



commission for
children and young people
and child guardian

Risk Management Strategy for Child Protection: Sole operator example

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Disclaimer

The Commission for Children and Young People and Child Guardian promotes and protects the rights, interests and wellbeing of children in Queensland, particularly those most vulnerable. The Commission provides this example of a risk management strategy to sole business operators to encourage vigilance, understanding and effective child protection risk management strategies.

This example is not intended to provide legal advice, nor does it represent the entire spectrum of possible or existing risks and child safety measures. As each work-setting is different and presents its own unique challenges and scenarios, the information provided here should be adapted and tailored to meet your business environment.

While the Commission provides training and resources to help sole business operators and organisations develop their own risk management strategies, it cannot ratify or approve these strategies.

This example reflects current legislative requirements, as set out in the Commission for Children and Young People and Child Guardian Act 2000 and the Commission for Children and Young People and Child Guardian Regulation 2001. It is the responsibility of individuals to remain informed of legislative changes that may impact on their operations and obligations.

For more information about the development and implementation of your child protection risk management strategy or the availability of **risk management workshops**, please call the risk management training team on 3247 5518 or 1800 113 611, or go to the Commission's website at www.ccypcg.qld.gov.au/about/risk_management.html

(Insert name of business owner/ operator)

(Job title/Name of business)

(Address and Telephone number of business)

Blue card Number *(Insert registration number)*

Expiry Date: *(Insert date from front of blue card)*

ABN 12345678

Risk Management Strategy for Child Protection

Policy with a statement of commitment to the safety and wellbeing of children and the protection of children from harm

For example: "As a professional, I am a part of a community of care. While working with children to develop their skills and help them learn in a positive and supportive environment, I am committed to their safety and wellbeing. I will treat them with respect and understanding at all times. To ensure children and young people are kept safe from harm, I will conduct my business activities in accordance with the following risk management strategies. I will:

- ensure I am unaffected by the use of substances which may compromise the appropriate supervision of children at all times
- gain consent from parents or carers before photographing or videoing any child and gain consent from parents or carers before communicating by 'phone or email with any child
- not support bullying or harassment by anyone to anyone, including among children
- ensure that no visitors or outsiders have contact with the children, and
- notify you if I am unable to teach your child/children.

Code of Conduct for interacting with children and young people

As the sole business operator, I will:

- foster mutual respect between myself and children and young people regardless of cultural identity and cultural practices/behaviour
- understand children and young people, their ages, stages of development, special circumstances and special needs
- use language which is age/stage appropriate, clear, non-threatening and non-sexual
- use physical contact only where it is completely necessary during the course of my business-related duties and where permission from the child and the child's parent/carer has been gained in that instance
- willingly listen to a child or young person's concerns/issues
- Willingly use a variety of methods to motivate child
- Openly listen to parent/child suggestions, feedback and complaints

- employ corrective practices which are not punitive, humiliating or aggressive.

Children also have responsibilities. They will demonstrate:

- willingness to learn
- willingness to listen and receive instructions
- respect for other children, young people and adults who may be waiting for lessons.
- safe and appropriate behaviour while waiting for lessons to commence, and
- responsibility for appropriate behaviour and reporting inappropriate behaviour and unsafe situations or harm.

Parents and caregivers should:

- feel welcome to stay and observe
- raise any issues or concerns with me
- drop off and pick up child in a timely fashion, leaving the child in my care only
- accept feedback regarding child's progress
- provide the necessary resources/materials relevant to the activity as requested
- alert me to any concerns as soon as they arise when possible
- give constructive feedback on my policies and procedures
- work with me to ensure their time and money is well spent, and
- be aware that personal information will be treated confidentially and privacy will be respected.

As the sole business operator, I have the right to:

- cease my business activities with a child or young person who is consistently non-compliant or obstructive, in which case the parent/guardian will be contacted immediately
- raise any concerns I may have with child and/or parent
- expect that child/parent make concerns known to me as soon as they arise so that a resolution can occur as quickly as possible
- allow only a parent, guardian or other nominated person to pick up a child from my place of business, and
- report disclosures and suspicions of harm (as detailed below).

Children and young people have the right to:

- feel safe
- be listened to
- be involved in decisions that affect them
- have their cultural values respected
- have their best interests considered
- be respected
- be understood
- be free from harassment, bullying or abuse of any kind, and
- ask if they don't understand something.

Parents and caregivers have the right to:

- receive regular feedback on your child's progress
- ask questions or raise concerns about my business activities or your child's progress
- make complaints as per the procedures outlined below, and
- stay and observe my business activities with your child.

Procedure for making complaints

If you have a concern or complaint, please contact me as soon as possible so I can respond as quickly as possible.

Arrange a time either at the beginning or end of the lesson or at a time convenient to both parties when there is sufficient time to discuss any issues.

Ensure only relevant parties are present when a complaint is being discussed. If possible, it should not be discussed within hearing range of the child or young person.

Recruitment, training and management procedures for staff

As a sole business operator who does not employ staff or volunteers, recruitment, training and management procedures for staff are not required for this risk management strategy.

Reporting guidelines and directions for handling disclosures and suspicions of harm

If confronted with a disclosure of harm from a child or young person, I will respond professionally and in the best interests of the child or young person subjected to the alleged harm.

Reporting of disclosures and suspicions of harm will be made in accordance with procedures recommended by the Commission for Children and Young People and Child Guardian.

In summary:

- I will document the disclosure or suspicion of harm in a non-judgemental and accurate manner as soon as possible
- I will notify the Department of Child Safety if I suspect or am told that your child is being harmed at home
- I will notify the Queensland Police Service if I suspect or am told that your child is being harmed outside the home
- I will notify the Department of Child Safety/Queensland Police Service if I am concerned that your child is self-harming, and
- any reports or documentation on disclosures of harm will be kept confidential and secure, with access strictly limited and on a 'need to know' basis.

Policy for managing breaches of the risk management strategy

As a sole business operator who does not employ staff or volunteers who might otherwise breach a risk management strategy, a policy for managing breaches by staff members is not relevant for this risk management strategy.

Breaches of this risk management strategy by parents/carers or children, specifically in terms of breaching a code of conduct, may result in:

- changes to future session arrangements
- termination of further tuition, and
- notification to external authorities if a breach is considered critical.

Policies and procedures for compliance with blue card legislation

I will review this strategy at least annually and record the date of review on the current version of this strategy.

Risk management plans for high-risk activities and special events

Where a high risk activity (one requiring extra planning/supervision) or special event takes place, parents/guardians will be provided with the relevant information regarding:

- the purpose of the event and its intended outcome for your child
- the venue
- the organiser's risk management strategy where possible/relevant (if the event is to take place at a venue other than my place of business)
- any potential risks unique to the special event and how they will be prevented
- location of venue and its reputation for conducting special events
- bathroom locations
- estimated attendance numbers
- supervision arrangements, and
- transportation arrangements

A 'risk register' for my general business activities will be used to plan for/calculate the likelihood of unsafe situations for my business and determine the necessary action if that situation were to eventuate. A 'risk register' for high risk activities is attached

Strategies for communication and support

A copy of my current risk management strategy will be displayed at my place of business, and a copy will be provided to each parent/guardian.

Parents/guardians will be notified of any changes and will be provided annually with a new copy of this risk management strategy.

Parents/guardians will also be kept informed of changes to risk management/blue card legislation, through written or verbal communication.

Appendix 1: Risk Register

Risk	Likelihood	Consequences	Level of risk	Treatment to prevent or reduce harm
Parent does not arrive to pick up child	Possible	Moderate	High	<p>Procedure for drop off and pick up provided to parent and discussed</p> <p>Parent provides two other contacts if unable to pick up child</p> <p>Child to be in sight at all times until parent arrives</p>
Child says that he/she does not want to go home with parent	Unlikely	Major	High	<p>Ask child for reason</p> <p>If answer suggests harm to child from someone at home, report to relevant authorities</p> <p>If not, discuss issue with parent</p>
Child discloses that he/she is being physically harmed by parent/family member	Possible	Major	Extreme	<p>Ring Department of Child Safety to clarify, and to potentially report disclosure</p>
Child discloses that he/she is being sexually abused by parent or family member	Possible	Major	Extreme	<p>Report to Department of Child Safety</p> <p>Provide support to child through Crisis Care if necessary</p>
Child discloses that he/she is being sexually abused by someone outside their own family	Possible	Major	Extreme	<p>Report to police</p> <p>Provide support to child and notify parents</p>
Child complains to parent that he/she was verbally abused at my place of business	Unlikely	Major	High	<p>Provide parent with a copy of Code of Conduct and refer to Statement of Commitment to protect children from harm</p> <p>Provide procedures for making complaint</p> <p>Request that parent observe future interactions between child and myself</p>
Child complains to parent that he/she was physically or sexually abused at my place of business	Possible	Major	Extreme	<p>Provide parent with a copy of teacher's Code of Conduct and refer to Statement of Commitment to protect children from harm</p> <p>Advise parent of their right to report these claims after having clarified issue(s) with child</p> <p>Parent to inform teacher of any issue that the child has in relation to a lesson to clarify issue</p>

Appendix 1: Risk Register cont.

Risk	Likelihood	Consequences	Level of risk	Treatment to prevent or reduce harm
Child show signs of depression, sadness and/or talks/shows signs of self harm	Possible	Major	Extreme	Depending on the information given, discuss concerns with parent/guardian If a reference to abuse is made by parent/guardian or child, report to relevant authorities
Child's behaviour makes interaction untenable and could potentially result in harm to child or myself	Possible	Moderate	High	Refer child to Code of Conduct Speak with parent about child's behaviour, ensuring child is involved in discussion Request parent immediately picks up child from my place of business Require parent to attend any future session

In developing this risk management strategy, I have used a number of risk management-related resources offered by the Commission for Children and Young People and Child Guardian. These resources can be viewed at the Commission's website, at www.ccypcq.qld.gov.au/about/risk_management.html

A copy of my Positive Notice to work with children (Blue Card) is attached.

If you have any concerns about my risk management strategy for child protection, please contact me on *(insert telephone number of business)* to discuss.

(Signature of business owner/operator)

Date