

IFYS is committed to upholding the 10 Child Safe Standards as part of being a Child Safe Organisation. IFYS recognises that every Employee, Volunteer, and other entity associated with IFYS contributes to creating a safe environment for children and young people to receive services and care.

The purpose of the Child Safe Standards is to provide a consistent approach to embedding a child safe culture across all sectors of Australian society in which children are involved.

A Child Safe Organisation puts the best interests of children and young people first. A Child Safe Organisation is one that creates a culture, adopts strategies, and takes action to promote child wellbeing and prevent harm to children and young people.

IFYS has zero tolerance for child abuse, neglect, or racism, and is dedicated to prevention, early intervention, and strong safeguarding measures to prevent harm of any kind.

The Child Safe Standards are:

1. Leadership and Culture - Child safety and wellbeing is embedded in the entity's organisational leadership, governance, and culture.
2. Voice of Children - Children are informed about their rights, participate in decisions affecting them and are taken seriously.
3. Family and Community - Families and communities are informed and involved in promoting child safety and wellbeing.
4. Equity and Diversity - Equity is upheld and diverse needs respected in policy and practice.
5. People - People working with children are suitable and supported to reflect child safety and wellbeing values in practice.
6. Complaints Management - Processes to respond to complaints and concerns are child focused.
7. Knowledge and Skills - Staff and volunteers of the entity are equipped with the knowledge, skills and awareness to keep children safe through ongoing education and training.
8. Physical and Online Environments - Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.
9. Continuous Improvement - Implementation of the Child Safe Standards is regularly reviewed and improved.
10. Policies and Procedures - Policies and procedures document how your organisation is safe for children.

Find out more information about IFYS' commitment to being a Child Safe Organisation:





Code of Conduct

V.13 April 2026

As an Employee, Volunteer or Student working for IFYS Limited, I understand and accept that I must:

Performance and Conduct at Work

- Act in accordance with the IFYS Mission Statement and uphold the core values of integrity, respect, inclusiveness, compassion and teamwork.
- Work within the Sanctuary Model to foster a safe culture and environment for Service Users and Colleagues by adhering to the Eight Commitments of Non-Violence, Open Communication, Emotional Intelligence, Social Responsibility, Social Learning, Growth and Change, Democracy and Cultural Humility.
- Model and reinforce attitudes and behaviour that values children, and demonstrate a strong commitment to their wellbeing, protection and cultural safety.
- Read, understand and adhere to all IFYS Policies, Procedures, and related documents relevant to my role.
- Comply with all lawful and reasonable directives from Managers and IFYS Leadership.
- Maintain a professional standard of dress and personal presentation appropriate to my role and work setting.
- Conduct myself in a manner that upholds IFYS' reputation, both professionally and personally, especially where personal behaviour could reasonably be connected to IFYS.
- Not conduct myself in a way that might bring IFYS or its services into disrepute.
- Devote my whole time and attention to my duties during working hours.
- Not engage in theft, fraud, or any dishonest activity, including misappropriation of company funds, falsifying records, or unauthorised use of company assets.
- Act only within my approved delegation and authority.
- Support the ongoing viability, sustainability and success of IFYS, including avoiding behaviour that could reasonably be seen to undermine the financial health or operational effectiveness of IFYS.
- Actively and truthfully participate in workplace investigations by providing honest responses and disclosing all relevant information without omission.
- Only consume alcohol at work-related events when approved by the relevant member of the Executive Leadership Group. Alcohol must be consumed responsibly at all times.
- Not consume or be under the influence of alcohol or illegal substances while on duty or at any premises where IFYS operates services.
- Resolve issues and complaints in a manner consistent with IFYS Procedures.



Workplace Culture

- Ensure all interactions with Service Users, Colleagues, Stakeholders, members of the Board and members of the public are respectful, inclusive and safe.
- Uphold a workplace culture where discrimination is not tolerated.
- Treat all individuals with respect, courtesy and consideration.
- Not engage in bullying, discrimination, or harassment, including sexual, sex or gender-based harassment, through verbal, physical, emotional, or online behaviour. Examples of unacceptable conduct include (but are not limited to):
 - › Unwelcome remarks, gestures, or physical contact.
 - › Sharing or discussing offensive, derogatory, or sexually explicit content, including via email or online platforms.
 - › Verbal or physical abuse, threats, or intimidation.
 - › Unjustified criticism or persistent complaints.
 - › Deliberately excluding others from work-related activities or social events.
 - › Spreading malicious gossip or misinformation.
- Consider the welfare of others by promptly addressing and/or reporting any behaviour that would reasonably be considered bullying, discrimination, harassment, and sexual, sex or gender-based harassment.



Privacy & Confidentiality

- Not discuss, share, publish or send Service User information of any form, to myself, external stakeholders, members of the public or any other third-party unless permitted under IFYS Procedures with appropriate approvals and/or consent, or as required to do so by law.
- Not electronically voice record or film, or photograph (either covertly or openly) any person at IFYS without the express consent of all parties (or their guardians), unless permitted otherwise under IFYS Procedures.

Mandatory Reporting

- Immediately report any observations, allegations and or suspicions of harm, abuse, or neglect towards Service Users to my Line Manager or the most appropriate other Employee.
- Regardless of my role, immediately report to the Queensland Police if I know or reasonably believe that a sexual offence has been committed against a child by another person (including between Service Users).
- Familiarise myself with the mandatory reporting requirements relevant to my role.

Ethics, Boundaries and Role Modelling

Regardless of your role, you may encounter situations where your decisions affect Service Users, Colleagues, or IFYS.

At times, the right course of action may not be immediately clear.

If you are unsure, ask yourself:

1. Does this align with our organisational values?
2. Could this decision directly or indirectly risk someone's safety or wellbeing?
3. Is it lawful and consistent with IFYS Policies and Procedures?
4. Would I give the same advice to a partner, parent or child?



If you feel uncertain or uncomfortable with your answers, speak with your Manager or contact the People and Culture Team for guidance.



Professional Boundaries

Maintain clear professional boundaries and model appropriate behaviour with past, present and potential Service Users, and their families and other close social connections by:

- Not smoking, consuming or being under the influence of alcohol or illicit drugs with or in the presence of Service Users and their families.
- Not forming sexual or personal relationships with Service Users while they are eligible to receive services from IFYS.
- Ensuring my personal details (including social media accounts) are kept private and not shared with Service Users, and their families.
- Not engaging in interactions of a social or recreational nature, including via online channels, outside of the context of service provision unless approved under IFYS Procedures and with appropriate documentation and consent.
- Ensuring service provision does not take place within my private residence, without appropriate approval and documentation under IFYS Procedures.
- Taking a person-centred approach to encouraging, enabling, and empowering Service Users, using appropriate and respectful language and techniques to achieve their defined goals.
- Not yelling or swearing at, humiliating, frightening or threatening Service Users in a way that is likely to cause emotional harm.
- Maintaining safe interpersonal distances, only offering age and culturally appropriate physical touch with consent of the Service User.
- Not photographing, filming or recording Service Users unless this is an operational requirement of my Program and appropriate approvals and consents are obtained as per IFYS Procedures.
- Not contacting Service Users or their families outside of work hours or from personal devices, including phone calls, texts, or online messaging platforms. All communication must occur through approved channels and within the scope of service provision.

Conflicts of Interests

- Declare any personal or business interests that could reasonably conflict with my role at IFYS. This includes other paid employment and relationships with IFYS Employees, Service Users, or Stakeholders. Examples of potential conflicts of interest include (but are not limited to):
 - › Family, romantic relationships, or close friendships.
 - › Business ownership or financial interests.
 - › Holding office with government bodies or boards of other organisations.
 - › Property ownership that may intersect with IFYS operations.
 - › Prior personal relationships with Service Users outside the context of work.
- Immediately disclose any changes in circumstances including criminal convictions, Child-Safety notifications or investigations, Domestic Violence Applications and Orders (including temporary Orders), changes to employment checks (e.g. Blue Card, NDIS Worker Screening Checks), or driver licence status (if relevant to role).
- Not accept any offer of money, gifts, services or benefits that could influence my decision-making or cause me to act in a way that is not in the best interests of IFYS or a Service User.
- Only accept gifts from Carers, Service Users, or their families if the gift is of minor value (e.g. card, flowers, box of chocolates, up to \$20), and I will communicate any accepted gift (regardless of value) to my Line Manager to ensure transparency and avoid any real, perceived or potential conflicts of interest.

Safety at Work

- Take reasonable care of the safety of myself and others, ensuring adherence to mandatory Health Safety and Environment training and compliance with reasonable directives from IFYS Leadership.
- Promptly report any hazards, near misses, injuries, or safety incidents to my Line Manager or through the appropriate reporting channels, in line with IFYS Procedures.

Company Assets & Resources

- Use IFYS resources effectively, sensibly and economically as part of my role, and only for authorised work-related purposes, in line with IFYS Policies and Procedures.
- Take reasonable precautions to prevent theft, damage or misuse of IFYS resources.
- Report suspected and actual theft, damage or misuse of IFYS resources or property.

I understand that conduct contrary to the Code of Conduct may lead to disciplinary action including dismissal.

PURPOSE

To demonstrate IFYS' commitment to the safety and wellbeing of children by ensuring all members of the organisation are aware of their obligations to act ethically towards children and understand their roles and responsibilities to ensure the safety and wellbeing of children.

SCOPE

Employees, Carers, students and the Board.

This Policy applies to all activities in the organisation which involve, result in, or relate to, contact with children.

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DEFINITIONS

Accountable Person - a person who is 18 years or over and who is employed by, volunteers with, or is otherwise associated with IFYS other than on an ad hoc basis.

Board – the Directors of IFYS (and, where the context requires, of a related entity of IFYS) acting as a board.

Carer – a person providing care or support for a relevant Service User including, without limitation, foster care, kinship care or disability support services and, where the context requires, may also include a Service User's parent, guardian, or authorised representative.

Child - an individual under 18 years of age and **children** has a corresponding meaning.

Child Placement Principle – the [Aboriginal and Torres Strait Islander Child Placement Principle](#) prescribed by sections 5C and 83 of the [Child Protection Act 1999](#).

Department – the Queensland Government Department responsible for the provision and management of Child Protection services.

Employee – a person employed or otherwise engaged to form part of the IFYS workforce including, where the context requires, a volunteer, student or intern or a contractor, consultant or supplier engaged to provide services to IFYS.



First Nations – people who identify as being of Aboriginal and/or Torres Strait Islander heritage.

IFYS – IFYS Limited ACN 131 388 102 (and, where the context requires, a related entity of IFYS Limited).

Program – a program or business unit (including a social enterprise) conducted by IFYS (or, where the context requires, a related entity of IFYS).

Service User – any person who is about to receive, is receiving or has received assistance from an IFYS Program. Individual Programs may have their own terminology for describing a Service User (e.g. Carer, child, young person, Service User, consumer, client, tenant, participant etc.).

POLICY

Our Children

IFYS is committed to empowering children, who are vital and active participants of our organisation. IFYS will involve children when making decisions, especially about matters directly affecting them. Our Employees will listen to their views and respect what they have to say.

IFYS promotes diversity, accepting and welcoming people from all walks of life and cultural backgrounds. IFYS endeavours to:

- promote the cultural safety, participation and empowerment of First Nations children;
- promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- ensure that children with a disability are safe and can participate equally.

IFYS believes that a child should be able to know, explore and maintain their identity and values, including (without limitation) their cultural, ethnic and religious identity and values.

For First Nations children and young people who require placement, IFYS will ensure that proper consideration is given to the [Child Placement Principle](#).

IFYS is committed to upholding the following <u>10 Child Safe Standards</u> :	
Leadership & Culture	Child safety and wellbeing is embedded in the entity’s organisational leadership, governance, and culture.
Voice of Children	Children are informed about their rights, participate in decisions affecting them, and are taken seriously.
Family and Community	Families and communities are informed and involved in promoting child safety and wellbeing.
Equity and Diversity	Equity is upheld and diverse needs respected in policy and practice.
People	People working with children are suitable and supported to reflect child safety and wellbeing values in practice.
Complaints Management	Processes to respond to complaints and concerns are child focused.
Knowledge and Skills	Staff and volunteers are equipped with the knowledge, skills, and awareness to keep children safe through ongoing education and training.
Physical & Online Environment	Physical and online environments promote safety and wellbeing while minimising the opportunity for children to be harmed.
Continuous Improvement	Implementation of the Child Safe Standards is regularly reviewed and improved.
Policy & Procedures	Policies and procedures document how the organisation is safe for children.



PRINCIPLES

Our People

In adopting this Policy, the Board has expressly reaffirmed that IFYS governance arrangements include a Child Safety and Wellbeing Policy, relevant practice guidance, a Code of Conduct and a Risk Management Framework.

Without limitation, all Employees are required to understand and accept the [IFYS Code of Conduct](#) which specifies the standards of conduct required, including when working with children. All Employees are to have the opportunity to contribute to the ongoing development of the Code of Conduct.

Recruitment

IFYS takes all reasonable steps to employ skilled people to work with children and who are mindful of the ethical and legislative requirements of these processes. Recruitment processes clearly demonstrate IFYS' commitment and expectations in relation to child safety and an awareness of our social and legal responsibilities.

First Nations people, people from culturally and/or linguistically diverse backgrounds, and people with a disability are all actively encouraged to apply for IFYS positions.

All people who are engaged in child-related work and who are not exempt, including Volunteers, are required to hold a satisfactory National Police Check and Queensland Working with Children Check, and to provide evidence of this check. IFYS carries out thorough reference and screening checks to ensure that we are recruiting the right people.

Training and Supervision

Training and education is provided to ensure all Employees understand that child safety is everyone's responsibility.

IFYS promotes an organisational culture for all Board members, Employees, Carers, families and children to feel confident and comfortable in discussing any allegations of child abuse or child safety concerns. IFYS provides training to identify, assess, and minimise risks of child abuse and to detect potential signs of child abuse.

IFYS supports Employees through ongoing and regular supervision to ensure their understanding of IFYS' commitment to Child Safety and that everyone has a role to play in protecting children from abuse. Supervision sessions will aim to enhance Employees' skills to:

- protect children from all forms of abuse (physical, sexual, emotional and neglect);
- ensure the cultural safety of all children in our care, especially First Nations children, and children from linguistically and/or diverse backgrounds, and
- ensure the safety and wellbeing of children with a disability.

Supervision will also include checking that Employees' and Carers' behaviour towards children is safe and appropriate (refer to IFYS [Code of Conduct](#)). Any inappropriate behaviour will be reported through relevant channels, including the Department and the Queensland Police Service, depending on the severity and urgency of the matter.

Fair Procedures for Employees

The safety and wellbeing of children is our primary concern. IFYS' suite of Policies and Procedures ensures that all Employees are supported in a fair and reasonable manner. The decisions made when recruiting, assessing incidents and undertaking disciplinary action will always be thorough, transparent and based on evidence.

IFYS records all allegations of abuse and safety concerns using a secure incident reporting system. If an allegation of abuse or a safety concern is raised, IFYS will provide updates to children and families or relevant stakeholders on the progress and actions that the organisation takes.



Privacy

All personal information, considered or recorded, will respect the privacy of the individuals involved, unless there is a court subpoena or a risk to someone's safety. Everyone is entitled to know how their information is recorded, what will be done with it and who will have access to it. This is intended to protect individuals who are disclosing or reporting abuse and/or misconduct and to ensure that all Employees and Service Users are comfortable disclosing allegations or concerns in relation to child safety without fear of repercussion.

Legislative responsibilities

IFYS recognises its legal responsibilities, including:

- **Responsibility to report:** All adults (18 years and over) in Queensland who have a reasonable belief that an adult has committed a sexual offence against a child under 16 years or a child under 18 years with an impairment of the mind, may commit an offence if they fail to report that information to Queensland Police Service.
- **Mandatory reporting:** Any Board members or Employees who are mandatory reporters must comply with their duties.
- **Responsibility to protect:** Responsibility to protect applies to any child under the age of 16 years (or under the age of 18 with an impairment of the mind) who is under the care, supervision or control of IFYS. Any Accountable Person will commit an offence if that individual:
 - knows there is a significant risk that another adult will commit a child sex offence;
 - has the power or responsibility to reduce or remove the risk; and
 - willfully or negligently fails to reduce or remove the risk.
- **Reportable Conduct:** The Managing Director/Nominee of IFYS must be made aware of any allegations of physical and sexual abuse, sexual misconduct, significant emotional or psychological harm or significant neglect by an Employee towards a child. IFYS is legally required to notify Queensland Police Service of the allegation.
- **Duty of Care:** If a child who is under the care, supervision or control of IFYS is abused by an individual associated with IFYS, IFYS may be presumed to have breached its duty of care to that child unless it took 'reasonable precautions' to prevent the abuse in question.

Risk Management

In Queensland, organisations are required to protect children when a risk is identified. In addition to general occupational health and safety risks, IFYS proactively manages risks of abuse to children who are accessing or engaging with its various programs and services.

IFYS has risk management strategies in place to identify, assess and mitigate child abuse risks, including risks posed by physical environments and online environments.

Allegations, Concerns and Complaints

IFYS takes all allegations seriously and has Procedures in place to investigate thoroughly and quickly. Employees are trained to deal with allegations appropriately.

IFYS works to ensure its Employees and Service Users know what to do and who to tell if they observe or are a victim of abuse, and if they notice inappropriate behaviour.

If an Employee has a reasonable belief that an incident has occurred then they must report the incident. Factors contributing to reasonable belief may include:

- a child states they or someone they know has been abused (noting that sometimes the child may in fact be referring to themselves);
- behaviour consistent with that of an abuse victim is observed;
- someone else has raised a suspicion of abuse but is unwilling to formally report it;
- observations of suspicious behaviour.



REFERENCES

1. [Accessibility to Services](#): IFYS Policy
2. [Child and Youth Risk Management Strategy](#): IFYS Policy
3. [Child Protection](#): IFYS Policy
4. [Employment](#): IFYS Policy
5. [Privacy](#): IFYS Policy
6. [Recruitment Selection and Induction](#): IFYS Policy
7. [Whistleblower Protection](#): IFYS Policy
8. [Complaints Management](#): IFYS Procedure
9. [Incident Reporting](#): IFYS Procedure
10. [Person Centred Service Delivery](#): IFYS Procedure
11. [Service User Involvement](#): IFYS Procedure
12. [Child Protection Act 1999](#): Queensland Government Legislation
13. [Convention on the Rights of the Child](#): United Nations
14. [Human Services Quality Framework](#): Queensland Government
15. [National Principles for Child Safe Organisations](#): Australian Government
16. [National Standards for Out-of-Home Care](#): Australian Government

DOCUMENT CONTROL

Last Complete Review: March 2026

Next Complete Review: March 2029



PURPOSE

To outline the commitment of IFYS to the safety and wellbeing of Children and Young People. IFYS will always treat Children and Young People with respect and empathy and, the best interests of the Child or Young Person will be paramount.

IFYS believes every Child or Young Person has a right to be protected from harm.

SCOPE

Employees and Carers.

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DEFINITIONS

Board – the Directors of IFYS (and, where the context requires, of a related entity of IFYS) acting as a Board.

Carer – a person providing care or support for a relevant Service User including, without limitation, foster care, kinship care or disability support services and, where the context requires, may also include a Service User’s parent, guardian, or authorised representative.

Child – an individual under 18 years and Children has a corresponding meaning.

Employee – a person employed or otherwise engaged to form part of the IFYS workforce including, where the context requires, a volunteer, student or intern or a contractor, consultant or supplier engaged to provide services to IFYS.

IFYS – IFYS Limited ACN 131 388 102 (and, where the context requires, a related entity of IFYS Limited).

Line Manager – the person to whom an Employee ordinarily directly reports.

Manager – an Executive Manager, State or Operations Manager, Area Manager, Regional Manager, Program Manager or other IFYS organisational manager (as the context, circumstance or then-current naming convention requires).

MD – means the IFYS Managing Director or equivalent position (and, where the context requires, may include a duly authorised delegate of the Managing Director).

Program - a program or business unit (including a social enterprise) conducted by IFYS (or, where the context requires, a related entity of IFYS).

Service User – any person who is about to receive, is receiving or has received assistance from an IFYS Program. Individual Programs may have their own terminology for describing a Service User (e.g. Carer, Child, Young Person, Service User, consumer, client, tenant, Participant etc.). The focus of this Strategy is Children and Young People only.

Young Person – those aged between 12 and 24 years of age (as defined by the Australian Institute of Health and Welfare) and **Young People** has a corresponding meaning.

STRATEGY

IFYS is committed to providing a safe and supportive service environment for Children and Young People whether or not they are in Child Safety funded services. This commitment is evidenced through IFYS' adherence to the [Child Safe Standards](#) that underpin IFYS' Policies and Procedures, and compliance with the [Reportable Conduct Scheme](#).

IFYS is accredited to the [Human Services Quality Standards](#), holds a statewide licence for Child Protection funded services, conducts robust recruitment and training programs, has a whole-of-organisation supervision framework, and trains Employees to be trauma-informed and able to respond therapeutically to Children and Young People.

IFYS values and recognises the diverse life experiences of Children and Young People, providing a culturally safe environment, and responding effectively to Children and Young people, including those who are First Nations People, live with a disability, identify as LGBTQIA+ or come from culturally and linguistically diverse backgrounds.

The IFYS [Child Protection Policy](#) set by the Board, and Procedures approved by the MD, support an organisational culture that is reflected in IFYS' Values:

- Integrity
- Respect
- Inclusiveness
- Compassion
- Teamwork

In addition, IFYS has adopted the internationally recognised Sanctuary model, a whole agency trauma-informed practice that provides a further range of benefits to the Children and Young People in our care.

IFYS CODE OF CONDUCT

The Code of Conduct outlines expectations for workplace behaviour and professionalism and sets the standard for how IFYS works together to maintain a safe, respectful and professional work environment.



All Employees and Board members are required to read, understand and sign a copy of the [Code of Conduct](#) at the commencement of engagement, before duties may commence.

The Code of Conduct applies to the interactions of:

- Employees (permanent, temporary and casual),
- Board members,
- Students on placement, and
- People undertaking work experience.

Service User Rights

Children and Young People are informed about what they can expect from Employees through measures such as a child-friendly handbook for Residential Care, or a booklet for children in Foster and Kinship Care. Service Users can also expect the [Child Safe Standards](#) to be upheld across the organisation.

INJURY AND ILLNESS

Employees are directed on how to manage their own and Service Users' health and safety, including (but not limited to) injury and illness, via the following Procedures and forms:

- [Driving with Service Users Activity Risk Assessment](#);
- [Emergency Response](#) how to manage the impact of natural or other disasters;
- [Employment](#) for Employee wellbeing;
- [First Aid](#) how to manage accidents, sudden illness or injury to Employees and any Service Users;
- [Incident Reporting and Investigation](#) for accidents at work;
- [Vehicle and Office Security Form - Residential Care](#); and
- [Water Hazard Safety](#) for assessing and managing risks associated with water.

CAPABILITY

Recruiting, Selecting, Training and Managing Employees

IFYS has an experienced People and Culture team able to offer training and advice on the Policies and Procedures for the recruitment and selection of Employees (including volunteers) and Foster and Kinship Carers.

See [IFYS Employment Policy](#) and [IFYS Recruitment, Selection and Induction Policy](#) and the following Procedures for recruiting, selecting, training and managing Employees:

- [Employee Induction](#)
- [Employment Procedure](#)
- [Foster and Kinship Carer Recruitment and Assessment](#)
- [Mandatory Training](#)
- [Recruitment and Selection.](#)

CONCERNS

Safety – Prevention of Harm

Relevant Employees are informed, via the IFYS Child Protection Induction including the [Protection of Legal & Human Rights and Freedom from Abuse & Neglect Procedure](#), as to what constitutes harm and abuse to Children and Young People.

The [IFYS Managing High Risk Behaviours Procedure](#) demonstrates what is, and is not, acceptable treatment of Children and Young People. Use of restrictive practices may constitute abuse and lead to harm. The emergency use of restrictive practices may be appropriate in situations where a Child or Young Person engages in behaviour that presents immediate risk to themselves and/or others without intervention.

Responding and Reporting

IFYS responds to and reports concerns about harm to Children in various ways, completing all processes relevant to the situation. Examples of such processes include:



Incident Reporting	The IFYS Incident Reporting Procedure and associated documents detail how to manage critical incidents, disclosures or suspicions of harm, including reporting guidelines.
Whistleblower Protection	The IFYS Whistleblower Protection Policy ensures all Employees can raise concerns regarding any serious misconduct without being subject to victimisation, harassment or discriminatory treatment.
Reportable Conduct Scheme	<p>Employees must follow the Reportable Conduct Scheme where actions or disclosures include:</p> <ul style="list-style-type: none"> • a child sexual offence • sexual misconduct committed in relation to, or in the presence of a Child • ill-treatment of a Child • significant neglect of a Child • physical violence committed in relation to, or in the presence of a Child • behaviour that causes significant emotional or psychological harm to a Child.
Mandatory Reporting of Sexual Offences	IFYS has a responsibility to protect Children and Young People in its care from the risk of a sexual offence being committed against them. The IFYS Incident Reporting Procedure and Person Centred Service Delivery Procedure guides Employees to report sexual offending against Children to the Queensland Police Service unless a reasonable excuse applies under legislation and reporting requirements .
Standards of Care and Harm Reporting	The IFYS Child Protection Policy outlines the Statement of Standards . The IFYS Standards of Care and Harm Reporting Procedure details the applicable responsibilities when a review takes place to determine whether or not a Standard of Care may have been breached.

Managing Breaches of the IFYS Child and Youth Risk Management Strategy

As there is an express requirement that the [IFYS Child and Youth Risk Management Strategy](#) is to be read, understood and adhered to by all Employees, breaches will be dealt with under the [IFYS Discipline and Investigation Procedure](#).

Risk Management Plans for Activities and Special Events

Employees must complete the [Activity Risk Assessment Form](#) for activities involving a single Child or Young Person, group activities and special events. The assessment comprehensively covers the risks for Environmental Conditions (Places), Facilities and Equipment (Things) and Attendee Considerations (People) and includes, but is not limited to, the below activities:

- Camping
- Cooking and Heating
- External Activities including special events, such as Foster and Kinship Care Christmas parties
- Outdoor Environments
- Water Activities.

[Driving Service Users](#) has a separate Risk Assessment Form that follows the same principles outlined above.

Decisions about High or Very High-Risk Activities.

Decisions about a Child or Young Person participating in high or very high-risk activities are the responsibility of the Child's or Young Person's guardian. Examples of high or very high-risk activities include white water rafting, rock climbing, abseiling and high ropes courses.

Where a Risk Assessment deems an activity as too high-risk, either for safety concerns for Children and Young People or Employees, the activity is not to be undertaken. All risk-presenting activities undertaken are to be recorded in the relevant client management system.

In addition to the above, IFYS is bound by [Child Safety decision making requirements](#) for Children and Young People who are subject to the custody and guardianship of the Chief Executive, regarding their participation in high-risk activities.

To seek consent from Child Safety, the Manager must complete the recommendation/consent request for a Child or Young Person to participate in a high-risk activity form (obtained from the Child Safety Officer). This identifies whether the Employee and/or Carer is a suitable individual to undertake and/or supervise the activity.

Where a Child or Young Person wishes to undertake an activity outside IFYS parameters, the Child, Young Person or their guardian will need to enter into an arrangement with the entity providing the activity which will include, without limitation, ensuring that the entity is appropriately licensed and insured.

Risk Management Plans for Residential Settings

The risk assessments of residential settings affecting Children and Young People are conducted following (as appropriate) either the [Health and Safety Risk Management Procedure](#) or the [Risk Management Procedure](#), and corresponding [Health and Safety Risk Assessment Form](#) or [Operational Risk Assessment Form](#). Foster and Kinship Care homes undergo a Household Safety Study.

Cyber Safety

IFYS respects the need for Service Users to have internet access for age-appropriate study and leisure, and endeavours to provide guest access to Wi-Fi for this purpose.

IFYS is aware of the online risks to Children and Young People including fraud, scams, breaches of confidentiality and privacy, as well as sexting and predator grooming. Line Managers are to assess Cyber Safety Risks using the [Operational Risk Assessment](#). The assessment will include, for example, only allowing age-appropriate content and monitoring sites to be visited by Children and Young People.

IFYS is committed to the prevention of cyberbullying and will educate Children and Young People, as well as intervening and responding to cyberbullying as appropriate. Further information is available in the [Safety Planning Procedure](#).

Children and Young People must be advised and informed about all aspects of cyber safety and the avoidance of internet bullying, including using resources such as the Queensland Government's [Stop cyberbullying](#) website. To assist with ensuring that Children and Young People are not exposed to inappropriate content, filters are applied on the network.

CONSISTENCY

Managing Blue Card Compliance

IFYS is to manage compliance with the Blue Card system using the following processes:

1. Employees

[Employee Screening and Suitability Procedure](#)

[Employee Screening and Suitability Work Instruction](#)

Employees must be able to prove their identity and have their Blue Card details available while on shift.

A copy of their Blue Card details is also to be held on the Employee Self Service System for verification if/when required.

2. Foster Carers

[Foster and Kinship Carer - Recruitment and Assessment Procedure](#)

[Foster and Kinship Care – Blue Card Compliance Work Instruction](#)



Strategies for Communication and Support

Document updates and new document releases are to be communicated to Employees as per the [Quality Document Management Work Instruction](#).

Employees are responsible for reading and ensuring they understand updates and releases relevant to their role and seeking the support of their Line Manager if needed.

Line Managers are to ensure new updates and releases are discussed in Team meetings, and arrange any necessary training or support required.

SERVICE USER AWARENESS

IFYS will endeavour to ensure that all Children and Young People are made aware of the [Complaints Management Procedure](#), as well as who they can contact outside of IFYS for assistance, for example, the Community Support Visitor. Refer to the [Person Centred Service Delivery Procedure](#).

In Residential Care, weekly house meetings are to be held to provide Service Users with the opportunity to provide feedback, participate in Program activities, raise any requests, and raise any issues they are having. The [Service User Involvement Procedure](#) outlines ways in which Children and Young People can be involved in the provision of feedback and continuous improvements in relation to Employees and/or service delivery.

REFERENCES

[Child Protection](#): IFYS Policy

[Child Safe Organisation](#): IFYS Policy

[Employment](#): IFYS Policy

[Recruitment, Selection and Induction](#): IFYS Policy

[Whistleblower Protection](#): IFYS Policy

[Complaints Management](#): IFYS Procedure

[Discipline and Investigation](#): IFYS Procedure

[Emergency Response](#): IFYS Procedure

[Employee Induction](#): IFYS Procedure

[Employee Screening and Suitability](#): IFYS Procedure

[Employment](#): IFYS Procedure

[First Aid](#): IFYS Procedure

[Foster and Kinship Carer Recruitment and Assessment](#): IFYS Procedure

[Health and Safety Risk Management](#): IFYS Procedure

[Incident Reporting and Investigation](#): IFYS Procedure

[Incident Reporting](#): IFYS Procedure

[Managing High Risk Behaviours](#): IFYS Procedure

[Mandatory Training](#): IFYS Procedure

[Person Centred Service Delivery](#): IFYS Procedure

[Protection of Legal & Human Rights and Freedom from Abuse & Neglect](#): IFYS Procedure

[Recruitment and Selection](#): IFYS Procedure

[Risk Management](#): IFYS Procedure

[Safety Planning](#): IFYS Procedure

[Service User Involvement](#): IFYS Procedure

[Standards of Care and Harm Reporting](#): IFYS Procedure

[Water Hazard Safety](#): IFYS Procedure

[Employee Screening and Suitability](#): IFYS Work Instruction

[Foster and Kinship Care – Blue Card Compliance](#): IFYS Work Instruction

[Quality Document Management](#): IFYS Work Instruction

[Activity Risk Assessment - Driving with a Service User](#): IFYS Form

[Activity Risk Assessment](#): IFYS Form

[Code of Conduct](#): IFYS Form

[Health and Safety Risk Assessment](#): IFYS Form



[Operational Risk Assessment](#): IFYS Form

[Vehicle and Office Security – Residential Care](#): IFYS Form

[Child Protection Act 1999](#): Queensland Government Legislation

[Child Safe Organisations Act 2024](#): Queensland Government Legislation

[Criminal Code \(Child Sexual Offences Reform\) and Other Legislation Amendment Act 2020](#): Queensland Government Legislation

DOCUMENT CONTROL

Last Complete Review: Jun 2026

Next Complete Review: Jun 2027

