



Glossary

for Child and Youth Risk Management Strategy

Manual Number	Version	Approval Date	Category	Owner
HAN-GOV-CRM-001	1.0	29/09/2020	Governance	Board

A

Agents – serving members of the Queensland Police Service (QPS) working within PCYC Queensland.

Applicant Refers to a potential or existing employee, contractor or volunteer who is undergoing the Working with Children Check Procedure.

Approved Driver – current PCYC Queensland employee, volunteer or agent who holds a valid Queensland Drivers Licence or valid interstate/overseas licence for the appropriate class of vehicle.

Approved Provider - means a person who holds a provider approval. For the purpose of this strategy, Approved Provider relates to PCYC Queensland approved education and care services

Authorised Nominee in relation to a child, means a person who has been given permission by a parent or family member of the child to collect the child from the education and care service.

Australian Qualification Framework (AQF) means the national policy for the regulations of qualifications.

B

Board refers to the Board of Directors of PCYC Queensland.

Breach – any action or inaction by an individual employed by or involved with the organisation, including children and young people, that fails to comply with any part of the strategy.

Bullying is an **ongoing** and **deliberate misuse of power** in relationships through **repeated verbal, physical and/or social behaviour** that intends to cause physical, social and/or psychological harm. It can involve an **individual or a group** misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening. Bullying is not limited to a specific age group or number of individuals involved. Bullying can happen **in person or online**, via various digital platforms and devices and it can be obvious or **hidden**. Bullying behaviour is repeated, or has the potential to be repeated, over time. Single incidents and conflict or fight between equals, whether in person or online, are not defined as bullying.

C

Casual appointment is where an employee is engaged, by the hour, to meet the changing needs of the business, including filling gaps in rosters, coverage for leave, etc.

CEO means the Chief Executive Officer, member of the Executive Leadership Team.

Child is an individual under 12 years.

Complaint – is an expression of concern, dissatisfaction, or frustration about the organisation's quality of service, or conduct of staff that requires a response or resolution.

Conflict of Interest means a situation in which a person or organisation is involved in multiple interests, financial or otherwise, one of which could possibly corrupt the motivation or decision-making of that individual or organisation.

Contractors – persons engaged to carry out services on behalf of the organisation. e.g., Coaches, Instructors, Relief Educators.

Cyberbullying is the specific use of technology to bully a person with the intent to hurt or intimidate them. This form of bullying takes place over digital devices like mobile phones, computers, and tablets. Cyberbullying can occur through SMS, Text, and apps, or online in social media, forums, or gaming where people can view, participate in, or share content. Cyberbullying includes sending, posting, or sharing negative, harmful, false, or mean content about someone else. It can include sharing personal or private information about someone else causing embarrassment or humiliation. Some cyberbullying crosses the line into unlawful or criminal behaviour.

D

Disciplinary Action means an action taken by an employer to correct serious performance issues.

Discipline Process is a series of steps taken to correct serious performance issues.

Disclosures – Occur when someone, including a child or young person, tells you about harm that has happened or is likely to happen to themselves or others.

Discrimination is the unfair or prejudicial treatment of people and groups based on characteristics such as race, gender, age, or sexual orientation.

Disqualified Person The *Working with Children (Risk Management and Screening) Act 2000* (the Act) states that a person is disqualified if they: have been convicted of a disqualifying offence; are the subject of reporting obligations under the *Child Protection (Offender Reporting and Offender Prohibition Order) Act 2004*, or an offender prohibition order under the *Child Protection (Offender Prohibition Order) Act 2008*, or a disqualification order issued by a court prohibiting them from applying for or holding a blue card, or a sexual offender order under the *Dangerous Prisoners (Sexual Offenders) Act 2003*.

Driver Authorisation qualification required by the Department of Transport and Main Roads for drivers of motor vehicles used to provide a particular public passenger service.

E

Early Childhood Education and Care (ECEC) professionals means educators, nominated supervisors, responsible persons working in the Outside School Hours Care Services (OSHC Services). Collectively referred to as ECEC Professionals.

Educator means an individual who provides education and care for children as part of an education and care service.

Emergency situation – sudden, unexpected, or impending situation that: poses an immediate threat to life, health, property or environment; has already caused loss of life, health detriments, property damage or environmental change; or has a high probability of escalating to cause immediate danger to life, health, property or environment.

Employees for the purposes of this document includes PCYC paid workers, trainees, contractors, volunteers, work experience students.

Event means a PCYC run event e.g., Gala Dinner, Time 4 Kids.

Executive Leadership Team – collective name used to refer to the Chief Executive Officer, Chief Operating Officer, and business division General Manager's in the organisation.

Exemption Card – when providing regulated services to children which are outside of their professional duties, registered teachers or police officers in Queensland must apply for an Exemption Card instead of a Blue Card.

External communications mean the way in which PCYC communicates with the public.

External party means an individual or organisation which is engaged by PCYC Queensland for the purpose of providing goods or services.

F

Feedback – is any opinion, comment/suggestion, compliment or expression of interest or concern made directly or indirectly by a consumer or external party to PCYC Queensland.

Formal learning means structured training delivered as part of the nationally recognised training under the AQF.

G

Gifts and Benefits are defined as any item of value, including goods, services or hospitality received by an employee or volunteer, as a consequence of their employment at PCYC Queensland. Gifts and benefits may be reportable or non-reportable.

H

Harm means any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. Harm can be caused by a single act, omission or circumstance, or a series or combination of acts, omissions, or circumstances. Harm can be categorised in the following types: physical abuse, emotional or psychological, neglect, sexual abuse, or exploitation.

Harassment is unwelcome conduct that a reasonable person would expect to offend, humiliate, or intimidate.

Human rights the basic rights inherent to all human beings, regardless of nationality, place of residence, sex, sexual orientation, national or ethnic origin, colour, religion, language, or any other status.

I

Immediate Family Member: includes a spouse of the staff member; and an adult child, parent, grandparent, grandchild, or sibling of the staff member or of a spouse of the staff member.

Inappropriate Person means a person who may pose a risk to the health, safety or wellbeing of any child or children being educated and cared for by the education and care service; or whose behaviour, state of

mind, pattern of behaviour or common state of mind is such that it would be inappropriate for him or her to be on the education and care service premises while children are being educated and cared for by the service.

Inherent requirements are those requirements of a position that are essential to carrying out a particular role.

M

Mandatory requirement is a requirement that must be fulfilled or an action that must be undertaken

Mandatory Reporter is a person who, because of his or her profession, is legally required to make a report to Child Safety, if they form a reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse and may not have a parent able and willing to protect them. ECEC professionals include staff from family day care, kindergarten, limited-hours care, long day care and after-school hours care are mandatory reporters. Individuals who are volunteers or under 18 years of age are not mandatory reporters

Media means all print, radio, television, film, electronic and social media.

Misconduct is behaviour that an employer deems inappropriate for an employee. It usually relates to an employee's conduct during working hours. There are varying degrees of misconduct, ranging from minor misconduct to serious (gross) misconduct.

N

Nominated Supervisor, in relation to an education and care service, means a person who: is nominated by the approved provider of the service to be the nominated supervisor of that service; and has consented to that nomination.

Non-Formal Learning means a structured learning situation which is not part of the nationally recognised training under the AQF.

O

Operator Accreditation – an accreditation administered by the Department of Transport and Main Roads to operators providing public passenger services

OSHC Outside School Hours Care service provided by PCYC Queensland

P

PCYC Queensland Company vehicle a motor vehicle that has been provided by the company for the specific purpose of conducting business activities of PCYC Queensland.

Passenger Transport company vehicles used to transport any individual who is not a PCYC Queensland employee, volunteer, or agent.

PCYC website means www.pcyq.org.au and all related Club, School Age Care, Business Unit and Event pages.

PCYC logo means the PCYC logo or that of any of its business units, divisions, programs, activities, etc. including the symbol and name.

Police Information in relation to a person means: the person's national criminal history, all charges, and convictions (including spent convictions and pending and non-conviction charges; investigative information about the person; information as to whether the person is or has been a relevant disqualified person; or the subject of an application for a disqualification order; or named as the respondent to an application for an offender prohibition order

Policy means a concise formal statement of principles which dictates how PCYC Queensland will act in a particular area of its operations.

Position description is the document that outlines the key responsibilities, along with the key selection criteria required for the position.

Procedure means a formal statement describing the actions or steps to be taken or conditions to be observed in implementing a policy or an aspect of a policy.

Q

Qualification means completion of a nationally recognised course under the AQF.

Qualified supervisor means a person who supervises and mentors the progress of a trainee and has the same or higher qualification to the trainee.

R

Reasonable management action is management action carried out in a reasonable manner in order to counsel an employee for instances of underperformance, investigating complaints made against employees, discipline for misconduct and other work directions in line with business needs.

Recognised emergency management body means a body or part of a body that has a role or function under a plan that is coping for emergencies and/or disasters, is prepared by the Commonwealth, a State or Territory; a firefighting, civil defence or rescue body that substantially involves security the safety of persons, animals, property protection in an emergency or natural disaster or otherwise responding to an emergency or natural disaster.

Registered Training Organisation (RTO) means a training organisation that provides nationally recognized training which can issue Australian Qualification Framework (AQF) qualifications and statements of attainment in the vocational education and training (VET) sector.

Recruitment is the process of identifying, attracting, interviewing, selecting, hiring, and onboarding employees.

Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.

Restricted Employment – refers to the situations or exemptions that allow a person to work with children without a blue card, such as if they are a volunteer parent; a volunteer who is under 18; paid or unpaid staff who work in child regulated employment for not more than 7 days in a calendar year; or a consumer at a child-related service outlet where they may also carry out work at the outlet.

Restricted Person – a restricted person is a person who: has been issued with a negative notice, or has a suspended Blue Card, or is a disqualified person, or has been charged with a disqualifying offence which has not been finalised

S

Safe and Supportive Environment means an environment that identifies and minimises the risk of harm to children and has been developed in accordance with mandatory Queensland Government requirements. The goal is to foster youth development and the holistic wellbeing of children and young people, in all areas of engagement including physical and online, where their human rights are respected and promoted.

Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated, or intimidated. Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate, or intimidate the other person. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate, or intimidate the other person. Sexual harassment does not have to be directed at a particular individual to be unlawful.

Site means a PCYC run site or event not at the Branch or State Office but controlled and overseen by QPCYWA (e.g., School Age Care service).

Social media is defined as web-based technology that enables the exchange of dialogue between organisations, communities, and individuals

Staff means anyone engaged by or associated with PCYC and includes all permanent, casual, adjunct, honorary or contracted staff (whether full-time or part-time), volunteers or those holding PCYC offices or who is a member of a PCYC committee.

Supervising Registered Training Organisation (SRTO) means an RTO that delivers training to a trainee and issues a qualification when it deems the training plan has been completed.

Suspicion of harm – when someone has a reasonable suspicion that a child has suffered, is suffering, or is at an unacceptable risk of suffering, significant harm.

Support - support and counselling will be offered to all parties involved in a disclosure.

T

Termination is a final disciplinary measure in which the employer ends the employment relationship with the employee.

Training means the imparting of information in a structured environment.

Training Plan means the document for trainees or apprentices which identifies who will deliver the training, when and where to go to receive the structured component of the training.

U

Unreasonable behaviour is behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating, or threatening.

Unsatisfactory Performance is where an employee fails to effectively perform in accordance with the requirements of their role and the documented expectations of their Manager and PCYC Management.

V

Victimisation is where a person is retaliated against or subjected to a detriment because they have lodged a complaint, they intend to lodge a complaint, or they are involved in a complaint of unlawful conduct.

Vilification is a public act which incites hatred, severe contempt or severe ridicule of a person or group, because of race, homosexuality, transgender, or transsexuality.

Volunteer is a person who freely undertakes unpaid tasks for PCYC Queensland

Voluntary emergency management activity means an employee engaged in an activity that involves dealing with an emergency or natural disaster, the employee engages in the activity on a voluntary basis and is a member (or has a member like association) with a 'recognised emergency management body.

W

Worker for the purposes of this policy and procedure includes PCYC employees, trainees, contractors, volunteers, work experience students.

Workplace means any place within or outside a building, including motor vehicles where workplace activities are conducted and/or representing the Association to clients, customers, or members of the public generally.

Working with Children Check refers to Positive Notice Blue Card for all Qld Employees and Volunteers and the NSW Working with Children Check for all NSW Employees and Volunteers.

Y

Youth/Young person is an individual aged between 2 and 18 years

Revision History			
Version	Amended by	Date	Revision Description

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