



## **1. Statement of commitment**

Auslan Journey supports the rights of children, young people and adults and is committed to providing a safe and supportive service environment directed and ensuring their wellbeing and safety.

In order to support this commitment, we are dedicated to our child and youth risk management strategy which has policies and procedures in place to effectively address the safety and wellbeing of children in our care.

We believe learning Auslan is a journey and are focussed on treating all our customers with respect and providing a safe environment for their learning.

## **2. Code of Conduct.**

Anyone under the Auslan Journey umbrella owe a duty of care to any child, youth or adult they interact with. This duty of care is to take appropriate action to protect them from a reasonably foreseeable risk of harm.

Anyone under the Auslan Journey umbrella is to have a Blue card which will be linked to the business.

### **Language**

All working under the Auslan Journey umbrella should use words that are kind and encouraging. Create an honest and open communication with our customers.

No crude, sexual or disrespectful language should be in any communication between our customers or workers.

### **Supervision of children**

At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

Auslan Journey promote children's learning and development by creating physical and social environments that have a positive impact. It is necessary for educators to be alert and aware of risks and hazards and the potential for accidents and injury, not only in their immediate location but also throughout the service. To provide effective supervision, educators need to be conscious of the physical environment and be attuned to the needs of individual children.

### **Physical contact**

Employees and volunteers owe a duty of care to students. This duty of care is to take appropriate action to protect students from a reasonably foreseeable risk of harm.

When physical contact with a student is a necessary part of the teaching/learning experience, employees must exercise caution to ensure that the contact is appropriate and acceptable for the duty to be performed. Employees are required to develop and exercise prudent judgment and sensitivity regarding appropriate physical interactions with students.

Examples of appropriate physical contact are; Assisting with illness or injury or protecting a child from harm.

Examples of Inappropriate physical contact include but not limited to violent or aggressive behaviour such as hitting.

### **Managing illness or injury**

In general terms this duty requires to ensure, so far as is reasonably practicable, that workers and other persons are not exposed to health and safety risks arising from the business or undertaking.

provision of first aid equipment

- each worker at the workplace has access to the equipment
- access to facilities for administering first aid

Auslan Journey may not need to provide first aid equipment or facilities if these are already provided by another duty holder at the workplace and they are adequate and easily accessible at the times the workers carry out work.

### **Behaviour management**

The following behaviour management practices are unacceptable:

- any form of corporal punishment
- holding or restraining a student for any purpose other than a student's actions causing imminent harm to self or others
  - hitting, kicking, pushing, pulling, shoving, grabbing, pinching, poking, shaking or throwing a student
- intimidating, swearing at or using sarcasm to humiliate a student
- locking a student in a confined space and/or applying painful or noxious conditions
- refusing biological necessities as a means of punishment
- criticising a student rather than the student's actions
- practices which instil fear or using fear or practices which cause a student to feel alienated as a means of controlling a student
- exposing a student to material that contains adult concepts or themes that are inappropriate to the student's age or curriculum expectations
- the use of psychotropic medication to manage a student's behaviour, as opposed to treatment for a diagnosed condition

Bullying and Harassment

Bullying can have an impact on an individual's health and affect their ability to do their job. Workplace bullying is characterised by persistent and repeated negative behaviour directed at an employee that creates a risk to health and safety. Bullying is a form of workplace harassment that employers must address. Bullying behaviour includes:

- unfair and excessive criticism
- publicly insulting victims
- constantly changing or setting unrealistic work targets
- undervaluing employees' efforts at work
- non-verbal bullying e.g. exclusion, ignoring
- cyber bullying.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. It's not only harmful to the victim, but also to the success of your business by lowering productivity and increasing staff turnover.

Sexual harassment is defined as the behaviour, which occurs when:

- the person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person or
- the person engages in other unwelcome conduct of a sexual nature in relation to the other person
- a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated, or intimidated.

### **Relationship with a children**

Auslan journey will set clear boundaries and ensure that children are not shown favouritism.

### **Managing illness or injury**

Identify any risks that could result in illness or injury

*E.g Pre existing conditions and environmental impacts*

Assess the risks by type severity and likelihood to illness or injury

What first aid is required

*Is any training required, where should first aid kits be and who has responsibility for them*

Review first aid requirements regularly or as circumstances change to ensure effectiveness

### **Photography**

We aim to ensure the collection and use of photographs or video of children complies with privacy laws and legislation. We are committed to creating and maintaining a child safe environment by adhering to the Child Safe Standards.

Auslan Journey will ensure:

- we are maintaining children's safety and respecting their right to privacy
- every child in our care is protected from any exploitation of photographic and video images of themselves taken whilst they attend the Service •

- personal information about the child's surname, age or any other information that reveals their identity is not published

### **Social Media**

Your presents in social media must be transparent.

Take extra care to protect both intel and you.

Remember that professional and appropriate communication is best.

Be kind and have fun.

When sharing images of children, you must have consent prior to posting. These images must in no way be inappropriate or misleading.

### **Transportation of children and young people**

It is the responsibility of the member of staff/volunteer to hold the appropriate licence and ensure that their vehicle is road worthy.

Drivers must be in good health and be physically capable of driving safely. If drivers are on any medication, they must ensure that the preparation does not affect their ability to drive, if in doubt they should seek medical advice.

Auslan Journey will check Driving documents to make sure you are compliant.

## **3. Recruitment, selection, training, and management.**

Auslan Journey are committed to a safe and supportive environment for those we work with. We will continue to learn and update so we can consistently offer this.

Auslan Journey is a sole trade business however we have these set in the instance of needing additional assistance. In this instance, I will review my child and youth risk management strategy as a whole and draft specific policies and procedures for recruitment, selection and management.

Anyone who does paid or volunteer work for Auslan Journey will be required to present an Active Blue card which will be checked prior to work. References will be checked as well as any other documents depending on the role.

Training and support will be provided when required.

If working with Auslan Journey for more than a one-off period, then a probation time may be set before offering employment.

We must continue to keep up to date with the happenings in the Deaf community to ensure the highest understanding for those we support.

Auslan Journey is aware of the obligations regarding handling disclosures or suspicions of harm, including reporting guidelines.

## 4. Handling disclosures or suspicions of harm, including reporting guidelines

Auslan Journey actively works to provide all children with a safe and suitable environment. In the event that a child or relative discloses information to an adult, Auslan Journey shall implement the following procedures to ensure that this information is managed appropriately and that all suspicions of harm are reported in accordance with relevant legislative requirements.

Harm is defined under the Child Protection Act 1999 as 'any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing'. For harm to be significant, the detrimental effect on the child's wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child's presentation, functioning or behaviour.

Harm may be categorised in the following types:

- Physical abuse, for example, beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication;
- Emotional or psychological abuse, for example, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement;
- Neglect, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school; and
- Sexual abuse or exploitation, for example, sexual jokes or touching and exposing children to pornography.

### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Child Protection Act 1999 and Regulations 2000*
- *NQS Area: 2.3.4; 4.2.1; 5.2.3; 6.2.2; 6.3.1; 7.1.1, 7.1.2, 7.1.5; 7.3.*
- *Policies; 2.1 – Respect for Children, 2.5 – Reporting of Child Abuse, 2.8 – Anti-bullying, 3.10 – Observational Recording, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.5 – Complaints Handling.*

**A disclosure of harm** occurs when someone, including a child, tells you about harm that has happened, is happening, or is likely to happen to a child. If this happens, It is important to act quickly and in the best interests of the child or young person after a disclosure of harm is received, irrespective of the alleged source of harm.

Auslan Journey have a duty of care to follow up any **suspicions of harm** or potential risk of harm to children and young people in your care. This can be done by observing and recording the actions of children who might be at risk, and reporting your concerns to the relevant authority.

You can suspect harm if:

- a child or young person tells you they have been harmed
- someone else, for example, another child, a parent, or an employee, tells you that harm has occurred or is likely to occur
- a child or young person tells you they know someone who has been harmed (it is possible that they may be referring to themselves)

- you are concerned about significant changes in the behaviour of a child or young person, or the presence of new, unexplained and suspicious injuries, or
- you see the harm happening.

### **Manage a disclosure of harm**

You should advise them to:

- remain calm and listen attentively, actively and non-judgementally
- ensure there is a private place to talk
- encourage the person to talk in their own words and ensure just enough open-ended questions are asked to act protectively (e.g. 'Can you tell me what happened'...or 'Can you tell me more about that'). Don't ask leading questions which tend to suggest an answer. Ensure the person is advised that the disclosure cannot remain a secret and it is necessary to tell someone in order to get help
- reassure the person they have done the right thing by telling you
- advise the child that you need to tell someone else who can help the child
  - document the disclosure clearly and accurately, including a detailed description of: – the relevant dates, times, locations and who was present – exactly what the person disclosing said, using "I said," "they said," statements – the questions you asked – any comments you made, and – your actions following the disclosure
- not attempt to investigate or mediate an outcome, and
- follow any relevant process for reporting a disclosure of harm and consider whether there are requirements to report matters to the Queensland Police Service or Child Safety.

### **Suspicion of harm** (or other concern for a child's welfare)

If you have a suspicion of harm

- remain alert to any warning signs or indicators
- pay close attention to changes in the child's behaviour, ideas, feelings and the words they use
- make written notes of observations in a non-judgemental and accurate manner
- assure a child that they can come to talk when they need to, and listen to them and believe them when they do, and
- follow any relevant process for reporting a suspicion of harm and consider whether there are requirements to report matters to the Queensland Police Service or Child Safety or consider what support services could be offered to the family if the concern does not meet the relevant threshold to make a report. Use the below template if you would need in recording a disclosure or suspicion of harm.

Breach means any action or inaction by any member of the Auslan Journey community that fails to comply with any part of the Child and Youth Risk Management Strategy.

RESPONSIBIITY Gail Smith will serve in the role of Breach Officer when addressing any breach of the Child and Youth Risk Management Strategy and will determine the consequences and follow up action required.

## PROCEDURES

Any breaches or suspected breaches of the Child and Youth Risk Management Strategy must be reported to the Breach Officer (Gail) using the template that will be provided.

- All breaches or suspected breaches will be treated in a consistent, fair, confidential and supportive manner.

This procedure applies to all members of the Auslan Journey Community including:

- Full time permanent employees
- Part time, temporary, casual and contract employees
- College Council members
- Volunteers
- Consultants and Contractors
- Parents • Visitors and guests
- Students

## Investigation

The Breach Officer will initially investigate the alleged or suspected breach and will communicate with all parties involved.

- Based on this initial investigation, the breach will be categorised by the Breach Officer into one of the following risk categories:

- o Minor
- o Moderate
- o Major
- o Extreme

- The Breach Officer will then decide if the breach warrants a fuller investigation and will call on any internal and/or external resources to assist in this investigation. During this time the alleged offender will be required to stay away and not make any contact with anyone at Auslan Journey (apart from assisting in the investigation). If the alleged offender is a permanent staff member, they will continue to receive full pay and benefits until the investigation concludes.

## Consequences/Outcomes

Based on the outcome of any investigation, the following consequences and/or courses of action will take place: Breach Level Consequences/Course of Action

### Minor

The person will receive a verbal warning and reminded of their obligations under the Code of Conduct. Volunteers, Parents or Visitors will be reminded of their obligations under the Code of Conduct. Follow up reviews to take place. Volunteers, Parents or Visitors will be advised not to visit the Attend our events until further notice. Contractors will be advised that their contract is cancelled until further notice.

#### Major

Employees will be instantly dismissed.

Volunteers, Parents or Visitors will be advised never to Access Auslan Journey again. Contractors will be advised that their contract is cancelled and never to use or attend Auslan Journeys service or events again. In each case the appropriate authorities will be advised.

#### Extreme

As above however the Police will be advised to access Auslan Journey and interview the alleged offender.

REVIEW In the event of any Moderate to Extreme breach occurring, all policies and procedures will be reviewed for effectiveness and improvements immediately put in place.



## MANAGING BREACHES OF THE CHILD AND YOUTH RISK MANAGEMENT STRATEGY



### REPORT FORM

Breaches of the Child and Youth Management Strategy

Name of Person(s) involved in the alleged breach:	
Details of the alleged breach:	
Date and time of alleged breach:	
Location of alleged breach:	
Immediate action taken:	
If no action taken – provide reason.	
Name of Person completing form:	
Signature:	
Date	
Contact telephone number:	
Name of Person reported to:	

## 5. High Risk activity / Special event risk analysis

### Auslan Journey

In addition to occupational health and safety concerns, a child and youth risk management strategy should analyse the risk of 'harm' to children and young people when conducting high risk activities or attending special events.

<b>Describe the activity</b> Identify all elements of the event from beginning to end	<b>Identify risks</b> Something that results in harm to a child or young person	<b>Analyze the risk</b> Likelihood (Almost certain, likely, possible, unlikely, or rare) and consequences (Critical, Major, Moderate, Minor, or Insignificant)	<b>Evaluate the risk</b> (Using the risk analysis matrix)	<b>Manage the risk</b> Assess the options	<b>Review</b> Nominate who will review after the event/activity

## 6. Compliance with the requirements of the blue card system

Auslan Journey is to keep a written record of personal blue card details including card number, type of card, issue date, renewal date and strategy to keep the card(s) current. This can include advising if there is a change in police information and keeping contact information up to date.

Auslan Journey must review our Child and Youth risk management strategy once a year to comply with the blue card standards.

## 8. Communication and support

Auslan Journey is dedicated to making sure all relevant information is communicated to current and new customers. This will be made available via [www.auslanjourney.com.au](http://www.auslanjourney.com.au) and new customer information with a QR linking to the website.

Some Important information may also be covered via social media to make sure all are up to date with Auslan Journeys requirements and standards.

### Support

For those that may work under the Auslan Journey umbrella, there will be additional coaching available and information on extra resources such as counselling if needed.

