropriate confidentiality is maintained in relation to the issues and any relevant documents.

Also ensure that you consider any appropriate support or counselling which can be offered to the child or young person, and identify what supports are available for the person to whom the disclosure was made.

Reviewing current policies and procedures.

You should undertake a review of the operation of your policies and procedures following a disclosure or suspicion of harm being actioned to consider the application of the policies and whether there are any necessary changes, and identify any additional training requirements.

Managing breaches

Managing breaches

Your risk management strategy must include a plan for **managing any action or inaction** by a person in your organisation that fails to comply with any of the policies and procedures in your risk management strategy.

Without a plan:

- People may not be clear on their obligations and rights and therefore may be hesitant to report breaches
- Appropriate consequences for breaches may not be enforced due to confusion about what course of action to take
- Similar breaches may be dealt with inconsistently which may result in repeat offences and also a lack of confidence in the risk management strategy, and
- Opportunities for training and improvement will be more difficult to identify.

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Your risk management strategy must include a plan for managing any action or inaction by a person in your organisation that fails to comply with any of the policies which make up your risk management strategy.

Why do you need to have a plan for managing breaches of your risk management strategy?

Having a plan allows your organisation to manage any potential breaches in a fair and supportive manner. Without a plan, people may not be clear on their obligations and rights and therefore may be hesitant to report breaches; appropriate consequences for breaches may not be enforced due to confusion about what course of action to take; similar breaches may be dealt with inconsistently which may result in repeat offences and also a lack of confidence in your risk management strategy; opportunities for training and improvement will be more difficult to identify.

What sort of things should you put in your plan?

Your plan should cover a number of aspects in detail. You may want to start with addressing what constitutes a breach of your risk management strategy. You must also clearly outline who must comply with the plan.

Managing breaches

Managing breaches

When drafting a plan for **managing breaches**, your plan should cover a number of aspects in detail. For example:

- Definition of a breach
- Who must comply with the plan?
- Responsibilities and delegations
- Processes for reporting breaches
- Processes for managing breaches
- Processes for recording breaches, including outcome
- Incident report form.

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Another aspect which you will need to cover in your plan are the processes for managing the breach, including the process for reporting breaches. It is imperative that all people should be clear on who they should contact and how they should progress a concern regarding a breach. It is then equally important that the people from your organisation who are responsible for dealing with the breach are aware of the correct process to follow. Suitable consequences and outcomes for breaches should also be outlined.

Depending on the nature of the breach, outcomes might include: emphasising the relevant component of your child and youth risk management strategy, for example, the code of conduct; providing closer supervision; providing further education and training; mediating between those involved in the incident, where appropriate; disciplinary procedures, if necessary; reviewing current policies and procedures; and developing new policies and procedures. You must also ensure that you document a process for recording breaches, including outcomes. Consequences will vary depending on the seriousness of the breach. It helps to pre-classify breaches and the corresponding consequences.

For example, it might be reported to you that a volunteer at your organisation has been overheard swearing at a child on one occasion. You may have pre-classified swearing as a moderate breach of your risk management strategy. The corresponding consequences and outcomes for this type of breach may be:

- to acknowledge that the behaviour is not consistent with the code of conduct

- contained in your risk management strategy;
- to remind the volunteer parent and all other people in your organisation of the child and youth risk management strategy, specifically, the code of conduct and provide clarification where necessary;
- to provide a formal warning to the volunteer;
- and to provide further training for staff and volunteers, particularly focusing on positive ways of working with children.

Another example might be a staff member witnesses a colleague using excessive physical force as a behaviour management technique. This would be considered an extreme breach of your risk management strategy.

The corresponding consequences and outcomes for this type of breach should be:

- documenting the details of the incident as soon as possible;
- following your internal procedures for reporting breaches and disclosures and suspicions of harm;
- providing support to all parties concerned, including the child who was involved, the person who witnessed the incident and the staff member;
- considering appropriate action in accordance with your policy for the management of staff, including considering appropriate disciplinary action for the staff member;
- and reminding all employees and volunteers of the code of conduct and the responsibilities of their role as per their position description.

It is a good idea to have a template incident report form which details aspects of the incident, such as the names of the parties involved; a description of the incident; the date; time; and action taken to ensure that consistent reporting is maintained.

Your organisation must be mindful that appropriate confidentiality is maintained at all times to protect the privacy of children and young people.

To further assist you in developing and implementing effective child and youth risk management strategies, a toolkit, has been developed to provide information and guidance on the eight minimum requirements.

[Child and youth risk management strategies and resources](#)

[YouTube videos](#)

[Useful references](#)

Blue card system compliance information

Information to assist you to comply with your child and youth risk management obligations, as well as other information to help you comply with the blue card system

Publication and resources



[Child and youth risk management strategy toolkit](#)

This toolkit is an overview of the 8 requirements organisations and business operators need to address in their child and youth risk management strategy.



[Sole operator supplement toolkit](#)

This document is for sole operators to use to make their child and youth risk management strategy appropriate for their business.



[Self assessment checklist](#)

This document is to help organisations and business operators check that their child and youth risk management strategy addresses the 8 mandatory requirements, and whether anything needs to be added to the strategy.



[Template employee register](#)

This document is to help organisations record their employees' blue card details.



[Incident report form template](#)

This document is a template to assist you in recording an incident.



[Risk management plan for high risk activities](#)

This document is to assist organisations to address the requirement to implement risk management plans for high risk activities.



[Checklist and action plan template](#)

This document is to help organisations check that they have covered each of the 8 mandatory requirements in their child and youth risk management strategy.

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You can find resources to help you with your child and youth risk management strategy on our website.

Importantly, we do not endorse or ratify child and youth risk management strategies. If your organisation needs assistance to develop a child and youth risk management strategy, we have provided a list of government and non-government organisations with relevant resources in our 'Useful resources' document.

[Information only – not for presentation]

- CYRMS Toolkit
- Self-audit checklist
- Downloadable templates
- Youtube Videos on the mandatory requirements
- Resources & references to other child-safe organisations & materials.

To find these resources, follow the links in this slide.

Contact us



www.qld.gov.au/bluecard



1800 113 611 or (07) 3211 6999



info@bluecard.qld.gov.au



If you need an interpreter, please contact **Language Loop** by calling **1800 113 611** and ask them to call **Blue Card Services** on **1800 113 611**.

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That brings us to the end of today's presentation. Thank you so much for your time and we hope that our presentation has answered your questions. You can reach out by phone or email if you have any questions following today's session.