

Child Safety and Wellbeing Policy

BPO-GOV-CRM-001



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BPO-CPL-SW0-001

Policy Number	Version	Approval Date	Category	Owner
BPO-GOV-CRM-001	6.0	31/07/2026	Governance	Board

Queensland Police-Citizens Youth Welfare Association (“**PCYC Queensland**”) provides young people with an environment that supports individual development, encourages community connection, and celebrates diversity. Our services and programs aim to develop and support, as well as challenge and inspire, and are designed to meet the unique needs of communities right across Queensland.

PCYC Queensland, our employees, directors, agents, volunteers, contractors, and placement students (collectively, our “**staff**”), are committed to providing services to children and young people that assist them to reach their potential and make positive life choices.

This Child Safety and Wellbeing Policy for PCYC Queensland covers all of our services and staff and aligned to the Child Safe Standards set out in the Child Safe Organisations Act 2024 (Qld) including the Universal Principle and the National Principles for Child Safe Organisations (“**the National Principles**”).

Purpose

The policy outlines PCYC Queensland’s key principles relating to Child & Youth Protection in providing a safe, fair and inclusive environment. It provides clear guidance on ethical and legal duty of care for children and young people associated with the organisation.

Scope

This policy applies to all **staff**, including without limitation Approved Providers, Nominated Supervisors, Responsible Persons, and Educators (Fun Squad Services only).

Other Abbreviations:

- Child Safety and Wellbeing Policy (“**the Policy**”)
- Outside School Hours Care (“**OSHC**”) known as “**Fun Squad**”

Approved on behalf of
the QPCYWA Board of Directors by:

Professor Cassandra Cross
Chair

Ms Sarah Whittle
Company Secretary

1. STATEMENT OF COMMITMENT

Queensland Police-Citizens Youth Welfare Association (PCYC Queensland) provides young people with an environment that supports individual development, encourages community connection, and celebrates diversity. Our services and programs aim to develop and support, as well as challenge and inspire and are designed to meet the unique needs of communities right across Queensland.

We are committed to child safety and wellbeing and demonstrate this through the following five key actions:

a. Embedding Child Safety in Leadership and Culture

We put the safety and wellbeing of children at the centre of our decisions, actions, policies and procedures. Our staff are all responsible for upholding a culture where child safety is everyone's business.

b. Creating Safe Environments

We ensure our clubs and services provide environments that are physically, emotionally, and culturally safe for all children and young people. This includes maintaining clear procedures for identifying and responding to risks of harm.

c. Positive Interactions

We recognise the importance of respectful, caring, and professional relationships. Our staff build trust with children and young people through positive and appropriate interactions that support their development, wellbeing, and diverse circumstances and needs.

d. Empowerment and Participation

We actively listen to and engage children and young people, and their families and communities. Their voices are valued, and we involve them in shaping the environments and programs that impact them.

e. Continuous Improvement

We are committed to regularly reviewing and improving our child safety practices to meet new standards and community needs. We support our people with training and ensure our complaint and response processes always prioritise the needs and voices of children.

1.1 How We Put Our Commitment Into Action

At PCYC Queensland, we show our commitment to child safety through everyday practice, clear communication, and continuous improvement.

Here's how we make it real:

We lead by example.

All staff model safe, respectful behaviour and put children's wellbeing first in everything we do.

We share our commitment widely.

Our full Statement of Commitment is available on our website.

We include child safety in induction and ongoing training.

All PCYC Queensland staff learn about our child safety policies, reporting processes, and their responsibilities from day one.

We check and improve our systems.

Our safeguarding systems are reviewed regularly through internal reviews and external audits. We look at how well our policies are working and make changes if needed.

We listen and act.

We take every concern seriously. Reports of harm or risk are carefully managed and followed up. We support anyone involved and always aim to learn from every situation.

2. CODE OF CONDUCT

All PCYC Queensland staff are responsible for upholding the integrity of the organisation and complying with the [Code of Conduct](#) BPO-POC-SW0-002. The Code of Conduct is aligned to our values, including that of equity, diversity and cultural safety. Our Values (see Annexure 2).

Additionally, due to the nature of the services offered by PCYC Queensland, staff must also adhere to the PCYC Queensland [Code of Conduct - Safeguarding](#) BPO-GOV-CRM-003. This policy guides staff behaviour and decision making to ensure a safe and supportive environment for children and young people.

Community members who engage with PCYC services and programs must adhere to:

- **Club Code of Conduct - PCYC Queensland** – for anyone using facilities or services of PCYC Queensland; and
- **Fun Squads Conditions of Entry** – for anyone accessing Fun Squad sites.

A child friendly version of the code of conduct is available in poster-form (see Annexure 2) and displayed in our facilities.

3. RECRUITING, TRAINING AND MANAGING OUR PEOPLE

PCYC Queensland acknowledges the important role that robust recruitment, selection, training and management plays in preventing child abuse from occurring within organisations.

PCYC Queensland is committed to working within a contemporary recruitment framework to facilitate the attraction and retention of employees who have the required skills, knowledge, experience and competencies to support PCYC Queensland to achieve its vision and strategic objectives.

Recruitment of employees is focussed on those who align with our commitment to safeguarding children and young people. All staff will undertake full suitability screening prior to an offer of engagement with PCYC Queensland.

Initial and ongoing training for all staff is provided to enhance their skills and knowledge and reduce risks. All staff and volunteer positions require a commitment to complying with this Policy and to safeguarding children and young people. Staff must complete initial training, annual training, and further training as required in relation to child safety.

Mandatory training is provided to all staff who work directly with children to outline their responsibilities and the commitment expected by PCYC Queensland to promote the safety and wellbeing of children and young people. Training must be completed prior to interacting with children and young people, and then again annually on the 12 months on the anniversary of their employment with PCYC Queensland.

The standards of **conduct and performance** by all staff expected by PCYC Queensland are actively managed and communicated to employees through documentation, training, information sessions and review meetings. Issues which impact on the safety and wellbeing of children and young people form part of the performance appraisal process.

Breaches of the Codes of Conduct are managed in accordance with section 5 of this Policy– Managing Breaches.

4. HANDLING DISCLOSURES OR SUSPICIONS OF HARM

Child protection is everybody's responsibility and at PCYC Queensland children's safety and wellbeing is our priority. PCYC Queensland staff are required to act in a manner that supports the interests and wellbeing of the children and young people they interact with.

We enforce this requirement in several ways, including ensuring that staff receive regular training in identifying risks of harm and in handling disclosures or suspicions of harm.

PCYC Queensland have comprehensive policies and reporting procedures in place to ensure that if there is a disclosure or suspicion of harm, it is handled quickly and appropriately including escalating to the appropriate authority.

All staff are required to comply with the PCYC Child Protection Policy and procedures.

4.1 Implementation

We also work proactively to ensure that children and young people who use our services:

- know that it is their right to always feel safe
- are aware who is and who is not an employee in the organisation
- know they are safe by monitoring their activities and ensuring their environment meets all safety requirements
- are encouraged and supported to tell staff of any suspicious activities or people
- are listened to and taken seriously if they have any concerns

All staff required to comply with:

- the [Child and Youth Protection Policy](#) BPO-GOV-CRM-002
- the [Handling Disclosures and Suspicions of Harm Procedure](#) PRO-POC-CRM-002

Children are made aware via program inductions, visual mediums and/or discussions with staff.

Support and guidance are available for children, young people, and staff on implementing procedures about handling disclosures or suspicions of harm.

PCYC has a dedicated Safeguarding Advisor on staff who can assist with any safeguarding related matters:

Safeguarding Advisor

Email: safeguarding@pcyc.org.au

Phone: 0409 955 302

5. MANAGING BREACHES, COMPLAINTS AND CONCERNS

PCYC Queensland requires that all staff and volunteers understand their child safety obligations and abide by the Child Safety and Wellbeing Policy.

*A **breach** is any action or inaction by any person within PCYC, including staff, volunteers, parents, children and young people, that fails to comply with any part of this Policy.*

PCYC has policies and procedures in place to deal with any breaches of this policy in a timely, fair, and efficient manner.

Reference Publications	
Name of Publication	Where it is located
Grievance Policy and Procedure	PCYC Hub
Discipline Policy and Procedure	PCYC Hub
Employee Code of Conduct	PCYC Hub
Whistle-blower Policy	PCYC External Website
Complaints and Feedback Policy	PCYC External Website

5.1 Implementation: *How to report a breach, complaint or concern.*

Parents, members of the public, Caregivers, PCYC Members, Children and Young People should report all breaches in one of the following ways:

- by speaking to a trusted staff member;
- via the online safeguarding portal, [Contact Us - PCYC Queensland - PCYC Queensland](#);
- in writing via email to safeguarding@pcyc.org.au or complaints@pcyc.org.au.

The PCYC Safeguarding Poster (see Annexure 1) will be displayed at PCYC sites, which educates community members on how to make a report. The poster has been designed to be child friendly and was created with the input of children.

For matters related to the Reportable Conduct Scheme, the reporter has the ability to report directly to [Queensland Family and Child Commission](#) if desired. Criminal matters should also be reported to Police.

Staff and volunteers can:

- Report a breach of the Strategy or any concerns to their Manager or Supervisor per the [Code of Conduct – Safeguarding](#) BPO-GOV-CRM-003;
- Make a report via the external [safeguarding portal](#) if anonymity is required; and
- Where the breach concerns knowledge or suspicion of harm in relation to a child or young person, follow the [Handling Disclosures and Suspicions of Harm Procedure](#) PRO-POC-CRM-002.

For matters related to the Reportable Conduct Scheme, the reporter has the ability to report directly to [Queensland Family and Child Commission](#) if desired. Criminal matters should also be reported to Police.

6. SAFE PHYSICAL AND ONLINE ENVIRONMENTS

PCYC Queensland is committed to the implementation of effective, efficient and consistent risk management across all activities and special events including online.

PCYC Queensland have a comprehensive risk management framework and supporting procedures which must be applied to all activities and events undertaken, regardless of the risk level. The framework has been developed in accordance with AS/NZS ISO 31000:2018 Risk Management – Guidelines. The [Risk Management Framework](#) BPO-GOV-SW0-007 is located on the Hub accessed via this link.

The framework reinforces a positive risk culture where all those employed by or involved with PCYC Queensland play a role in managing risk.

The framework allows PCYC Queensland to identify high risk activities and special events and manage them safely. For example, high risk activities and special events undertaken by PCYC Queensland can include, but are not limited to:

- Involving the participation of volunteers or people who are external to the organisation
- Holding an event at an external venue or destination with a large amount of people, and/or internationally, and/or possibly involving hazards such as ponds, lakes or pools
- Outdoor activities such as swimming, bushwalking, rock-climbing, adventure centre activities
- Transport to and from venues
- Activities/events run overnight or for lengthy periods of time

6.1 Implementation

The [Risk Management Framework](#) BPO-GOV-SW0-007 is located on the Hub accessed via this link.

This must be completed and approved by the relevant authority prior to the activity/event, with monitoring to continue until completion.

Breaches of the Risk Management Framework are managed in accordance with section 5 of this strategy – Managing Breaches.

Fun Squad to ensure actions are also according to: [Physical Environment Policy](#) POL-DOC-OC3-001

7. WORKING WITH CHILDREN CHECKS

PCYC Queensland is committed to ensuring it complies with all legislative requirements including the Blue Card System under the Working with Children (Risk Management & Screening) Act 2000 (Qld.)

PCYC has policies and procedures in place to ensure that all staff and volunteers engaged in regulated employment hold a positive working with children check, or an Exemption Card.

As PCYC Queensland works in partnership with Queensland Police Service, those agents who work with PCYC Queensland within their professional capacity as a sworn Police Officer are not required under legislation to hold a positive notice or exemption card.

7.1 Implementation

Detailed requirements in relation to working with children checks are set out in:

- [Working with Children Check Procedure](#) PRO-POC-CRM-001

To ensure proper management of its screening and monitoring obligations, the Working with Children Check Procedure outlines responsibilities and requirements for managing:

- Applications
- Existing Blue Card / Exemption Card Holders
- Changes in Police Information and High-Risk Individuals
- Blue Card Register

Applications for a working with children check by paid employees are monitored by the PCYC Queensland People and Culture team.

Volunteer working with children checks are linked and monitored by the Volunteer Services Team through the Volunteer Management System.

Staff who fail to renew their Blue Card prior to the expiry date will be subject to the No Card, No Start legislation and will be stood down until their Blue Card has been issued and linked to PCYC Queensland. Breaches by staff will be handled by People & Culture and Safeguarding where appropriate.

8. EDUCATION, COMMUNICATION & SUPPORT

The PCYC Queensland Child Safety and Wellbeing Policy has been developed in consultation with stakeholders throughout the organisation. Every stakeholder is committed to contributing to building a culture which recognises and values the importance of upholding safeguards for children and young people.

Through communication and by providing support, PCYC Queensland ensures that everyone in its community is aware of their responsibilities and understand what acceptable behaviour is for interacting with children.

8.1 Implementation: *How we communicate the Child Safety and Wellbeing Policy*

PCYC Queensland's Child and Youth Risk Management Strategy is available for public view on the website and internally on the Intranet. Copies are provided to all employees and volunteers as part of their induction training with PCYC Queensland and are also available at all our clubs and services.

To further engrain the understanding of the Strategy throughout the PCYC Queensland community, the following communication channels are used:

- Compulsory induction training
- Updates and reminders sent through e-newsletters
 - "CEO Update" – sent to all staff
 - "Policy Updates" – sent all staff
 - "Leadership Cascade" – Leadership Team
 - "Volunteer Voice" – all volunteers
- Policy socialisation, training and workshops
- Refresher (annual) training via LMS:
- Identifying Risks of Harm, Handling Disclosures
- Supporting Policies and Procedures
- Access via PCYC intranet (The Hub) at any time
- Key stakeholder subscriptions for legislative changes

9. Key Roles and Responsibilities

Everyone at PCYC Queensland is responsible for keeping children safe. Set out below are some of the key positions involved in delivering our Child Safety and Wellbeing Policy.

Detailed roles and responsibilities are outlined in the PCYC Queensland Safeguarding Policies (see Related Documents).

Position	Responsibility
PCYC Queensland	- Implement, comply with, and promote this Policy. - Ensure clear understanding of legislative requirements. - Ensure all stakeholders hold a Positive Notice (Blue card) or Exemption card with Blue Card Services – including but not limited to: employees, volunteers, agents, trainee students and contractors. - Maintain a register of all Positive Notice (Blue card) and Exemption card details via the Blue Card Services Portal. - Ensure that every reasonable precaution is taken to protect children being educated and/or cared for by PCYC Queensland, from harm and any hazard likely to cause injury.
PCYC Queensland Staff	- Familiarise, comply with, and actively promote this Policy. - Hold a Positive Notice (Blue card) or Exemption Card with Blue Card Services - Comply with all supporting policies and procedures - Ensure they have a detailed understanding of: - The different types of child abuse and the warning signs that can indicate that a child has been harmed; - The reporting process and requirements if a child makes a disclosure or if there is a suspicion of harm; - The legislative responsibility to maintain confidentiality of specific information that relates to children in care. - Ensure all child protection training requirements are up to date. - Report any suspicion or disclosure of harm in line with PRO-POC-CRM-002 Handling Disclosures of Suspicions of Harm Procedure. - Report any breach of the Code of Conduct – Safeguarding in line with BPO-GOV-CRM-003 - Commit to implementing risk management strategies developed by PCYC Queensland for child protection. - Ensure Complete risk assessments are in place for all programs, activities and services that have child and young people participation. - Ensure children are actively supervised by adults to prevent harm caused by physical injury, or harassment and other non-physical harm to the child, whether caused by other children, staff, parents of other children or any other person. - Ensure written/verbal permissions are obtained from parents/carers/givers/authorised persons prior to taking or posting of photographs or videos of children to PCYC Queensland approved and monitored social media platforms. - Comply with your reporting obligations
Safeguarding Advisor	- Act as a point of contact for any strategy related queries or incidents - Provide advice, support and governance. - Oversee safeguarding concerns and complaints
All adult staff members	Abide by the requirements of the Criminal Code Act 1899 section 229BC (1)(a) to report sexual offending against a child by another adult to police—unless they have a “reasonable excuse” not to.

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Fun Squad Services only	• Ensure that appropriate risk assessments and checklists are completed prior to undertaking activities. • Report all incidents where there is an allegation or the Approved Provider (PCYC Queensland) reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is or the children are being educated and cared for by the education and care service. • Ensure written permissions are obtained from parents/care givers/authorised nominee prior to taking children on excursions.
Nominated Supervisor / Responsible Person	• Ensure all educators are aware of legislative requirements and changes relating to the protection of children. • Ensure that an unauthorised person does not remain at the education and care service premises while children are being educated and cared for, unless the person is under the direct supervision of an educator or other employee of the service. • Maintain an onsite register (and copies) of all Educator Positive Notices (Blue card) (Paid / Volunteer) and Exemption cards.
Educators	• Complete external Child Protection training via the nominated providers directed prior to commencement. • Ensure that, when setting up for all activities, there is a safe physical environment as far as reasonably foreseeable. • Provide adequate supervision to children in all areas accessed by the Fun Squad Service within the legislated educator to child ratios.

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Supporting Information			
Legislative Compliance (Acts and Regulations as amended)	Child Protection Act 1999 (Qld)		
	Child Protection Regulation 2023 (Qld)		
	Human Rights Act 2019 (Qld)		
	Child Safe Organisations Act 2024 (Qld)		
	Privacy Act 1988 (Cth)		
	Working with Children (Risk Management and Screening) Act 2000 (Qld)		
	Education and Care Services Act 2013 (Qld)		
	Education and Care Services Regulation 2013 (Qld)		
Parent Document (Policy)	Governance Board Policy Statement BPO-GOV-SW0-001		
Collectively, the “PCYC Safeguarding Policies”: Related Documents	Child and Youth Protection Policy BPO-GOV-CRM-002		
	Code of Conduct – Safeguarding BPO-GOV-CRM-003		
	Code of Conduct BPO-POC-SW0-002		
	Complaints and Feedback Policy POL-PSE-SW0-002		
	Risk Management Policy BPO-GOV-SW0-006		
	Risk Management Framework BPO-GOV-SW0-007		
	Risk Management Procedure PRO-WHS_SW0-007		
	Working with Children Check Procedure PRO-POC-CRM-001		
	Handling Disclosures and Suspicions of Harm Procedure PRO-POC-CRM-002		
	Regulatory Authority Reporting About Children Fun Squad Procedure PRO-DOC-OC7-001		
Document Control			
Owner	Board	Next Review Date:	31/07/2029
Approved by	Board	Approval Date:	31/07/2026
Endorsed by	CEO	Review Date:	31/07/2029
Revision History			
Version	Amended by	Date	Revision Description
2.0	Policy Officer	20/11/2018	Updates to align with new policy framework
2.1	Policy Officer	19/02/2020	Annual document review. Inclusion of Human Rights Act 2019 (QLD) to applicable legislation
3.0	GM Human Resources	29/09/2020	Updates to incorporate Blue Card Legislation changes
4.0	Chief People and Culture Officer	18/3/2024	Updates to reporting requirements.
5.0	Safeguarding Advisor	3/07/2025	Updates to titles and terms..
6.0	Safeguarding Advisor	3/07/2026	Title change to Child & Youth Risk Management Strategy. Updates to legislation, reporting requirements, audit recommendations.

Annexure 1 – Poster for display



**Guarding
their Today.**

**Shaping
their Tomorrow.**

PCYC Queensland is committed to ensuring the safety and wellbeing of all children and young people in our services.

We encourage you to speak up!

Poster illustrations drawn by PCYC Fun Squad children



Scan the QR Code to make a confidential report to PCYC.

Alternatively, please contact: safeguarding@pcyc.org.au



Working together in the community

pcyc.org.au

Annexure 2 – Our Values

RESPECT

WE SHOW RESPECT BY...

- conducting ourselves in a professional manner
- embracing the diversity, talent and experience of the team
- showing genuine interest in each other
- acknowledging the contribution that we all make

PASSION

OUR PASSION SHINES THROUGH WHEN WE...

- represent and promote PCYC Queensland with pride
- go above and beyond, remembering why we are here and our purpose
- embrace the diversity of our communities
- strive for excellence and success in everything we do

TEAMWORK

WE GET THE BEST OUTCOMES WHEN WE...

- consider other's perspectives when making decisions
- acknowledge individual strengths
- foster innovation and share ideas
- encourage and support each other

COMMITMENT WE MAKE A DIFFERENCE WHEN WE...

- commit to understanding our position and role in the organisation
- value and acknowledge each other's achievements and successes
- represent PCYC in a positive manner
- are responsive to the needs of our community

LEADERSHIP WE LEAD THE WAY WHEN WE...

- learn from each other
- are solution focused
- accept and embrace change
- seek to understand and communicate our objectives, goals and vision
- hold ourselves and each other accountable