


# The Commission for Children and Young People and Child Guardian



We're here  
for under 18s  
and their carers



commission for  
children and young people  
and child guardian

CCYP CG

## What does the Commission do?

We promote and protect the rights, interests and wellbeing of children and young people in Queensland, especially those most vulnerable.

We want:

- an effective child protection system, where each child in care or detention has their needs met
- a safe environment for children and young people so they are not at risk, and
- prevention and early intervention services for vulnerable children and young people.

How does the  
Commission help  
children?



A cartoon illustration of a person with a large head and a simple body, wearing a blue shirt with a red collar. The person has a neutral expression and is looking upwards. A large white speech bubble with a blue outline is positioned above their head, containing the text "How can the Commission help me?". The background is a solid light green color, and several question marks in blue and red are scattered around the person and the speech bubble, suggesting a state of confusion or seeking assistance.

How can the  
Commission  
help me?

## **What do Child Guardian staff do?**

Oversee services and make decisions affecting children and young people in the child safety and juvenile justice systems by:

- ❖ monitoring their care
- ❖ investigating and reviewing services
- ❖ reviewing child deaths
- ❖ taking complaints, and
- ❖ visiting children through our Community Visitor Program.

## **How do we help children and young people?**

- ❖ give them a chance to take part in decisions affecting them
- ❖ listen to and consider their views
- ❖ provide Community Visitors and complaints services
- ❖ be open to all cultures and values, especially young Aboriginal and Torres Strait Islander people.

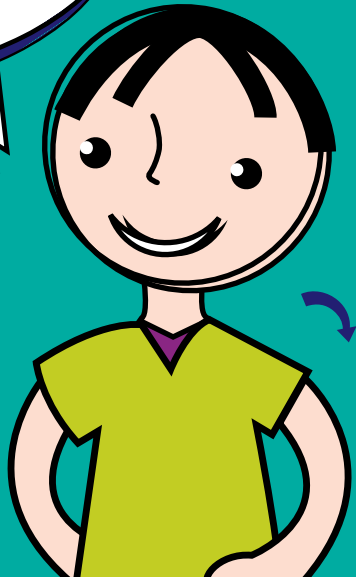
## **Is the Commission here for everyone under 18?**

Yes, the Commission helps and supports all Queensland children and young people.

However, we give priority to those who:

- can't protect themselves
- have no-one to speak up for them
- live in out-of-home care or detention, or
- are disadvantaged by:
  - ▶ disability
  - ▶ living in an isolated area
  - ▶ homelessness, or
  - ▶ having no money.

Is the  
Commission here  
for everyone?



I have a  
complaint... who  
can I tell?



## What does our Complaints team do?

Takes complaints about services to children or young people which:

- 🕒 don't meet the standards in the law
- 🕒 don't meet departmental guidelines
- 🕒 are unsafe, or affect a child or young person badly.

These services may be provided by government or community organisations.

Complaints can be about things affecting you, another child or young person, or a group of young people.

All complaints are treated seriously and dealt with as quickly as possible.

The person who complains will be asked what they want to happen and will be told what action the Commission has taken.

Anything you tell the Commission is confidential, but we may need to share information with other agencies to solve your problem.

## What is the Community Visitor Program?

Community Visitors (CVs) make regular visits to children and young people in out-of-home care.

They help, support and listen to any concerns children and young people may have.

CVs can help you if you live in:

≈ youth detention

≈ out-of-home residential care, like a youth shelter or mental health facility

≈ supported accommodation, or

≈ foster care.

You can ask staff or carers to find your local Community Visitor's number, or call the Commission on Freecall 1800 688 275 from anywhere in Queensland.



Community  
Visitors  
support me!

## What is the blue card?

People who work with children under 18 in certain child-related areas must have a criminal history check – the Working with Children Check.

Those who work for themselves, employees or volunteers must have a blue card to work with children and young people in the areas on the next page.

The Commission looks at any charges or convictions and information from professional bodies to decide if a person should get a blue card. Some people are prevented from applying or being given a blue card.

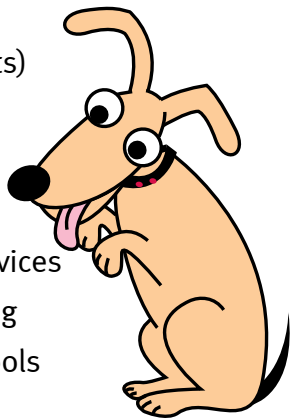
Information from police investigations into serious child-related sexual offences are also taken into account, even if no charges were laid.

If a person passes the check, they get a blue card to work with children.

Those who try to work in child-related jobs without a blue card face penalties.

## Employees & volunteers need blue cards to work in:

- ★ residential facilities
- ★ schools (except teachers and parents)
- ★ school boarding houses
- ★ child care
- ★ churches, clubs and associations
- ★ health, counselling and support services
- ★ private teaching, coaching or tutoring
- ★ education programs outside of schools
- ★ religious representatives
- ★ child accommodation services including homestays
- ★ sport and active recreation
- ★ Emergency Services cadet programs
- ★ school crossing supervisors, and
- ★ caring for children under *Child Protection Act 1999* (eg. foster and kinship carers).




## Which businesses need blue cards?

People in some businesses must also have blue cards:

- ✓ health, counselling and support services
- ✓ private teaching, coaching and tutoring
- ✓ child care
- ✓ education programs outside schools
- ✓ religious representatives
- ✓ child accommodation services, including homestays
- ✓ providers of recreational activities such as sporting camps and programs (excluding amusement parks)
- ✓ operators of hostels for rural children, and
- ✓ licensed care services under the *Child Protection Act 1999*.

## What is a risk management strategy?

The areas must have a written strategy to ensure safe environments for children. This is a legal requirement.



Workers and  
carers need a  
risk management  
strategy

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## Need to know more?

The Commission is open from 9.00am – 5.00pm  
Monday to Friday

**Postal address:** PO Box 12671  
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or 07 3247 5525

**After hours:** If you call after hours, leave a  
message with your name and  
number and we'll contact you the  
next working day

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