



Child & Youth Risk Management Strategy

Version: 3
Reviewed by: Judy Brauer (CEO)
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Statement of Commitment

Community Action Inc is a child friendly organisation and is committed to protecting the safety and wellbeing of children and young people who use our services from harm and all forms of abuse including physical abuse, emotional or psychological abuse, neglect, sexual abuse or exploitation. This commitment will be promoted by all of the policies and procedures of Community Action Inc.

Our framework for practice is guided by strength-based theory which embraces social justice values and is child focused.

We are sensitive to cultural diversity while recognising that the child's right to be protected from harm is paramount. Community Action acknowledges the vulnerability of children who enter our services and believes that every child/young person has the right to feel safe and to be protected from all forms of harm. This belief is in line with our commitment to the United Nations Convention on the Rights of the Child and the Child Protection Act of Queensland (1999).

Community Action Inc is bound by, and acts in accordance with, all relevant legislation and will take into account other appropriate practices and guidelines aimed at the protection of children. The organisation's policy and procedures are amended tri-annually to take into account amendments to legislation and regulations.

No paid employee, volunteer or student is allowed to engage in conduct that constitutes violence, abuse or assault, sexual misconduct, harassment or other improper conduct as defined in legislation and the Community Action Code of Conduct.

Community Action Inc will ensure that its obligations under the Working with Children (Risk Management & Screening) Act (Qld) 2000 are up-held and that a risk management strategy to protect children and young people from harm and all forms of abuse is maintained.

Related Policy & Procedure:

- 1.7.1 Child Protection – Prevention of Harm Policy

Our Commitment to Child Protection

Community Action is a child friendly organisation and is committed to the safety and wellbeing of children and young people who use our services and to the protection of children and young people from harm and all forms of abuse.

This commitment will be promoted by all of the Policies and Procedures of our Organisation.

While we value the privacy and confidentiality of children and young people, there are times when we have a responsibility to report.

Be assured that we will work together with you, and we will support you through the processes.

Code of Conduct

Employees, Volunteers & Students (herein referred to as employees)

This Code of Conduct outlines the required standards of behaviour and practice by employees in undertaking their role with Community Action Inc.

1. Personal & Professional Behaviour

- a. Employees will ensure that their personal conduct and behaviour is at all times professional and lawful and does not reflect adversely on the reputation of Community Action Inc, other employees or the Community Housing Sector.
- b. Employees will perform any duties associated with their position with integrity - in a conscientious, competent and honest manner, consistent with the values of the organisation and striving to achieve and maintain best practice and high service standards.
- c. Employees will remain proficient in their practice and the performance of their duties and will not undertake work beyond their capacity or competence
- d. Employees will represent the organisation in a positive way and their personal behaviour will not bring discredit to Community Action Inc, to the work performed by Community Action Inc or to fellow staff members.
- e. Employees will treat all others with respect and courtesy, having regard for their dignity and rights.
- f. Employees will act fairly and equitably, respecting diversity in the environment in which they work.
- g. Employees will prevent and respond to unlawful discrimination against clients, other staff and stakeholders.
- h. Employees will not engage in bullying, harassment, violence or any other forms of victimisation.
- i. Employees are prohibited from having sexual or unprofessional relationships with clients receiving services from Community Action Inc.
- j. Employees are prohibited from having clients visit their home or giving clients their personal contact details.
- k. Employees will ensure that appropriate physical contact with clients is upheld and understand that inappropriate physical contact, of a sexual nature for example, will not be tolerated.
- l. Employees will not use their position to promote personal, political, religious or business loyalty.
- m. Employees will use work computers and the internet in an acceptable manner.
- n. Employees use of social media will not compromise the organisation's reputation and will not include derogatory, shaming or other personal attacks towards or about employees, the governing body, clients or other stakeholders.
- o. Employees will dress in neat/clean attire that is appropriate to the type of work being carried out and will be conscious of personal hygiene.
- p. Employees will conduct oneself in a manner conducive to appropriate role modelling for clients.

2. Accountability

- a) Employees will comply with organisational policies and procedures.
- b) Employees will ensure the Board of Management is fully informed of any issue which requires decision making outside the normal day to day running of Community Action Inc business.

- c) Employees will use equipment, facilities and funds for the primary purpose of undertaking organisational duties.
- d) Employees will maintain confidentiality (unless an exception to confidentiality exists) of all organisation and personal information obtained during employment and other formal engagement with the organisation, and utilise such information solely for the purposes of carrying out their duties.
- e) Employees will not exploit work relationships for professional gain or profit. Employees will not exploit clients for personal advantage, nor solicit attendees of Community Action Inc for activities resulting in personal gain.
- f) Employees will observe the intellectual property of Community Action Inc and respect the intellectual property rights of others.
- g) Employees will adhere to all the accounting and financial management procedures of the organisation.
- h) Employees will maintain organisation and personal records in accordance with legislative and organisational policy requirements.
- i) Employees are responsible for seeking clarification where needed regarding any part of their employment, including details of this Code of Conduct.
- j) Employees will take responsibility for reporting conduct by other employees or governing body members which contravenes any law, organisational policy and procedures, or this Code of Conduct.

3. Conflicts of Interest

- a) Employees will declare and manage any potential, actual or apparent conflicts of interest in accordance with conflict of interest policy and procedure including any personal relationships that may present a conflict of interest.
- b) Employees recognise that gift giving by clients may be an inducement, but that an occasional gift of nominal value is appropriate where it is offered in accordance with social and/or cultural practice.
- c) Employees will prevent and respond to nepotism and patronage.

4. Safe Environment

- a) Employees will perform their duties in a safe and competent manner in accordance with organisational workplace health and safety policies and procedure, and relevant workplace health and safety legislation.
- b) Employees will take care to not put themselves or others at risk or reduce their ability to carry out their duties through unsafe practices, inappropriate behaviours or the misuse of alcohol or drugs. Illegal drugs are not acceptable, nor permitted in the workplace. Where prescription drugs, which are likely to affect performance and safety are involved, the employee must notify their Manager to ensure that safety and performance impact is properly managed.

Related Policy & Procedure:

- 2.2.1 Employee Code of Conduct Policy
- 2.2.2 Computer Use Policy
- 2.2.3 Dress Code and Personal Grooming Policy
- 2.2.4 Professional Code of Ethics Policy
- 2.2.5 Social Media Policy



Key Principles for Official Use of Social Media

Approved activity – before commencing a social media initiative, your activity must be approved by a Manager.

Administration – an official Community Action social media account must be administered by an authorised staff member.

Identity and authenticity – always use an authorised Community Action identity (usually the official Community Action social media account) and not a personal identity when posting to, or responding from CAI social media accounts, on behalf of Community Action.

Maintain confidentiality – only post publicly available information. Don't disclose or discuss official or classified information, make commitments or engage in activities on behalf of Community Action, unless you are authorised by the Manager/CEO to do so.

Protect and respect privacy – check the account privacy settings are appropriate for the scope of engagement you wish to undertake. Protect your own privacy and personal information. Don't share the private details of others. Don't disclose details of private conversations unless you have obtained explicit consent from the relevant parties.

Be impartial – avoid statements that advocate or criticise policies of government or other organisations. Avoid conflicts of interest through endorsement or criticism of third-party providers, partners, products or services. Avoid expressions of personal opinion.

Be respectful – be courteous and polite. Be sensitive to diversity. Avoid arguments and don't make personal attacks. Do not post obscene, defamatory, threatening, harassing, discriminatory or hateful content.

Be accurate – make sure the information you publish is correct and cite sources where appropriate – people may make decisions based on information you post. Only post on your area of expertise.

Consider intellectual property – respect copyright. Always get permission to use words, images or materials online that you do not own. Any use of Community Action branding and logos must be approved by the CEO.

Think first – review your content before you post it. Remember that you are responsible for your actions. You should consider the impact your activities could have on yourself and/or Community Action. Use your common sense and best judgement. If you're not sure, check with your manager first.

If in doubt, leave it out!

Recruitment, Selection, **Training & Managing** **Employees**

Recruitment & Selection:

Community Action Inc is an equal opportunity employer and is committed to recruiting employees who are suitably qualified and experienced and who have the competence and appropriate qualities to undertake their role within our organisation. Our recruitment and selection procedures will be in accordance with employment legislation and our contractual obligations.

Specifically, each time we have a job vacancy, we will:

- Ensure we are up to date on employment legislation and our contractual obligations as an employer, so that all relevant laws and contracts are properly taken into account during the recruitment process.
- Review the job role and prepare (or update) a job description that accurately reflects the tasks and responsibilities involved in undertaking the role.
- Establish (or update) selection criteria that accurately reflects the skills, experience, and qualities we are seeking for the role.
- Plan the selection process to ensure that appropriate people are involved, effective procedures are followed, achievable timeframes are set, and fair and consistent decisions are made.
- Publicly advertise the position (if seeking external applicants) and/or internally advertise the position to existing employees/volunteers (if filling the position in-house) in a way that maximises the opportunity to find the right person for the job.
- Undertake an applicant assessment and/or selection process that treats all applicants fairly and clearly identifies who meets the selection criteria.
- Undertake appropriate referee, qualification, police or other checks on prospective employees.
- Clearly document the process followed, and the outcome and the reasons for decisions about each applicant.

Related Policy & Procedure:

- 2.1.1 Employee Recruitment-Selection & Appointment Policy
- 2.1.2 Employment Induction Policy
- 2.8.1 Student Placement Policy
- 2.8.2 Volunteer Policy
- 2.8.3 Lead Tenant Policy

Training:

Community Action Inc is committed to ensuring that those who work in our services are well prepared for what they are required to do and have an interest in appropriate opportunities for learning and skill development.

Community Action Inc will provide opportunities for ongoing staff training and professional development as an integral part of employee advancement and to enhance the organisation's ability to offer an up to date and professional service. We target professional development to the needs and interests of staff, and to the overall needs of our clients and our organisation.

Staff will be given the opportunity to participate in indigenous/cultural awareness training so that they develop knowledge and skills to work effectively from a cultural framework.

Related Policy & Procedure:

- 2.5.4 Professional Development Policy

Managing Employees:

Community Action Inc is committed to providing appropriate management and support to employees to enable each of them to perform effectively in their positions.

Regular supervision and support will be provided to team members.

A Probationary Employee Appraisal will be conducted no later than 2 weeks prior to the expiration of the employee's probationary employment period.

An Annual Performance Appraisal will be conducted each year to coincide with the employee's employment anniversary date.

Appraisals will be conducted by the Manager and the CEO. The Manager's and the CEO appraisals will involve a Board of Management representative.

Ongoing concerns, grievances, issues will not be held over to discuss at a performance appraisal; such issues will be attended to as they arise/occur.

Related Policy & Procedure:

- 2.5.1 Employee Disciplinary Action Policy
- 2.5.2 Employee Misconduct Policy
- 2.5.3 Performance, Supervision & Support Policy
- 2.5.5 Professional Supervision Policy

Handling Disclosures and Suspicious of Harm

Community Action Inc upholds the rights of children and young people to feel safe and is committed to protecting children and young people from harm and all forms of abuse, including physical, sexual and emotional abuse and neglect. When confronted with suspicion of harm or disclosures of harm from children and young people the organisation will respond promptly, professionally and in the best interests of the child or young person subjected to the harm.

Any disclosure or suspicion of harm will be taken seriously and acted upon immediately by reporting to the Department of Child Safety, Youth & Women (Child Safety Services) or the Queensland Police Service who will decide on an appropriate course of action.

Any disclosure of harm is important and must be acted upon, regardless of whether:

- The harm to the child or young person has been caused by a person from within or outside the organisation, or
- The child or young person disclosing the harm to you is from within or outside the organisation.

Related Policy & Procedure:

- 1.5.1 Duty of Care Policy
- 1.7.2 Child Protection – Harm Response Policy
- 7.1.1 Consumer Rights Policy

Identifying Harm – TIPS

(This tool is developed from Qld Government Blue Card Services resources)

TYPES OF ABUSE

Actions/behaviours by perpetrator

Physical Abuse

- Hitting
- Shaking
- Burning/scalding
- Biting
- Causing bruise or fractures by excessive discipline
- Poisoning
- Giving children alcohol, illegal drugs or inappropriate medication
- Domestic and family violence

Psychological or Emotional Abuse

- Scapegoating
- Persistent rejection or hostility
- Constant yelling, insults or criticism
- Cultural affronts
- Teasing/bullying
- Domestic and family violence

Neglect

- Not giving a child sufficient food, housing, clothing, enough sleep, hygienic living conditions, health care and adequate supervision
- Leaving children unattended
- Children missing school

Sexual Abuse or Exploitation

- Kissing or holding a child in a sexual manner
- Exposing a sexual body part to a child
- Exposing children to sexual acts or pornography
- Making obscene phone calls or remarks to a child
- Having sexual relations with a child or young person under 16 years of age

RESULTING HARM

Impact experienced by the child

Physical (refers to the body)

- Bruising
- Fractures
- Internal injuries
- Burns

Psychological (refers to the mind and cognitive processes)

- Learning and developmental delays
- Impaired self-image

Emotional (refers to the ability to express emotions)

- Depression
- Hypervigilance
- Poor self esteem
- Self-harm
- Fear/anxiety

This is not a complete list of the types of abuse and resulting harm that may be experienced by children and young people, however it is to be used as a predictive tool for potential signs of harm. Each child's experience is different and depends on a range of factors, including the child or young person's age, the nature of harm, how long the abuse has been occurring, their relationship to the abuser, and their support networks.

GENERAL INDICATORS OF CHILD ABUSE

Some general indicators of child abuse include:

- Showing wariness and distrust of adults
- Rocking, sucking or biting excessively
- Bedwetting or soiling
- Demanding or aggressive behaviour
- Sleeping difficulties, often being tired and falling asleep
- Low self-esteem
- Difficulty relating to adults and peers
- Abusing alcohol or drugs
- Being seemingly accident prone
- Having broken bones or unexplained bruising, burns or welts in different stages of healing
- Being unable to explain an injury, or providing explanations that are inconsistent, vague or unbelievable
- Feeling suicidal or attempting suicide
- Having difficulty concentrating
- Being withdrawn or overly obedient
- Being reluctant to go home
- Creating stories, poems or artwork about abuse

GENERAL INDICATORS OF NEGLECT

Some indicators of neglect include:

- Malnutrition, begging, stealing or hoarding food
- Poor hygiene, matted hair, dirty skin or body odour
- Unattended physical or medical problems
- Comments from a child that no one is home to provide care
- Being constantly tired
- Frequent lateness or absence from school
- Inappropriate clothing, especially inadequate clothing in winter
- Frequent illness, infections or sores
- Being left unsupervised for long periods.



Handling Disclosures or Suspicions of Harm

Receiving a Disclosure

Remain calm and find a private place to talk.
Explain why you can't keep it a secret.
Only ask enough questions to confirm the need to report the matter.
Do not attempt to conduct your own investigation.



Documenting a Disclosure

Document the following information:

Dates, times, locations and who was present.
'Word for word' what happened and what was said, including anything you said,
any questions you asked and any actions that have been taken.
Date of report and signature.



Reporting a Disclosure

Child Safety Services (Department of Child Safety, Youth & Women) – 1300 703
921
Qld Police Service: Emergency – 000
or Policelink 13 14 44



Following a Disclosure

Support and counselling will be offered to all parties involved.

Managing Breaches of the Child & Youth Risk Management Strategy

- a) A breach is any action or inaction by any member of the organisation that fails to comply with any part of the Child & Youth Risk Management Strategy. This includes any breach in relation to:
- statement of commitment to the safety and wellbeing of children and the protection of children from harm;
 - code of conduct;
 - procedures for recruiting, selecting, training and managing paid employees and volunteers;
 - policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines;
 - policies and procedures for implementing and reviewing the child and youth risk management strategy and maintaining an employee register;
 - risk management plans for high risk activities and special events, and
 - strategies for communication and support.
- b) Breaches will be managed in a fair, unbiased and supportive manner. The following will occur:
- all people concerned will be advised of the process;
 - all people concerned will be able to provide their version of events;
 - the details of the breach, including the versions of all parties and the outcome will be recorded;
 - matters discussed in relation to the breach will be kept confidential, and
 - an appropriate outcome will be decided.
- c) Depending on the nature of the breach, outcomes may include:
- emphasising the relevant component of the child and youth risk management strategy, for example, the code of conduct;
 - providing closer supervision;
 - further education and training;
 - mediating between those involved in the incident (where appropriate);
 - disciplinary/misconduct procedures if necessary, or
 - reviewing current policies and procedures and developing new policies and procedures if necessary.
- d) Refer to sections 8 and 9 of the Child Protection – Harm Response Policy for detailed information on managing disclosures of harm that involves a staff member or client as the alleged perpetrator.

Related Policy & Procedure:

- 1.7.1 Child Protection – Prevention of Harm Policy
- 1.7.2 Child Protection – Harm Response Policy

Blue Card Screening

[The Working with Children \(Risk Management and Screening\) Act 2000](#) (Qld) requires people working or seeking to work with children in a paid, voluntary or self-employed capacity to undergo a screening process. The screening process is an investigation into whether a person has a criminal history, which will affect their suitability to work with children (i.e. persons under 18 years of age). This involves a check of relevant police information held by the Queensland Police Service and other police services in Australia for any charges or convictions. As an organisation who works with children and young people as our clients, Community Action Inc, including its staff and students/volunteers, is subject to the provisions of the Working with Children (Risk Management & Screening) Act.

Community Action Inc is committed to upholding our legal obligations under the Working with Children (Risk Management and Screening) Act (Qld) 2000 by complying with the requirements of the Blue Card System.

All current and prospective employees, volunteers, students and board of management members and any other persons undertaking work for Community Action, who have direct contact with children/young people, are required to be a holder of, or have the ability to acquire a blue card for child related employment.

A volunteer or student must not commence with Community Action until they have received a valid blue card.

Related Policy & Procedure:

- 1.7.3 Child Protection – Blue Card Screening Policy

Blue Card Process for New Employees

Quick Tip
Information about when a blue card is required is available at www.bluecard.qld.gov.au

Does the person need a blue or exemption

YES

Does the person have a blue/exemption

NO

Does the person have an application in progress?

NO

YES

YES

Quick Tip
A registered teacher or police officer should apply for an exemption card.

Important
Organisations must warn applicants that it is an offence for a 'disqualified person' to apply for a blue card.

Important
Volunteers and students cannot commence work until a blue card is issued.

A paid employee can commence work once a completed blue card application has been lodged.

Important
It is an offence for a person to continue to provide regulated child-related services if Blue Card Services advises they do not have a current blue card.

Step 1
Lodge a Blue Card Application accompanied by the prescribed fee (for paid employees).

Ensure the application is completed in full and that a representative of the organisation has sighted the applicant's identity documents.

Step 1
You must lodge a Link an Applicant/Cardholder to this Organisation Form to confirm the card or application is current. This will also ensure that you receive notifications about any relevant change eg. The suspension or cancellation of the card.

If the person has a volunteer (V) card and is undertaking paid work, complete a Volunteer to paid employment transfer

Quick Tip
If you need to urgently check the validity of the card, you can complete an online check.

Make sure that full name and signature on the card match identification documents provided.

You must still lodge a Link an Applicant /Cardholder to this Organisation Form to ensure you are notified if a relevant change occurs, eg. The card is suspended or cancelled.

Step 2 - Add the card holder/applicant's details to the organisation's blue card register.

Step 3 – Blue Card Services will provide written confirmation of the issue of a blue card. Update the card holder's details in the blue card register (including the expiry date for a blue card). Advise Blue Card Services if the person ceases working with the organisation by completing the Applicant/ Cardholder No longer with Organisation Form.

Quick Tip
Make sure expiry dates are monitored. Renewal applications must be lodged 30 days before expiry to enable volunteers and students to continue working while the application is processed.

Risk Management for High Risk Activities

Forward planning to identify risks and implement strategies can assist to reduce the possibility of children being harmed. At Community Action, Risk Management Plan for High Risk Activity must be developed for all activities that involve children and young people.

Related Policy & Procedure:

- 1.5.3 Risk Management Policy

There are six steps to consider in the development of an effective risk management plan:

Step 1 – Describe the Activity

QUESTIONS TO CONSIDER:

- What is the activity?
- What is the purpose of the activity?
- What are your objectives in undertaking the activity?
- What are the elements of the activity from start to finish?
- Where is the activity taking place?
- What environmental factors need to be considered?
- Who is involved in the activity? Parents? Staff? Children? People external to the organisation?

* Please note that the examples provided are not an exhaustive list of the issues which would need to be included in the plan. Each individual circumstance needs to be considered in relation to the nature and context of the activity.

Step 2 – Identify the Risks

In this step you need to consider, how might a child be harmed?

QUESTIONS TO CONSIDER

- Where or when might harm occur?
 - e.g. on play equipment in the park
 - e.g. a staff member giving a child a lift home unsupervised
- How might harm occur?
 - e.g. child may fall off monkey bars
- Why might harm occur?
 - e.g. child was not being adequately supervised

Step 3 – Analyse the Risks

The purpose of risk evaluation is to make decisions, based on the outcomes of risk analysis. The level of risk will determine whether the high risk activity or special event is practical.

In this step you need to consider:

A – How likely is it that the harm will occur (Likelihood)

Level	How likely is it to happen?	Description of likelihood
A	Almost certain	The event is expected to happen in most circumstances
B	Likely	The event will probably happen in most circumstances
C	Moderate	The event should happen at some time
D	Unlikely	The event could happen at some time
E	Rare	The event may occur only in exceptional circumstances

B – What would happen if the harm did occur (Consequence)

Level	What is the likely consequence?	Description of the Consequences
1	Insignificant	No injuries, no damage, low financial loss, no loss of public reputation
2	Minor	First aid treatment required, minor damage, the incident only affects those directly involved, minor financial loss, minor impact on public reputation, minor disruption to activities of the organisation
3	Moderate	Medical treatment required, significant damage, minor outside assistance required, some intervention by outside agency, high financial loss, serious loss of public reputation, moderate disruption to activities of the organisation
4	Major	Extensive physical injuries, major damage, major involvement of outside assistance or intervention by outside agency but no detrimental effect, major financial loss, serious loss of public reputation over an extended period of time, major disruption to activities of the organisation
5	Catastrophic	Death, damage results in huge financial loss, major involvement of outside assistance or intervention by outside agency with detrimental effect, loss of public reputation, activities of the organisation likely to cease

Step 4 – Evaluate the Risk

The fourth step requires you to evaluate the level of risk, which will depend on your answers to the questions asked at Step 3.

C – Measures of Level of Risk (Risk Rating)

Consequences →	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likelihood ↓					
A (almost certain)	M	M	M	H	H
B (likely)	L	M	M	H	H
C (moderate)	L	L	M	H	H
D (unlikely)	L	L	M	H	H
E (rare)	L	L	L	M	H

High risk A high level of risk requires close monitoring and immediate action where needed as the potential loss or negative impact could be devastating to the organisation.

Medium risk A medium level risk requires normal levels of monitoring action where required, as the potential loss or negative impact could be significant.

Low risk A low level of risk can be treated with routine policy and procedures as the potential loss or negative impact is likely to be small.

Step 5 – Manage the Risk

What strategies/controls will be put into place in order to ensure the risk is of an acceptable standard. List what controls/risk management strategies are needed.

Now consider how likely it is for the risk to occur after control measures have been put into place, and how bad the outcome would be if the risk was to occur. If the risk is still assessed as highly likely to occur and the outcome could result in harm to a child, then you may need to rethink the activity.

Step 6 – Review

Ongoing review is essential to ensure that the risk management plans for high risk activities or special events are effective. Reviewing controls and responsibilities can be useful for future planning. Identify in your strategy who will review the risk management plan after the event or activity.

The following template is to be used to record risk management plans for high risk activities involving children and young people:

Risk Management Plan for High Risk Activity (Children & Young People)

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
<p>Describe the activity <i>Identify all elements of the event from beginning to end</i></p>	<p>Identify Risks <i>Something that could happen that results in harm to a child or young person</i></p>	<p>Analyse the Risk <i>Likelihood/Consequences</i></p>	<p>Evaluate the Risk <i>The level of risk</i></p>	<p>Manage the Risk <i>Assess the options</i></p>	<p>Review <i>Nominate who will review after the event/activity</i></p>

Strategies for Communication and Support

- The Child & Youth Risk Management Strategy is located on the Community Action Team Site for access by staff, students and volunteers.
- All staff, students and volunteers are familiarised with the Child & Youth Risk Management Strategy as part of the induction process.
- The strategy is available on the Community Action Website for access by the public.
- The Child & Youth Risk Management Strategy is included on the annual calendar for staff development and training and will be provided via the Sentrient Online training portal.

Useful References:

1. **Anti-Discrimination Commission** – deals with discrimination, sexual harassment and acts of public hatred: www.adcq.qld.gov.au
2. **Australian Institute of Family Studies** – information and research concerning families: www.aifs.gov.au
3. **Australian Privacy Commission** – Privacy Act 1988 (Cth): www.privacy.gov.au
4. **Blue Card Services:** www.bluecard.qld.gov.au
 - o Blue Card Enquiries: 1800 113 611
5. **Department of Child Safety, Youth & Women** – for information on child protection roles and contacts for reporting: www.childsafety.qld.gov.au
6. **Preventing and Responding to the Abuse, Assault and Neglect of People with a Disability Policy and Booklet:** www.disability.qld.gov.au
7. **Legislation:** Child Protection Act 1999 (Qld) etc: <http://www.legislation.qld.gov.au/OQPChome.htm>
8. **Queensland Police Service:** <http://www.police.qld.gov.au/Forms/contact.asp>