

### 1 Purpose

This policy operates as a framework for Council's commitment to being a Child Safe Organisation and provides strategic guidance to all areas of Council. This policy outlines the responsibilities and practices that support a child safe culture at Council.

#### 1.1 Content Warning

If you are of the suspicion or have actual knowledge that child harm is occurring, please contact the Queensland Police Service on 000.

Please note that this policy contains content that may be triggering for some individuals. You may choose to contact Lifeline on 13 11 14 for any support on topics covered in this document.

### 2 Scope and applications

This policy applies to all Councillors and Council Workers (including volunteers), and their conduct both within and outside of work performed for Council, irrespective of whether they work with or have direct contact with children.

A Council Worker for the purposes of this policy includes, but is not limited to, volunteers, work experience/placement students, trainees, labour hire staff, and contractors (including subcontractors).

Council-controlled entities (including, but not limited to, the Empire Theatre, Toowoomba and Surat Basin Enterprise, and the Jondaryan Woolshed) are required to comply with Council's commitment to being a Child Safe Organisation alongside any requirements under their own organisations, where applicable.

It is noted that organisations (including community volunteer and non-for-profit organisations) who assist Council with the delivery of activities, services, or events, and are also defined as a 'child safe entity' under Schedule 1 of the *Child Safe Organisations Act 2024* (Qld) (the Act), will have their own legislative requirements under the Act.

### 3 Principles

Council is committed to being a Child Safe Organisation in ensuring the safety and wellbeing of children, taking a proactive approach to protecting children from harm, and upholding children's right to access culturally safe services.

Council is guided by the key priorities defined within the Toowoomba Regional Council's Corporate Plan (2024 - 2029):

- 1.1 Encourage initiatives that address community health and wellbeing
- 1.4 Improve community safety through effective design, information and programs
- 4.4 Enhance Council's reputation as an employer of choice through values based leadership, fostering collaboration, engagement and trust and nurturing staff
- 4.5 A commitment to staff and Councillor safety, health and wellbeing, including mental wellbeing
- 4.6 Continuous improvement of business-processes and systems, including community consultation
- 4.7 Knowing and managing our risks

In addition to upholding the Corporate Plan principles outlined above, Council is committed to upholding the obligations within the *Human Rights Act 2019* (Qld) by giving proper consideration to the provisions of the Act when making decisions relevant to this policy.

Council has a zero-tolerance approach to child harm and demonstrates a commitment to child safety in compliance with Queensland's Child Safe Standards, Universal Principle and Reportable Conduct Scheme as prescribed by the *Child Safe Organisations Act 2024* (Qld).

### 3.1 Queensland Child Safe Standards and Universal Principle

Council is required by law to demonstrate compliance with the ten (10) Child Safe Standards and Universal Principle to protect children. The Standards and Universal Principle are built on children's rights and provide a clear framework on keeping children safe.

Under legislation, Council must provide an environment that promotes and upholds the right to cultural safety of children who are Aboriginal persons or Torres Strait Islander persons, this is known as the Universal Principle. The Universal Principle must be included in how Council applies the Standards.

The ten (10) Queensland Child Safe Standards are:

| Standard                            | Definition   |
|-------------------------------------|--|
| 1. Leadership and culture           | Child safety and wellbeing is embedded in the entity's organisational leadership, governance and culture.  |
| 2. Voice of children                | Children are informed about their rights, participate in decisions affecting them and are taken seriously.   |
| 3. Family and community             | Families and communities are informed and involved in promoting child safety and wellbeing.  |
| 4. Equity and diversity             | Equity is upheld and diverse needs respected in policy and practice.   |
| 5. People                           | People working with children are suitable and supported to reflect child safety and wellbeing values in practice.                                      |
| 6. Complaints management            | Processes to respond to complaints and concerns are child-focused.   |
| 7. Knowledge and skills             | Staff and volunteers of the entity are equipped with the knowledge, skills and awareness to keep children safe through ongoing education and training. |
| 8. Physical and online environments | Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.                                  |
| 9. Continuous improvement           | Implementation of the child safe standards is regularly reviewed and improved.   |
| 10. Policy and procedures           | Policies and procedures document how the entity is safe for children.  |

## 4 Content

### 4.1 Child Safe Commitment Statement

Toowoomba Regional Council (Council) is committed to being a child safe organisation and has a zero-tolerance approach to child harm. All children are valued members of our community and have the right to be safe and protected from harm and have their human rights promoted and protected.

Council is committed to embedding child safety and wellbeing into our organisational culture, and we require all Councillors (including the Mayor) and Council Workers (including volunteers and contractors) to uphold our child safe culture and to understand and act to prevent, detect, respond to and report any actual or suspicion of child harm.

Council embraces diversity, equity and inclusion of all children, regardless of their age, gender identity, sexual orientation, race, religious beliefs, ability, family or social background. All children have equal rights to protection from harm. Council commits to listening to and respecting the views of children, ensuring their contributions are valued and considered when planning and designing our services, programs, projects, facilities and public places.

Council acknowledges and respects the unique histories of all Aboriginal and Torres Strait Islander children, and their families. We have a zero-tolerance approach to racism and actively promote cultural respect and support cultural safety.

Council commits to paying particular attention to ensure accessible and culturally safe information and engagement opportunities for:

- Aboriginal and Torres Strait Islander children.
- Children from culturally and linguistically diverse backgrounds.
- Children with a disability.
- LGBTIQA+ children.
- Children that are unable to live at home.

#### 4.1.1 Display of statement

Council will publicly display our Child Safe Commitment Statement (or a shorter adaptation of it) via:

- All Council websites
- All Council employee position descriptions
- All Council volunteer task descriptions
- Relevant Council promotional material

### 4.2 Child Safety Incident Reporting

Call 000 if you believe a child is in immediate danger.

Anyone, including children, families or other members of the community can report a child safety incident involving a Councillor or a Council Worker to:

- Queensland Police Service
- Child Safety Services
- Council's Governance Compliance Team (Governance and Legal Services)

#### 4.2.1 External Reporting Process

Children, families or other members of the community can make a report to Council through the External Child Safety Incident Reporting Process (see Annexure A).

#### 4.2.2 Internal Reporting Process

All Councillors and Council Workers are required to report any concerns of actual or suspected child harm through Council's Internal Child Safety Incident Reporting Process (see Annexure B).

All Council Workers such as volunteers, contractors and/or labour hire staff must also report child safety concerns to their Council contact or contract manager.

#### 4.2.3 Support

Following a reported child safety concern, Council will (where appropriate):

- assist alleged victims and their families to access counselling and support services; and
- provide support to affected Council Workers through the Employee Assistance Program (Eudoxia).

### 4.3 Record Management and Information Sharing

Council is committed to protecting an individual's right to privacy. All information recorded in a child safety report will remain confidential and must meet the requirements of relevant legislation, Council's 4.36 Information Management Policy and associated procedures.

Where appropriate, relevant information may be shared to prioritise child safety, but an individual's personal information will not be shared with any external party without their consent unless there is a legislative requirement to do so.

Risks to child safety that are identified in complaints, reports or allegations of child harm will be reviewed and incorporated into Council's Operational Risk Registers.

### 4.4 Human Resources and Recruitment

Council has effective screening tools to assist the recruitment of suitable employees, labour hire staff, volunteers, contractors, work experience students and trainees to minimise the risk of inappropriate individuals entering the organisation.

Where relevant to the position, Council undertakes pre-employment Working with Children Checks to ensure potential candidates hold a current Blue Card. Council has systems in place to monitor the currency and validity of Blue Cards across the organisation.

Child safe training is included as part of Council's Corporate Induction.

### 4.5 Risk Management

Employees should use Council's Enterprise Risk Management Framework to identify, analyse and evaluate child safety risks (both in physical and online environments). Child safety risks should be incorporated into Council's Operational Risk Registers for regular monitoring. Managers are expected to ensure ongoing monitoring of the child safety risks in their respective functional areas.

Children are encouraged to:

- express their views about their safety and wellbeing to Council in a manner that is comfortable for them; and
- participate in decisions that may impact them (particularly in relation to youth-focused programs and/or public facility and public space development).

Council highly considers the voice of children and their valuable contributions when identifying and considering child safety risk mitigation.

When reporting child safety incidents, Council will identify, implement and monitor risk mitigation strategies to try to prevent similar incidents from recurring.

## 5 Responsibilities/accountabilities

Safeguarding children is a shared responsibility at Council. All Councillors and Council Workers (including volunteers, contractors and labour hire staff) are responsible for:

1. providing an environment that promotes and upholds the right to cultural safety of children who are Aboriginal and/or Torres Strait Islander persons;
2. behaving safely and appropriately when interacting with children (see Annexure C - Appropriate Behaviour Guidelines);
3. promoting respect for children's values, abilities, beliefs, cultural practices and ways of living;
4. providing an inclusive environment where children can participate, feel safe, empowered and respected whilst undertaking their respective roles and duties at Council or in relation to Council-facilitated activities;
5. where relevant, participating in child safe training and education;
6. engaging children in the planning of and design of relevant work at Council that impacts children;
7. providing children with the necessary pathways to report their concerns;
8. reporting any suspected or actual instances of child harm in accordance with Council's Child Safety Incident Reporting process;
9. understanding that Council Workers who, under their roles and responsibilities, are required to, or may, upon a risk assessment, be likely to regularly interact with children and/or have access to personal or confidential information pertaining to children:
  - a. participate in further specific child safety training as and where required; and
  - b. obtain and maintain a current Working With Children Card (Blue Card) and associated Working With Children Check requirements.

Specific responsibilities are defined in the table below.

| Role                            | Responsibility  |
|---------------------------------|---|
| Business Information Management | Responsible for: <ol style="list-style-type: none"> <li>1. archiving and storage of records for the requisite amount of time.</li> </ol>  |
| Chief Executive Officer (CEO)   | Responsible for facilitating Council's compliance with the Child Safe Standards and Universal Principle (including, but not limited to, the allocation of appropriate resources).   |
| Executive Leadership Team (ELT) | Responsible for: <ol style="list-style-type: none"> <li>1. leading, strengthening and modelling a culture of child safety and wellbeing and strong child safe governance at Council;</li> <li>2. overseeing and ensuring compliance with the Child Safe Standards and Universal Principle, and Council policies and procedures in their respective areas of responsibility; and</li> <li>3. developing opportunities for regular discussion and review to support a culture of continuous improvement and accountability of keeping children safe from harm.</li> </ol> |

| Role   | Responsibility   |
|--|--|
| <p>Managers, Principals, Coordinators, Team Leaders, Supervisors</p> | <p>Responsible for:</p> <ol style="list-style-type: none"> <li>1. leading, strengthening and modelling a culture of child safety and wellbeing and strong child safe governance at Council;</li> <li>2. ensuring ongoing monitoring of the child safety risks in their respective functional areas.</li> <li>3. ensuring that their respective functional area is compliant with legislative and regulatory requirements for the recording and storage of information pertaining to children.</li> <li>4. supporting employees to identify and respond to child safety incidents.</li> <li>5. ensuring child safety is embedded and monitored in the management of relevant contracts and grants with appropriate responses implemented for child safety breaches.</li> <li>6. supporting employees involved in the reporting processes.</li> <li>7. ensuring Council's Child Safety and Wellbeing policies and procedures are implemented in all work areas and all employees have access to them.</li> <li>8. ensuring employees have completed child safe training and an induction on child safety responsibilities.</li> <li>9. ensuring a workplace culture that supports a transparent, continually improving environment in relation to child safety.</li> </ol> |
| <p>People and Culture</p>  | <p>Responsible for:</p> <ol style="list-style-type: none"> <li>1. planning and delivering child safe training at an appropriate level for Council workers.</li> <li>2. ensuring child safe competencies are identified for relevant positions in the recruitment process and preferred / successful candidates meet these competencies.</li> <li>3. maintaining Council's recruitment policies and procedures and conducting child safe recruitment and screening processes for all Council Workers such as volunteers, work experience students, labour hire staff and contractors including ensuring all identified persons hold and retain a current Working With Children (Blue Card) and associated checks consistently across Council.</li> <li>4. ensuring employees have completed child safe training and an induction on child safety responsibilities.</li> <li>5. providing child safe training and awareness to keep children safe.</li> </ol>  |

| Role                              | Responsibility   |
|-----------------------------------|--|
|                                   | <ul style="list-style-type: none"> <li>6. supporting the roll out of specific child safe training to persons who are required under their roles and responsibilities to regularly interact with children.</li> <li>7. overseeing the reporting process with the Governance Compliance Team, where applicable.</li> <li>8. supporting People Managers with breaches of the Council's Code of Conduct for Employees.</li> </ul>  |
| <p>Governance Compliance Team</p> | <p>Responsible for:</p> <ul style="list-style-type: none"> <li>1. leading the implementation of the Child Safe Standards and Universal Principle, and Reportable Conduct Scheme at Council, including the development of systems and processes in collaboration with relevant functional areas across Council to ensure organisational compliance.</li> <li>2. promoting child safety and wellbeing culture across Council.</li> <li>3. supporting employees to follow the reporting process.</li> <li>4. providing reports on child safety data trends.</li> <li>5. providing guidance, information and training to teams supporting them to embed child safety in their work.</li> <li>6. increasing the understanding of child safe obligations across Council.</li> <li>7. providing advice and support to People Managers and employees about what to do if they are concerned for child's safety and effective service responses.</li> <li>8. implementing and supporting continuous child safe improvement processes.</li> <li>9. supporting investigations of reportable conduct allegations.</li> </ul> |

## 6 Relevant laws

*Child Employment Act 2006 (Qld)*

*Child Protection Act 1999 (Qld)*

*Child Safe Organisations Act 2024 (Qld)*

*Human Rights Act 2019 (Qld)*

*Information Privacy Act 2009 (Qld)*

*Local Government Act 2009 (Qld)*

*Local Government Regulation 2012 (Qld)*

*Industrial Relations Act 2016 (Qld)*

*Anti-Discrimination Act 1991 (Qld)*

*Public Records Act 2023 (Qld)*

## 7 Related policies/documents

Members of the public can access Council policies on Council's website. If a policy listed below does not appear on the website please contact 131 872 or email [info@tr.qld.gov.au](mailto:info@tr.qld.gov.au) to request a copy. Staff may access policies via the [Policy Register and Review Schedule](#).

### **Council policies**

- 2.52 Complaint Management Policy
- 2.58 Community Engagement Policy
- 2.73 Youth Grant Program Guidelines
- 2.86 Enterprise Risk Management Policy
- 2.88 Complaint Management (Chief Executive Officer) Policy
- 4.10 Recruitment, Selection and Appointment
- 4.13 Diversity and Inclusion Policy
- 4.21 Council Volunteers Policy
- 4.36 Information Management Policy
- 5.01 Recruitment, Selection and Appointment Procedure
- 5.08 Public Interest Disclosure (PID) Procedure
- 5.11 Conduct Management Procedure
- 5.20 Making and Receiving Complaints Procedure
- 5.21 Assessing and Investigating Complaints Procedure
- 6.15 Council Volunteers Procedure Manual
- 7.09 Library Membership Procedure
- 7.26 Library Internet Use

### **Other documents**

- Child Safe Commitment Statement
- Child Safe Commitment Statement (Child Friendly Version)
- Code of Conduct for Employees
- [Corporate Plan 2024 - 2029](#)
- Toowoomba Region Youth Strategy 2025-2030
- Toowoomba Region Intercultural Strategy 2025-2030

## 8 Related forms

Nil

## 9 Definitions

| Term        | Definition   |
|-------------|--|
| Child       | An individual who is under the age of 18 years.  |
| Child abuse | <p>There are four (4) types of child abuse<sup>1</sup>:</p> <ol style="list-style-type: none"> <li>1. Physical - Physical abuse happens when a child has been hurt or injured, and it is not an accident. Physical abuse does not always leave visible marks or injuries. Physical abuse can include: hitting, shaking, choking, smothering, throwing, burning, biting, poisoning, using physical restraints.</li> <li>2. Sexual - Child sexual abuse happens when an adult, teenager or child uses their power or authority to involve another child in sexual activity.</li> <li>3. Emotional - Emotional abuse happens when a child is treated in a way that negatively impacts their social, emotional or intellectual development. Emotional abuse can be caused by: rejection, name calling, teasing or bullying, yelling, criticism, isolation or locking a child up for extended periods, exposure to domestic and family violence.</li> <li>4. Neglect – Neglect happens when a child's basic needs are not met, affecting their health and development. Basic needs include: food, housing and clean living conditions, health care, adequate clothing, personal hygiene, adequate supervision.</li> </ol> <p>Child abuse can be a single incident or several incidents that take place over time.</p> |
| Child harm  | <p>Under section 9 of the <i>Child Protection Act 1999</i> (Qld):</p> <ol style="list-style-type: none"> <li>1. Harm, to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing.</li> <li>2. It is immaterial how the harm is caused.</li> <li>3. Harm can be caused by—             <ol style="list-style-type: none"> <li>a. physical, psychological or emotional abuse or neglect; or</li> <li>b. sexual abuse or exploitation.</li> </ol> </li> <li>4. Harm can be caused by-             <ol style="list-style-type: none"> <li>a. a single act, omission or circumstance; or</li> <li>b. a series or combination of acts, omissions or circumstances.</li> </ol> </li> </ol>   |

<sup>1</sup> Queensland Government, '[Types of Child Abuse](#)', Webpage, last updated 20 March 2018, last accessed 2 September 2025

| Term               | Definition  |
|--------------------|---|
| Child safe culture | The culture in an organisation where the safety and wellbeing of children is put first and embeds a commitment to child safety in every aspect of the organisation.   |
| Child safe entity  | <p>Schedule 1 of the <i>Child Safe Organisations Act 2024</i> (Qld) includes the following entities as 'Child safe entities':</p> <ul style="list-style-type: none"> <li>• Accommodation or residential services (including, but not limited to, emergency accommodation, and camps or excursions that require overnight stays).</li> <li>• Religious bodies (including, but not limited to, a chaplaincy service or children's recreation service, church services or youth groups).</li> <li>• Early childhood education and care services.</li> <li>• Child protection services.</li> <li>• Providers of disability services under the <i>Disability Services Act 2006</i> (Qld) section 12 and NDIS service providers.</li> <li>• Education services (including, but not limited to, private and state schools, TAFE, and other registered training organisations).</li> <li>• Health services (including, but not limited to, entities that provide counselling or support services).</li> <li>• Justice or detention services (including, but not limited to, entities that provide diversionary, interventionist or rehabilitation activities).</li> <li>• Clubs and associations (including, but not limited to, the Scout Association of Australia, Girl Guides Association, Parent &amp; Citizens Associations and sporting clubs).</li> <li>• Cultural, sporting or recreational service providers (including, but not limited to, arts or performing arts programs, swimming schools).</li> <li>• Coaching, tutoring or private teaching service providers.</li> <li>• Entities that provide services or facilities specifically for children on a commercial basis (including, but not limited to, gyms, play facilities, photography services, entertainment or party services).</li> <li>• Transport or transport-related services (including, but not limited to, driving schools and traffic controllers such as school crossing supervisors).</li> <li>• Entities that provide community services for children (including, but not limited to, a neighbourhood centre funded by the State or a youth support service).</li> </ul> |

| Term                                   | Definition  |
|--|---|
|  | <ul style="list-style-type: none"> <li>Government entities.</li> </ul>  |
| Contractor                             | A third-party business entity used by Council to provide services directly to children, or where the contract's activities will, or are likely to involve contact with children that is a usual part of, and more than incidental, to the services.   |
| Council Employee                       | A person employed by Council.   |
| Council Worker                         | <p>A worker of Council is an individual who performs work of any kind for Council, and includes, for example, the following –</p> <ul style="list-style-type: none"> <li>a Council employee,</li> <li>a volunteer,</li> <li>a contractor, subcontractor or consultant,</li> <li>an individual supplied by a provider of labour hire services under the <i>Labour Hire Licencing Act 2017</i>,</li> <li>an executive officer of the entity, or another person who is concerned with, or takes part in, the entity's management, other than a councillor of a local government; and</li> <li>a trainee or person undertaking work experience for the entity.</li> </ul> |
| Councillors                            | Councillor for Toowoomba Regional Council including the Mayor and Deputy Mayor.   |
| Cultural safety                        | The positive recognition and celebration of cultures. Children are empowered and enabled to contribute and feel safe to be themselves.  |
| Empowerment                            | Builds on the strength of children and young people allowing them to become more confident. It equips children and young people with skills and knowledge to make informed decisions and increase control of their lives.   |
| Labour hire staff                      | Labour hire staff are recruited through an agency with their work duties determined by Council. They are provided with training in Council processes and procedures and have rights and protections not afforded to contractors.  |
| Queensland Family and Child Commission | An independent statutory body that promotes the improvement in policies and practices affecting the safety and wellbeing of Queensland children. The Queensland Family and Child Commission is a regulator for the Child Safe Standards and is responsible for administering the Reportable Conduct Scheme.   |

| Term                        | Definition  |
|-----------------------------|---|
| Reportable conviction       | <p>A reportable conviction of a Council employee or volunteer is a conviction for an offence committed by the Council employee or volunteer against a law of a State or Commonwealth that may involve reportable conduct.</p> <p>A conviction includes the following—</p> <ul style="list-style-type: none"> <li>• a finding of guilt, and the acceptance of a plea of guilty, by a court, whether or not a conviction is recorded;</li> <li>• a spent conviction, or a conviction that has become spent under a law of another State or the Commonwealth.</li> </ul> |
| Risk                        | In the context of the Child Safe Standards and Universal Principle, risk is actual or potential exposure to harm or abuse of a child/young person to occur in connection with Council.  |
| Third parties               | Third parties engaged by Council include contractors, agency staff (i.e. labour hire staff) and funded bodies (e.g. grant recipients).  |
| Working with Children Check | In the context of Queensland, the Working with Children Check is administered by Blue Card Services. A Blue Card (or Exemption Card) is required to undertake paid or voluntary work in any child-related sector or organisation. The blue card system is regulated by two pieces of legislation: the <i>Working with Children (Risk Management and Screening) Act 2000</i> (the WWC Act) and the <i>Working with Children (Risk Management and Screening) Regulation 2020</i> .  |

## 10 Policy details

|                               |  |   |                 |
|-------------------------------|--|---|-----------------|
| <b>Policy category:</b>       | Organisational Policy                                    | <b>Policy version number<sup>2</sup>:</b> | 1.00            |
| <b>Date adopted/approved:</b> | 9 December 2025  | <b>Effective date:</b>                    | 9 December 2025 |
| <b>Approval authority:</b>    | Chief Executive Officer                                  |   |                 |
| <b>Policy Owner:</b>          | Governance and Legal Services Branch – Office of the CEO |   |                 |
| <b>Contact officer:</b>       | Manager Governance and Legal Services                    |   |                 |
| <b>Review date:</b>           | December 2026  |   |                 |

<sup>2</sup> Printed copies are uncontrolled. It is the user's responsibility to ensure that any copies of policy documents are the current issue. Any delegations should be verified via the relevant Delegation Register as it takes precedence if there is a conflict. The Chief Executive Officer will, if necessary, be the sole arbiter in resolving any issues of conflict

**11 Revision history**

| Policy version | Approval date   | DM Reference |
|----------------|-----------------|--------------|
| 1.00           | 9 December 2025 | 12419842v1A  |

## Annexure A – External Child Safety Incident Reporting Process

If you are concerned about the behaviour of a Toowoomba Regional Council employee, volunteer, contractor, or Councillor (including the Mayor) towards a child or young person (online or in person):



**CALL 000 IF A CHILD IS IN IMMEDIATE DANGER OR A LIFE-THREATENING SITUATION**



### You can report your concerns to:

**Council by emailing [investigations@tr.qld.gov.au](mailto:investigations@tr.qld.gov.au) including the details of your concern and the person you are concerned about. Access to this email is strictly limited.**

If your concern is in relation to any actual or suspected child harm, please report your concerns to:

1. **Queensland Police Service** on 000
2. **Child Safety Services** on 1300 683 390 or 1800 177 135 (after hours)

### I've reported my concern to Council, what happens next?

- Council will, where appropriate, provide alleged victims and their families, the person who made the report, and the subject Council worker or Councillor, contacts to counselling and support services.
- Council will assess whether the concern should/must be reported to any external authorities (such as the police), and make the report/s as soon as possible, if required.
- Internal complaints management processes will be initiated upon receipt of your concern and an outcome provided to relevant stakeholders.

### Other useful contacts:

#### Child Safety Services:

- **Child Services - Child Safe Enquiries Unit:** 1800 811 810
- **Toowoomba North and South Child Safety Service Centre:** (07) 4614 8900
- **Western Downs Intake and Assessment (WDIA) Child Safety Service Centre:** (07) 4614 9100

#### Support Services:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• <b>Kids Helpline:</b> call <b>1800 55 1800</b></li> <li>• <b>Lifeline:</b> call <b>13 11 14</b> or text <b>0477 13 11 14</b></li> <li>• <b>Queensland Foster and Kinship Care:</b> call <b>07 3256 6166</b> or email <a href="mailto:admin@qfkc.com.au">admin@qfkc.com.au</a></li> <li>• <b>Beyond Blue:</b> call <b>1300 22 4636</b> or webchat at <a href="https://www.beyondblue.org.au/get-support/talk-to-a-counsellor/chat">https://www.beyondblue.org.au/get-support/talk-to-a-counsellor/chat</a></li> </ul> | <ul style="list-style-type: none"> <li>• <b>13YARN:</b> call <b>13 92 76</b></li> <li>• <b>Qlife:</b> call <b>1800 184 527</b> or webchat at <a href="https://qlife.org.au/">https://qlife.org.au/</a></li> <li>• <b>1800Respect:</b> call <b>1800 737 732</b>, text <b>0458 737 732</b> or webchat at <a href="https://1800respect.org.au/contact-us">https://1800respect.org.au/contact-us</a></li> <li>• <b>Parentline:</b> <b>1300 30 1300</b> or webchat at <a href="https://parentline.com.au/get-help/webchat-counselling">https://parentline.com.au/get-help/webchat-counselling</a></li> </ul> |
|---|---|

## Annexure B – Internal Child Safety Incident Reporting Process

If you are concerned about the behaviour of a Toowoomba Regional Council employee, volunteer, contractor, or Councillor (including the Mayor) towards a child or young person (online or in person):

### You must report behaviour such as:

- a child sexual offence;
- sexual misconduct committed in relation to, or in the presence of, a child;
- ill-treatment of a child;
- significant neglect of a child;
- physical violence committed in relation to, or in the presence of, a child; and/or
- behaviour that causes significant emotional or psychological harm to a child.

**INSTANCES OF LISTED ALLEGED BEHAVIOUR CONDUCTED BY ABOVE INDIVIDUALS OUTSIDE OF PERFORMING WORK FOR COUNCIL MUST ALSO BE REPORTED**



**CALL 000 IF A CHILD IS IN IMMEDIATE DANGER OR A LIFE-THREATENING SITUATION**



### You MUST take the following action:

1. Notify your Supervisor or Manager as soon as possible of your concerns.
2. With assistance from your Supervisor or Manager, determine what **immediate action** needs to happen to protect the child from harm (or further harm), including contacting QPS on 000 or Child Safety Services on 1300 683 390 or 1800 177 135 (if outside of business hours).
  - ➔ If your concerns are raised during business hours, please contact the **Governance Compliance Team** for any further advice.
  - ➔ If your concern is raised outside of Council business hours, please contact your **Manager** or another appropriate **Senior Manager**.
3. Report your concerns no later than 24 hours after the incident to: **Governance Compliance** on [investigations@tr.qld.gov.au](mailto:investigations@tr.qld.gov.au), including the details of your concern and the person you are concerned about. Access to this email is strictly limited. Internal complaints management processes will be initiated upon receipt of your concern and an outcome provided to relevant stakeholders.

### Support:

- **Employee Assistance Program (Eudoxia):** call 1300 307 111
- **Kids Helpline:** call 1800 55 1800
- **Lifeline:** call 13 11 14 or text 0477 13 11 14
- **13YARN:** call 13 92 76
- **Queensland Foster and Kinship Care:** call 07 3256 6166 or email [admin@gfkc.com.au](mailto:admin@gfkc.com.au)
- **Parentline:** call 1300 30 1300 or webchat at <https://parentline.com.au/get-help/webchat->
- **Greenlight Program:** via Eudoxia – call 1300 307 111
- **Beyond Blue:** call 1300 22 4636 or webchat at <https://www.beyondblue.org.au/get-support/talk-to-a-counsellor/chat>
- **Qlife:** call 1800 184 527 or webchat at <https://qlife.org.au/>
- **1800Respect:** call 1800 737 732, text 0458 737 732 or webchat at <https://1800respect.org.au/contact-us>

## Annexure C – Appropriate Behaviour Guidelines

The following table provides a guideline for what behaviour is and is not appropriate when interacting with children:

| BEHAVIOUR  | APPROPRIATE   | INAPPROPRIATE  |
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| <p><b>1. Use of language and tone of voice</b></p> | <p>Use of language and tone of voice in the presence of children that:</p> <ul style="list-style-type: none"> <li>• provides clear direction</li> <li>• boosts their confidence</li> <li>• encourages or affirms them</li> </ul>  | <p>Use of language that is intended to be, is received, or is likely to be received, by the individual it is directed at or any other person as:</p> <ul style="list-style-type: none"> <li>• discriminatory;</li> <li>• racist;</li> <li>• sexist;</li> <li>• derogatory;</li> <li>• belittling;</li> <li>• negative (i.e. such as calling a child a 'loser' or undermining them);</li> <li>• threatening or frightening; and/or</li> <li>• profane or sexual.</li> </ul>   |
| <p><b>2. Positive guidance</b></p>                 | <ul style="list-style-type: none"> <li>• Use of guidance strategies that are fair, respectful and appropriate to the development stage of the child involved.</li> <li>• Use of guidance strategies that educate children about:                             <ul style="list-style-type: none"> <li>- acceptable and unacceptable behaviour;</li> <li>- their right to feel safe at all times;</li> <li>- their ability to say 'no' to anything that makes them feel unsafe or uncomfortable;</li> <li>- how to use their own knowledge and understanding to feel safe;</li> <li>- identifying feelings that they do not feel safe; and/or</li> <li>- the difference between 'good' and 'bad' secrets.</li> </ul> </li> <li>• Being a positive role model by supporting children to learn protective behaviours, empowering children to speak up if they have concerns for their safety or wellbeing, and ensuring children are aware of their rights (including their cultural rights) and have access to this information.</li> </ul> | <p>Use of:</p> <ul style="list-style-type: none"> <li>• disciplinary action involving physical punishment; and/or</li> <li>• any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating, bullying or harassment.</li> </ul>   |
| <p><b>3. Adhering to role boundaries</b></p>       | <ul style="list-style-type: none"> <li>• Acting within the confines of the role duties.</li> <li>• Engaging positively with children within the scope of the service, program, event or facility.</li> </ul>  | <ul style="list-style-type: none"> <li>• Engaging in activities with, or seeking contact with, children outside of the service environment (i.e. accepting an invitation to attend a private social function at the request of a child).</li> <li>• Being offered, accepting or giving gifts and benefits that affect, may be likely to affect or could reasonably be perceived to affect the performance of official duties – refer to Council's 2.18 Giving Gifts, Prizes and Awards Policy, 4.14 Receiving Gifts and</li> </ul> |

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|   |   | <p>Benefits Policy and 4.24 Gifts Received on behalf of Council Policy for more information.</p> <ul style="list-style-type: none"> <li>• Providing personal contact details (i.e. phone number, home address, email/social media addresses) to children and the parents/guardians of children you interact with at work.</li> </ul>   |
| <b>4. Uniform and identity card</b>                       | <ul style="list-style-type: none"> <li>• Wearing Council's uniform (where relevant) or having your Council ID displayed at all times when delivering programs or activities involving children.</li> </ul>  | <ul style="list-style-type: none"> <li>• Not displaying your identification card whilst delivering these programs.</li> <li>• Not making it clear that you are a Council worker whilst delivering Council programs or activities involving children.</li> </ul>  |
| <b>5. Supervision of children</b>                         | <ul style="list-style-type: none"> <li>• Ensuring children are in a safe environment and are protected from external threats.</li> </ul>  | <ul style="list-style-type: none"> <li>• Allowing children in an unchecked, unsafe environment and not checking for external threats or unsupervised access opportunities.</li> <li>• Not undertaking Risk Assessments in relation to the delivery Council services, programs, events or facilities involving children.</li> </ul>   |
| <b>6. Physical contact with children or young persons</b> | <ul style="list-style-type: none"> <li>• Ensuring any contact is: <ul style="list-style-type: none"> <li>- strictly in line with the types of child contact necessary to perform your duties (i.e. for the delivery of programs and activities such as an instructional skill demonstration or injury management via First Aid treatment); and</li> <li>- is at the initiation of, or with the consent of the child and be in an open, non-secretive and culturally sensitive manner and the Council worker responds reasonably and appropriately (i.e. in instances where a child chooses to hug or high-five a Council worker).</li> </ul> </li> </ul> <p>It is important to be attuned to the child's cues and what they are comfortable with. Where possible or age appropriate, seek consent first, e.g. when performing first aid or duties of a personal nature tell the child where you need to touch them, why, and ask if it is ok.</p> | <ul style="list-style-type: none"> <li>• Making contact with children that: <ul style="list-style-type: none"> <li>- involves touching of intimate areas or have any other physical contact with a child (i.e. kiss, hold, cuddle) not deemed appropriate to your role, or necessary safe touch.</li> <li>- Involves doing things of a personal nature (i.e. toileting or changing clothes) that you could reasonably expect a child to do for themselves, unless performing personal care duties as part of your role, or in unavoidable situations (i.e. preventing an accident or administering first aid); and/or</li> <li>- is intended to cause pain or distress to the child; and/or</li> <li>- is overly physical (i.e. wrestling, roughhousing, tickling); and/or</li> <li>- is unnecessary; and/or</li> <li>- is initiated against the wishes of the child.</li> </ul> </li> </ul> |
| <b>7. Sexual misconduct</b>                               | Never appropriate.  | <ul style="list-style-type: none"> <li>• Any form of sexual behaviour occurring between, with, or in the presence of, children.</li> <li>• Sexual behaviour includes, but is not limited to: <ul style="list-style-type: none"> <li>- contact behaviour, such as touching intimate areas of or having any other physical contact with a child of a sexual nature; and/or</li> <li>- non-contact sexual behaviour, such as flirting between adults</li> </ul> </li> </ul>   |

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|  |   | and children, sexual innuendo, inappropriate text messaging, inappropriate photography, or exposure to pornography or nudity.  |
| <b>8. Sending electronic communications to children and young people</b> | <ul style="list-style-type: none"> <li>• Complying with Council's 2.64 Social Media Policy.</li> <li>• Limiting communication to what is required to convey the service-related message in a polite, friendly manner.</li> <li>• Using discretion to decide which social media platform is appropriate to communicate with the child (refer to Council's 2.64 Social Media Policy for examples).</li> </ul>   | <ul style="list-style-type: none"> <li>• Communicating to promote unauthorised social activity or to arrange unauthorised contact.</li> <li>• Communicating anything that a reasonable observer could view as being of a sexual nature.</li> <li>• Using disappearing messaging services (such as Snapchat) to communicate with children as these interactions cannot be tracked.</li> <li>• Using social media/online platforms to solicit or befriend a child or have online contact with a child that is not transparent to Council and part of an approved Council program or activity.</li> </ul>         |
| <b>9. Photographs of children or young people</b>                        | <ul style="list-style-type: none"> <li>• Ensuring Talent Release Forms are signed by the child's parent/guardian for photographs or video footage taken of a child in which the child is clearly identifiable.</li> <li>• If photographs or video footage is taken in a crowd setting, the event manager should erect signage to advise that a Council photographer or videographer is present. Council photographers and videographers are to be notified if a member of the public (or Council Worker) would not like themselves or their child photographed or captured in video footage.</li> <li>• Photographs or video footage of a child may only be published when a Talent Release Form (Consent Form) is provided with the parent/guardian's signature.</li> <li>• Photographs and video footage taken by Council are stored in a secure image library and may be released to employees as and where relevant for Council purposes only.</li> </ul> | <ul style="list-style-type: none"> <li>• Taking photographs of a child or young person, in which the child is clearly identifiable, without consent from their parent/guardian.</li> <li>• Distributing images from the secure Council image library for personal reasons.</li> <li>• Sharing identifying information (i.e. such as names) of children in a photograph without written consent from their parent/guardian.</li> <li>• Taking, using, publishing unauthorised images of children in Council's programs and activities.</li> <li>• Using personal devices to take images of children.</li> </ul> |
| <b>10. Use, possession, or supply of alcohol or drugs</b>                | <ul style="list-style-type: none"> <li>• Only using legal drugs (where appropriate and/or prescribed), other than alcohol, provided this use does not interfere with the ability to ensure the safety and wellbeing of children.</li> </ul>   | <ul style="list-style-type: none"> <li>• Using, possessing or being under the influence of an illegal or illicit drug in the presence of children.</li> <li>• Using or being under the influence of alcohol in the presence of children.</li> <li>• Being incapacitated by any other legal drug such as prescription or over-the-counter drugs in the presence of children.</li> <li>• Supplying alcohol or drugs to children.</li> </ul>  |
| <b>11. Transporting children</b>   | <ul style="list-style-type: none"> <li>• Gaining authorisation from the child's parent/guardian.</li> </ul>   | <ul style="list-style-type: none"> <li>• Transporting a child without prior approval from the child's</li> </ul>   |

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|                             | <ul style="list-style-type: none"> <li>• Gaining approval/authorisation includes providing information about the proposed journey, for example:             <ul style="list-style-type: none"> <li>- the form of transport proposed, such as a Council fleet vehicle.</li> <li>- the reason for the journey.</li> <li>- the route to be followed.</li> <li>- details of who will be present during the child's journey.</li> </ul> </li> </ul>  | <p>parent/guardian and for unauthorised purposes.</p>   |
| <p><b>12. Reporting</b></p> | <ul style="list-style-type: none"> <li>• Being observant to potential harm and taking all reasonable steps to protect children from harm.</li> <li>• Listening to and treating the safety concerns of children seriously, particularly if they tell you that they or another child has been or is at risk of being harmed.</li> <li>• Placing the interests of any child being harmed, or at risk of being harmed, above the interests of the organisation or other individuals within it.</li> <li>• Treating all concerns or allegations of child harm seriously and respond consistently with the procedures outlined in the Child Safety and Wellbeing Policy.</li> <li>• Ensuring the immediate safety of a child if an allegation of harm is made/harm has occurred.</li> </ul> | <ul style="list-style-type: none"> <li>• Ignoring or disregarding any suspected or disclosed child harm and/or reportable conduct.</li> <li>• Putting a child at risk of child harm and/or reportable conduct on purpose, or through negligence or inaction.</li> </ul> |