

Department of Emergency Services
**Child Protection Risk Management
Strategy 2007–08**





CONTENTS

MESSAGE FROM THE DIRECTOR-GENERAL	3
BACKGROUND	4
POLICY	6
CHILD PROTECTION STATEMENT	6
CODE OF CONDUCT.....	6
Appropriate interactions with young people	7
PEOPLE	9
RECRUITMENT, TRAINING AND MANAGEMENT PROCEDURES FOR STAFF.....	9
Criminal History Checks.....	9
Working with Children Check (Blue Card)	9
REQUIREMENTS FOR COMPLIANCE WITH THE CHILD EMPLOYMENT ACT 2006	10
Contact with parent or guardian	10
Duty to safeguard children and young people while they are at work.....	10
Record keeping requirements.....	10
STRATEGIES FOR COMMUNICATION AND SUPPORT FOR STAFF	10
Child Protection Information Kit.....	10
Child Employment Guide.....	11
Code of Conduct.....	11
Risk management	11
PROCEDURES	13
POLICIES AND PROCEDURES FOR COMPLIANCE WITH BLUE CARD LEGISLATION	13
REPORTING GUIDELINES FOR HANDLING DISCLOSURES AND SUSPICIONS OF HARM	13
REPORTING MATTERS INVOLVING DES EMPLOYEES OR VOLUNTEERS	14
REPORTING YOUR CONCERNS ABOUT A CHILD OR YOUNG PERSON	14
Incident reporting	14
Hazard Report Risk Assessment Form	14
Other incident report forms	14
Reporting abuse.....	14
<i>Grounds on which a report should be made</i>	14
<i>Who to call</i>	14
<i>What to say</i>	14
<i>What information is useful to provide</i>	14
Ability to disclose.....	15
DES RISK MANAGEMENT APPROACH	15
Emergency Management Queensland.....	15
Queensland Fire and Rescue Service	16
Queensland Ambulance Service	16
POLICY FOR MANAGING BREACHES OF THE RISK MANAGEMENT STRATEGY.....	16
Consequences of non-compliance	16
Legislative requirements	16
Complaint Management System	16
Attachment 1 – Incident Report Form	17
Attachment 2 – Hazard Report (Risk Assessment Form)	18
Attachment 3 – Other Incident Report Forms.....	19
Attachment 4 – Reporting suspected abuse to the Department of Child Safety.....	22
Attachment 5 – Strategy Checklist	23



Message from the Director-General

Department of Emergency Services

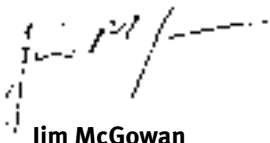
The Department of Emergency Services (DES) is a key human service agency in Queensland with a presence in every community through both its paid staff and volunteers. DES makes a significant contribution to Government's policy priority of Protecting our Children and Enhancing Community Safety through its core business of providing emergency service responses to communities across the State and enhancing community safety.

DES staff and volunteers have contact with children, young people and their families when delivering services, providing community education and awareness programs and specific activities and programs for children and young people. DES is committed to ensuring that children and young people are provided with safe environments where they can enjoy a range of positive experiences with any risks managed appropriately and potential harm minimised.

DES has implemented a range of child safety initiatives and targeted programs over a number of years and takes pride in the recognition this work has received both within Queensland and at the national level.

The DES Child Protection Risk Management Strategy is an expression of ongoing departmental commitment to promotion of the safety and wellbeing of children and young people. The document provides practical information that reflects the guidelines for risk management strategies contained within the Commission for Children and Young People and Child Guardian Act 2000. The DES Child Protection Risk Management Strategy also includes reference to various documents, program based policies and procedures, and information and training resources in place within DES. I encourage you to access not only those relevant to your own division, but also to take the opportunity to learn from the work of your colleagues across DES.

I commend this document to you and encourage staff to familiarise themselves with the information it contains.



Jim McGowan

Director-General

Background

The Department of Emergency Services (DES) has a presence in every Queensland community through both its paid staff and its volunteers. DES makes a significant contribution to Government's policy priority of Protecting our Children and Enhancing Community Safety through its core business of providing emergency service responses to communities across the State, and also through the range of community-based prevention and preparedness programs it conducts.

Protecting children and young people was elevated to policy priority status following the outcomes of the Crime and Misconduct Commission's 2004 inquiry into Queensland's child protection system. The inquiry report used the phrase 'child protection is everyone's business' to emphasise the need for whole-of-Government shared responsibility for the safety and wellbeing of children and young people.

DES staff and volunteers have contact with children, young people and their families in a variety of contexts. DES is committed to ensuring children and young people are provided with safe environments where they can enjoy a range of positive experiences, where any risks are managed appropriately, and where potential harm is minimised.

In accordance with the Commission for Children and Young People and Child Guardian Act 2000 (CCYPCG Act), DES has introduced the blue card screening process for specific groups of staff and volunteers who work with children and young people. Section 99G of this Act requires organisations that screen staff or volunteers using the blue card process to also implement an annually reviewed protection risk management strategy. This reflects the importance of not just relying on employment screening processes to provide safe environments for children and young people.

DES has responsibilities under the Child Employment Act 2006 (Child Employment Act). The purpose of this legislation is to safeguard children and young people by ensuring that work does not interfere with schooling, is not harmful to health and well-being and does not compromise the physical safety of children and young people. The definition of work includes volunteering, and children and young people are defined as being younger than 18 years of age. The Child Employment Act recognises that school children, under the age of 16 years, require a higher level of management to ensure that they are not harmed through the cumulative effects of schooling and work.

DES acknowledges that volunteering brings a number of benefits for young people, providing opportunities for skills development and training that can be used in gaining employment, self esteem and a sense of connectedness and value within their community. Notwithstanding, in recognition of the roles that its volunteers have, and its commitment to the protection of children and young people, DES only engages people over 16 years as volunteers.

The Commission for Children and Young People and Child Guardian (CCYPCG) Regulation outlines the key components of an effective child safety risk management strategy and they are reflected in this, the DES Child Protection Risk Management Strategy. This document includes reference to the various policy documents, program based policies and procedures, information and training resources and strategies developed specifically in relation to the participation of young people as volunteers that are in place within DES.

Below is a conceptual framework provided by CCYPCG. It provides a robust risk management strategy for child protection. See Attachment 5 for an overview of how DES currently meets these requirements.



A Risk Management Strategy Framework for Child Protection

Note: Elements in **Bold** Type are the minimum requirements specified in the *Commission for Children and Young People and Child Guardian Regulation 2001* commencing 1 January 2007

Policy

This section outlines DES's statement of commitment to the wellbeing of children and young people and to their protection from harm. It also briefly outlines the DES Code of Conduct where it relates to children and young people; outlines appropriate interactions with children and young people; and provides some handy hints for conducting activities with children and young people.

Child Protection Statement

DES is committed to the safety and wellbeing of all children and young people who receive its services and access its programs. Our policy is that staff and volunteers should children and young people with respect and understanding. In specific programs and service delivery areas, this involves the education of staff and volunteers to ensure they are aware of their role in protecting children and young people, and the education of children and young people in self protection and resilience building.

DES supports the rights of young people and actively works to ensure a child safe environment is maintained at all times. DES also supports the rights and wellbeing of its staff and volunteers and encourages their active participation in building and maintaining a secure environment for recipients of departmental services and participants in the range of departmental activities and programs.

DES and its personnel have an important role to play in child protection and have been prominent in a number of initiatives. For example, the Emergency Services Cadet Program was the first organisation in Queensland to receive accreditation through the Australian Council for Children and Youth Organisations for its child protection policies and practices. This process ensures that the organisation has minimum standards in relation to a range of child protection practices. In 2006 the Commission for Children and Young People and Child Guardian (CCYPCG) awarded DES the Portfolio Partners Merit Award in recognition of the DES's various child protection initiatives.

To continue to contribute to the protection of children and young people, DES personnel are expected to consider the implications for the wellbeing of children and young people when any new initiative is being developed or any existing program or procedure is reviewed.

As the basis for policies and procedures in regard to child protection, DES has expressed its commitment to protecting children from harm in a number of other documents which are regularly reviewed and updated, for example:

- DES Code of Conduct
- DES Child Protection Information Kit

It is the responsibility of each division within DES to ensure staff have access to and familiarise themselves with this DES Child Protection Risk Management Strategy.

Code of Conduct

The departmental Code of Conduct includes specific sections that relate to interaction with children and young people.

The DES Code of Conduct is available on the departmental website in the publications section at www.emergency.qld.gov.au/publications.

The DES Code of Conduct states:

We want our work practices to be child-friendly and youth-friendly. Behaviour that could be harmful to children and young people is unacceptable. Harmful behaviour is behaviour that has a bad effect on a child or young person's physical, psychological or emotional wellbeing.

In our programs and community education activities that are aimed at children and young people, you must ensure that you:

- protect children and young people from any harm arising from their participation in the program
- conduct activities either accompanied by another adult or observable by others
- understand your responsibility under the department's child protection policy
- comply with any employment screening obligations as defined by the Commission for Children and Young People and Child Guardian Act 2000.

Appropriate interactions with young people

DES staff and volunteers are in a position of trust with children and young people, similar to a teacher/student relationship. Departmental staff and volunteers are highly regarded by the community and are positive role models for children and young people, often considered to have "hero" status.

Under no circumstances are adults to form inappropriate relationships with the children and young people they are interacting with. It is the responsibility of the adult to manage and reinforce the relationship with the children and young people they come into contact with by setting clear boundaries regarding appropriate and inappropriate behaviours and interactions.

- Physical contact should be avoided unless there is a valid reason (e.g. in an emergency or when appropriate for delivering training). Consent should always be sought where possible.
- Any physical contact should be of the nature considered appropriate by parents/guardians and members of the community and must only occur when in the presence of another adult unless in an emergency situation.
- The following are examples of appropriate behaviour and interactions between children, young people and adults when considering child safety risk management broadly and also the reputation and community regard for emergency service staff and volunteers:
- Adult staff and volunteers avoid smoking where they might be seen by children and young people.
- Adult type conversations are held out of hearing of children and young people (e.g. on topics such as relationships, partying, drinking).

Handy hints for conducting activities with children and young people:

- An adult should be on hand to meet the participants and their parents when they arrive. This person should have a clearly visible name badge.
- Drop off and collection arrangements are clearly explained.
- Contact details are provided by the child's parent in case they need to be contacted urgently.
- The venue should provide a safe environment and be suitable for the type of activity being undertaken (e.g. well lit, no obvious hazards such as unfenced areas, and toilets are available where the activity is being held).
- The ratio of adults/children is appropriate considering the age of the children, type of event and the venue.
- All adult supervisors/leaders should be easily identified (e.g. they are wearing a particular coloured T-Shirt and a name badge).



People

This section outlines DES selection and recruitment processes that are in place to protect children and young people. It also outlines requirements for compliance with the Child Employment Act 2006, as well as strategies for communication and support for staff.

Recruitment, Training and Management Procedures for Staff

DES is committed to effective recruitment and selection processes to enable the right person to be appointed for the right job, in the right place, now and in the future. Effective and efficient recruitment and selection activities support the identification and development of a skilled and diverse workforce that is able to contribute positively to DES objectives, values and culture, and enhance the Department's capacity to provide high quality service delivery. DES recruitment and selection policy and procedures ensure compliance with all legislative and whole-of-Government policy requirements.

Employment screening is part of DES risk management strategies. One form of screening is via Criminal History Checks; another is by the Working with Children Check (Blue Card) screening.

Criminal History Checks

- They provide information on convictions that are able to be disclosed under the provisions of the Criminal Law (Rehabilitation of Offenders) Act 1986.
- They are a "one-off" check; however, these checks may be repeated in certain circumstances during the period of employment. Staff are also required to advise of any change to their criminal history.
- They provide information on convictions only, and not information about any charges that did not result in a conviction.

DES has a Criminal History Check Policy together with a schedule outlining the positions within DES where a criminal history check is mandatory. The policy identifies when a criminal history check may be conducted on a current employee, a person recommended for employment, or a person to be engaged as a volunteer within DES. It is available online on the DES portal at: http://desportal/content/Policies_and_Procedures/HR/Criminal_History_Checks_Policy.jsp.

DES has a Criminal History Check Procedure Statement which identifies the processes to be followed in conducting criminal history checks. It is available online at: http://desportal/content/Policies_and_Procedures/HR/Equity_and_Ethics/Criminal_Convictions/Criminal_Charges_and_Convictions.jsp.

As criminal history checks are not extensive and only occur at the time of employment, other strategies are required for risk management purposes.

Working with Children Check (Blue Card)

The Working with Children Check (also known as Blue Card) is a detailed national check of a person's criminal history, including any charges or convictions. The CCYPCG considers a range of information when considering a Blue Card application and has access to:

- all criminal history information including convictions and charges. The Criminal Law (Rehabilitation of Offenders) Act 1987 does not apply in that spent convictions are also considered;
- teacher registration information, certain disciplinary information received from the Queensland Nursing Council (nurses and midwives), Health Registration Practitioner Boards (registered health practitioners), the Department of Child Safety (foster carers), and the Department of Communities (child care workers); and
- certain police investigatory information relating to offences against children. There are strict guidelines around the provision of this information which is only disclosed in relation to certain offences against children.

Blue Cards are administered by the CCYPCG, under the Commission for Children and Young People and Child Guardian Act 2000. The legislation specifies criteria for Blue Card eligibility.

The Ethical Standards Unit (ESU) is the central liaison point for the CCYPCG within DES. However, the divisions manage Blue Card matters independently and may support a specific contact person. Each DES division has a register of those people who hold a Blue Card. Any new staff or existing staff undertaking an additional role that requires them to hold a Blue Card are advised by the division.

Requirements for Compliance With the Child Employment Act 2006

Under the Child Employment Act 2006, protection is given to children who perform work as volunteers or paid workers. References to volunteering are to be taken as references to working under the Act.

Contact with parent or guardian

If a child or young person is injured or becomes ill at work to the extent that they cannot work, DES must take reasonable steps to contact their parent or guardian. DES must take reasonable measures to ensure that the child or young person can contact his/her parents while at work and must allow the child or young person to do so in reasonable circumstances. This may require planning and consideration of the circumstances that DES volunteers may find themselves in with regards to operational duties.

Duty to safeguard children and young people while they are at work

DES must take reasonable steps to ensure that while children and young people are volunteering they are not subject to deliberate or unnecessary social isolation, or any other behaviour likely to intimidate, threaten, frighten or humiliate them.

Induction training appropriate to the child's age must be given to all children and young people, and a copy of the Child Employment Guideline must be displayed in every workplace where children or young people are employed. A copy of the Guideline can be obtained from the Department of Industrial Relations at the following address: http://www.dir.qld.gov.au/pdf/ir/child_employment_guide.pdf.

Record keeping requirements

DES must keep the following records at the place where the child or young person works:

- full name of the employer;
- address of the premises from which the child or young person works;
- the child's full name and address and home telephone number (it may be necessary to collect parent or guardian's mobile numbers);
- the full name and address or the child's parent or guardian's business and telephone numbers;
- the name, address (including business address) and telephone numbers of a person the parent or guardian nominates as being responsible for the child if the parent or guardian cannot be contacted;
- the child's date of birth (proof of age must be sighted);
- the nature of the work the child performs; and
- a copy of any special circumstances certificates relevant to the child's employment.

Penalties apply for failure to comply with the Child Employment Act 2006 provisions.

Strategies for Communication and Support for Staff

DES has a range of information sources for different target groups outlining the policies and procedures in place to ensure children and young people are safe from harm.

Child Protection Information Kit

The Child Protection Information Kit contains a range of information sheets to assist DES staff and volunteers, including:

- how best to respond if they are concerned about a child or young person;
- indicators of child abuse and risk factors;
- how to respond to a disclosure from a child or young person;
- the process for making a report to either the Queensland Police Service or the Department of Child Safety (who to call, what to say);
- the legislative protection afforded to notifiers of abuse; and
- information about the roles of other key agencies in protecting children and young people, in particular the Department of Child Safety, the Queensland Police Service and the CCYPCG.

This kit is available on the departmental website in the publications section (www.emergency.qld.gov.au/publications).

Child Employment Guide

DES must comply with requirements under the Child Employment Act 2006 and this must be carried out by persons with line management responsibility. Requirements are listed in the Child Employment Guide which must be displayed in every workplace where children or young people are employed. Available online at: http://www.dir.qld.gov.au/pdf/ir/child_employment_guide.pdf.

Code of Conduct

The DES Code of Conduct is available on the departmental website in the publications section at www.emergency.qld.gov.au/publications.

Risk management

There are a number of DES documents that provide a sound risk management framework to assist DES to be more confident in its approach to achieving organisational goals as well as being able to publicly defend decision making as part of its overall accountability. They are located on DES Portal at http://desportal/content/Policies_and_Procedures/Governance/Risk_Management/index.jsp.





Procedures

This section outlines the policies and procedures for compliance with Blue Card legislation; and reporting guidelines and directions for handling disclosures and suspicions of harm. It also outlines the DES risk management approach and procedures for managing breaches of the risk management guidelines for child protection.

Policies and Procedures for Compliance With Blue Card Legislation

The requirement to hold a valid Blue Card is provided by part 6 of the Commission for Children and Young People and Child Guardian Act 2000. The term “regulated employment” is used to describe the types of child related employment where a blue card is required.

Volunteers not exempt from holding a Blue Card must not commence working until a positive Blue Card notice is received from the Commission. However, a paid employee can commence work pending the outcome of their Blue Card application.

Individuals who already have a Blue Card because of their child related work outside the work environment are not required to apply again. However, they must have their current cards linked to the new employment or activity to ensure that the new employer receives notification in the event that the Blue Card status of the employee/volunteer changes. Forms can be accessed from the Commission.

The CCYPCG Act 2000 places an onus on employers to ensure that paid employees or volunteers within their organisation, who work with children or young people, and are required to have a Blue Card, actually hold a valid Blue Card. There is a penalty for failing to comply.

During the application process, the Children’s Commission will communicate with the applicant directly (e.g. if additional information is required). When a decision has been made concerning a Blue Card application, the Children’s Commission will advise both the employer listed on the application and the employee of the outcome. If an employee is not issued with a Blue Card, that person is notified of the decision and the reasons for it.

No detail about an individual’s criminal history or the other information considered by the Children’s Commission is provided to the employer, just whether or not a Blue Card has been issued. Information about Blue Card applications must be kept confidential.

There is an application fee of \$40 (as at January 2007) for each Blue Card check on a paid employee. Checks for volunteers are free.

Reporting Guidelines for Handling Disclosures and Suspicions of Harm

DES personnel have contact with children, young people and their families through a variety of child-related programs and initiatives. This interaction with children or young people, the relationships they build with families, their observations and professional training, means that DES staff and volunteers are well placed to identify children or young people at risk and families who may need additional support.

Children or young people who are being abused at home may choose to disclose this situation to someone outside their immediate family whom they hold in high regard and whom they can trust. The trusted adult may be a leader within the Cadet Group they belong to, the firefighter adopted by their local school as part of the “Adopt-a-Firefighter” program or the paramedic who delivers the PrimeSafe program at their school.

It is important that some action is taken when a child or young person makes a disclosure even though they may ask that the information be kept secret. It is preferable that any action be taken with the agreement of the child or young person, but regardless, it is a departmental imperative that some action is taken. The departmental staff member or volunteer may be the first person the child or young person has spoken to.

The DES Child Protection Information Kit fact sheet Responding to Disclosures provides staff and volunteers with suggested ways of responding to a child or young person who discloses that they have been abused. It is available online at: www.emergency.qld.gov.au/publications.

Reporting Matters Involving DES Employees or Volunteers

If there are allegations or suspicions of conduct that contravene DES's Child Protection Policy and involves a DES employee or volunteer, the immediate supervisor is required to take action to ensure the safety and well being of the child or young person. The manager or supervisor should then refer the information to ESU in accordance with divisional practice.

Reporting Your Concerns about a Child or Young Person

DES has a range of reporting procedures to use in the event that a child or young person is exposed to harm.

Incident reporting

An OH/C15.2 Incident Report Form is completed in the event of a child or young person being injured (e.g. a TV fell off the ceiling and hit them and broke their arm) or a situation where there was the potential for injury (e.g. the TV fell off the ceiling and missed them but the consequence could have been serious). Refer to Attachment 1.

Hazard Report Risk Assessment Form

A Hazard Report Risk Assessment Form is completed when, for example it is noticed that a TV bracket is faulty and the TV could fall (i.e. this form is completed before anything happens and the bracket is fixed as a preventative measure). Refer to Attachment 2.

The OH/C15.2 Incident Report Form and the Hazard Report Risk Assessment Form are completed online and information held in the Safety Health and Environment System (SHE). These incidents are investigated either by the area supervisor or by an appropriate DES designated person and corrective action put in place.

Other incident report forms

Attachment 3 presents forms (Child Protection Reporting Register, Child Protection Disclosure Report Form, and Child Protection Incident Report Form) used by Emergency Management Queensland for child protection incidents. These may serve as templates for other divisions.

Reporting abuse

The Department of Child Safety and the Queensland Police Service are the agencies to contact in the event that there is a suspicion that a child or young person has been harmed. These agencies rely on members of the public to contact them if they suspect a child or young person is being abused so they can act on the information they receive to protect the child or young person and work with the family to assist them care for their children.

The DES Child Protection Information Kit clearly outlines the procedures for reporting abuse. A summary of this information is outlined below. A flowchart of actions for reporting suspected abuse to the Department of Child Safety is provided in Attachment 4.

Grounds on which a report should be made

Reasonable grounds to suspect that a child or young person has been harmed include:

- A child or young person discloses to you that they have been harmed.
- Someone else e.g. another child, a parent or a staff member tells you that a child has been harmed – in some instances the child may actually be referring to themselves.
- Observations of significant changes in the behaviour of a child or the presence of new, unexplained injuries.
- You witness an incident occurring.

It is important to document information using the headings below as a guide.

Who to call

Steps to take if you are concerned about a child or young person:

- Call the local Child Safety Service Centre (refer to contact list in DES Child Protection Information Kit) as soon as you can and ask to speak to the intake officer. The intake officer is a tertiary qualified child protection practitioner.

What to say

The information provided by notifiers is assessed under the following categories:

- child/young person;
- nature of the alleged abuse;
- child's parents/carers;
- environment in which the child is living; and
- the identity of the notifier is also recorded unless the notifier wishes to remain anonymous.

What information is useful to provide

The initial information the Department of Child Safety will require is:

- the name, age and address of the child/ren or young person;
- the reasons why you suspect the child or young person may have been harmed or is at risk of harm. This will include your own observations and anything the child may have told you;
- any immediate risk to the child;
- other members of the household;
- observations of the household environment;
- observations of any adult's behaviour e.g. parent's behaviour towards the child;
- any actions you have taken; and
- your contact details so that the Department of Child Safety can contact you again if necessary.

The Department of Child Safety also welcomes any information that can assist the child protection workers when visiting the home. The majority of child protection workers are female and information that can assist in ensuring their own personal safety is very welcome.

Ability to disclose

Section 22 of the Child Protection Act 1999 states that if a person is required by an Act, oath or rule of law or practice, to maintain confidentiality of information, they are not considered to be breaching this requirement by making a report or giving information about a child or young person and are not civilly or criminally liable to disciplinary action.

Key messages

- Children and young people can only be protected if concerned individuals report.
- Notifiers are not required to prove anything and their information is received in confidence. The identity of the person reporting is strictly protected.
- It is important to report even if you do not have all the details or you think the information you have is trivial, your call may provide a vital piece of information that is the missing part of the jigsaw and enables the Department of Child Safety or the Police to act.
- The information that is gathered by the Department of Child Safety is recorded and entered on to a computer database. This system contains records of all reports of harm received by the Department.

DES Risk Management Approach

Risk management plans should be developed for high risk activities and special events which are outside the routine activities that children and young people may be involved in with DES.

DES uses a risk management approach to enable it to operate in an environment where the risk to our people, our clients and our assets is minimised to the lowest extent possible. There are significant benefits to DES and to the children and young people who are in contact with DES from shared experiences. These benefits can be realised when the potential risks to the health, safety and well-being of the young people and children are removed or minimised.

When divisions are considering undertaking programs and activities that may involve children or young people, a risk management assessment must be undertaken. Different events or activities may have very different risks. Small changes in the circumstances such as differences in the age of a group of young children at a safety 'event' or a different location for a training course can impact significantly. New risk assessments should always be completed where any factors have changed and form part of the planning for the event.

Any analysis of risks impacting on young people should follow DES's risk management policy which is based on the Australian and New Zealand Standard (AS/NZS) 4360:2004 (Risk Management). The DES Risk Management Guidelines provide further detail on the activities to be undertaken in a risk assessment. Put simply, risk management is the process of identification, assessment, mitigation and documentation of risks.

Risks to the health, safety and wellbeing of young people who either work for DES (in a paid or unpaid capacity) or children who have contact with DES during events, can come from a variety of sources.

Some of those sources may include:

- the surrounding environment and nature of the work or activity (e.g. the specifics of the location, features of the work activity that may impact negatively on the children / young people);
- the age or stage of development of the young person;
- the capacity of the supervisor to manage young people or predict their behaviour under certain circumstances; and
- occasions where children and young people participate in the activity alongside adults.

Some hazards to young people may include:

- environmental hazards such as those that are assessed for adult employees but can also include issues like equipment that is designed for use by adult employees or procedures and training packages that assume an adult level of knowledge; and
- sociological and emotional hazards including a desire to behave and respond like adult members of the group or not to be seen as immature or lacking in capability. The limited capacity of young people to identify risks to their personal safety should also be considered.

Assessment of the risks involves the consideration of how the hazards that have been identified could impact on the young person and the work activity or event. An assessment of likelihood and consequences should be made based on evidence including past history of similar risks occurring and logical prediction of what is likely.

Strategies to mitigate risks should be developed with consideration of the risk, the environment, the young person and the overall benefits intended. Strategies may include:

- screening supervisors to determine they have appropriate competencies and outlook for ensuring the needs of the child / young person;
- higher levels of supervision and/ or supervision with specific competencies;
- specialised training models and resources;
- special protective equipment;
- increased communication and documentation to ensure clarity of understanding; and
- avoiding specific activities or situations.

Activities that involve children and young people require a specific risk management approach.

Divisions that deliver services or conduct programs that target children and young people have a number of systems in place (listed below).

Emergency Management Queensland (EMQ) has a number of strategies in place to assist staff and volunteers identify and manage risks of harm that assist in protecting young people. These include:

- procedures for reporting child protection incidents within EMQ;
- implementing professional behaviour standards through a Code of Conduct;
- criminal history checks for SES volunteers;
- position descriptions for SES volunteer executives.

In addition the Emergency Services Cadet Program ensures:

- position descriptions for all adult members;
- interviews and referee checks are undertaken for adult members;
- all adult members undertake a Working with Children Check with the CCYPCG, in order to obtain a current Blue Card to work with young people and children;
- all adult members are clearly identifiable by wearing Identification Cards;
- supervision ratios are maintained;
- developing and maintaining policies and procedures that; provide for a youth friendly environment and which ensure the safety and wellbeing of young people who participate in the Emergency Services Cadet Program;
- the provision of professional development training for adult members covering issues such as: working with young people; duty of care; workplace health and safety; risk management; appropriate program planning; and child protection; and
- volunteer adult members who undertake risk management training also receive the Risk Management Participant Guide.

Queensland Fire and Rescue Service (QFRS) staff consider the following points when planning high risk and special events:

- equipment is maintained and easily accessible;
- selection of an appropriate location;
- safety boundaries – distances from demonstrations and mobile displays;
- safety equipment – relevant equipment and clothing is available depending on the activity;
- crowd management which considers: limiting numbers considering the type of activity; the ratio of attendees to facilitators; and whether the activity is appropriate to the target audience (e.g. age, abilities); and
- selection of appropriate staff considering their skills, training and aptitude.

Queensland Ambulance Service (QAS) recognises the value of children and young people learning first aid techniques and in order to minimise any risk to children and young people undertaking its courses, has established the First Aid and Community Safety Courses and Child Protection Policy. The policy is based on an acknowledgement that the successful delivery of accredited first aid courses entails confronting potentially distressful events (albeit hypothetical), issues of a sensitive nature and some degree of personal contact amongst course participants. In accordance with this policy the QAS aims to protect young participants by:

- only accepting young people 14 years of age and above in accredited courses;
- requiring parental consent before a young person may enrol; and
- only delivering first aid to young people in groups where the other participants are young people 14-18 years of age (exceptions are made where a young participant's parent or guardian wishes to enrol or the young participant is a TAFE student or is enrolled in a first aid course for work related purposes).

Personnel who deliver QAS first aid courses to children and young people must:

- hold a current Blue Card in accordance with the provisions of the

CCYPCG Act;

- become au fait with the DES Child Protection Information Kit;
- comply with the DES Child Protection Policy;
- hold a current first aid certificate at or above the level of the course they are teaching;
- hold Certificate IV in Training and Assessment TAA40104; and
- be assessed as competent by a QAS authorised officer on an annual basis.

The QAS also delivers non-accredited community safety awareness courses to children and young people and specific risk management strategies aiming to protect participants apply to each course. For example, QAS employees and volunteers must hold a Blue Card to deliver the PrimeSafe program and a Queensland registered teacher must be present when the course is delivered.

Policy for Managing Breaches of the Risk Management Strategy

Consequences of non-compliance

The ESU will assess a complaint or information concerning the conduct of a departmental employee. In assessing a matter the ESU will firstly determine if the matter is suitable to be dealt with by way of managerial resolution. If a matter is considered suitable for managerial resolution it will be referred back to the manager/ supervisor to deal with, with the assistance of the ESU.

Where a matter is assessed as unsuitable for managerial resolution, the ESU will case manage the investigation into the allegations. The ESU, in consultation with the relevant division, will then decide whether disciplinary action is needed, based on the nature of the conduct and the quality of evidence.

Further information can be obtained from the ESU by phoning 3109 7206.

Legislative requirements

By law, there are certain matters that are required to be reported by DES to the appropriate authorities:

- Criminal conduct and suspected child abuse should be reported to the QPS.
- Matters of suspected official misconduct should be reported directly to the ESU. The Executive Manager, ESU is the Crime and Misconduct Commission liaison officer for DES.
- Under Part 6 of the Commission for Children and Young People and Child Guardian Act 2000 changes in criminal histories must be reported. Further, persons convicted of serious and excluding offences must cease working with children. Substantial penalties apply for failure to report changes to criminal history and for continuing to work with children.

Complaint Management System

- The ESU coordinates the Complaint Management System (CMS). The CMS is a centralised database used to ensure that all complaints received by DES are assessed and handled in a consistent, transparent and expedient manner.

OH/C15.2 Incident Report Form – Part A

This form must be completed by the person involved in/witnessing the incident as soon as possible after the incident, and no later than 24 hours after the incident. For privacy concerns, please refer to the DES Privacy Policy Statement

(Office use only)
Incident Number

Section 1 - Personal Details

1. Employee Number
 2. Surname
 3. First Name 4. Middle Initial
 5. Gender Male Female 6. Date of Birth / /

7. Residential Address
 8. Preferred Language
 9. Contact Number (Tel)

Section 2 – Incident Type

- Injury Fatality
 Aggravation of Previous Injury Property Damage
 Illness / Disease Environmental Damage
 Dangerous Event / Near Miss Other
 Hazardous Exposure

Section 3 – Organisation / Employment Details

10. Occupation / job description / Division
 11. Normal work location (e.g. Mareeba Fire Station, Central Regional Office)
 12. Work Contact number

Section 4 – Witness Details (if applicable)

13. Name 1
 14. Contact 1 (Tel) (Fax)
 15. Name 2
 16. Contact 2 (Tel) (Fax)

Section 5 – Incident Details



17. Incident date/time / / : (24 hour format)
 18. Location and/or address where incident occurred

Section 6 – Incident Description

19. How did the incident occur? (What was the injured person doing at the time?, include the name of any chemical, product, equipment, procedure involved etc)

Section 7 – Nature of Injury / Illness or Disease

Injury / Illness or Disease	Body Location	Agent
A <input type="checkbox"/> Allergy/Dermatitis	Please mark the injured body part and state the exact location e.g. (Teeth or lips), (Left knee or Left thigh) 20. Location 1 <input type="text"/> 21. Location 2 <input type="text"/> 22. Location 3 <input type="text"/>	1 <input type="checkbox"/> Animal or Insect
B <input type="checkbox"/> Fracture		2 <input type="checkbox"/> Biological/Body Fluids
C <input type="checkbox"/> Sprain/Strain		3 <input type="checkbox"/> Foreign Object
D <input type="checkbox"/> Contusion (Bruise)		4 <input type="checkbox"/> Chemical /Smoke/Particulate
E <input type="checkbox"/> Laceration/Puncture (Cut)		5 <input type="checkbox"/> Equipment or Tool
F <input type="checkbox"/> Burns		6 <input type="checkbox"/> Explosion or Implosion
G <input type="checkbox"/> Hernia		7 <input type="checkbox"/> Manual Handling/People
H <input type="checkbox"/> Psychological		8 <input type="checkbox"/> Manual Handling/Other
I <input type="checkbox"/> Visual		9 <input type="checkbox"/> Needle/Sharp-Contaminated)
J <input type="checkbox"/> Poisoning		10 <input type="checkbox"/> Needle/Sharp-Sterile
K <input type="checkbox"/> Infection/Potential Infection		11 <input type="checkbox"/> Trip/ Fall
L <input type="checkbox"/> Amputation		12 <input type="checkbox"/> Noise
M <input type="checkbox"/> Bites		13 <input type="checkbox"/> Vibration
N <input type="checkbox"/> Scratches		14 <input type="checkbox"/> Traumatic Event
O <input type="checkbox"/> Tumor/Neoplasm		15 <input type="checkbox"/> Other Stressors
P <input type="checkbox"/> Respiratory/Asthma		16 <input type="checkbox"/> Thermal/Heat
Q <input type="checkbox"/> Nausea/Vomiting		17 <input type="checkbox"/> Thermal/ old
R <input type="checkbox"/> Other Gastrointestinal		18 <input type="checkbox"/> Electricity
S <input type="checkbox"/> Heat Exhaustion		19 <input type="checkbox"/> Radiation
T <input type="checkbox"/> Multiple Injuries (Please list)		20 <input type="checkbox"/> Vehicle
U <input type="checkbox"/> Hearing loss/deficit		21 <input type="checkbox"/> Struck by Falling or Moving Object
V <input type="checkbox"/> Other (Specify)		22 <input type="checkbox"/> Assault
		23 <input type="checkbox"/> Other (Specify)

Section 8 – Details of Treatment: Please indicate the type of medical attention that was provided and the date/time it was provided

23. First Aid General practitioner Specialist Hospital Emergency Department Ambulance
 24. Treatment Location
 25. Date /Time / / : (24 hour format)

Section 9 – Name of Person Supplying Details

(Note: another person may complete the form if the injured worker is not capable)
 26. Name
 27. Contact numbers (Tel) (Fax)
 28. Signature

Section 10 – Supervisor Details

29. Name
 30. Title
 31. Date / time notified / / : (24 hour format)
 32. Contact numbers (Tel) (Fax)

OHS/C16.2 Hazard Report - Risk Assessment Form
 This form must be completed by the person(s) identifying the hazard as soon as possible after the hazard has been identified, and given to the appropriate supervisor/manager. This form is to be used for the reporting and assessment of individual hazards that are identified through daily work activities within DES.

Section 1 – Hazard/Risk Location:
 Division ▶ _____ Business/work unit ▶ _____
 Address ▶ _____
 Person(s) identifying the hazard ▶ 1 _____ 2 _____
 Date hazard/Risk was identified / /

Section 2 – Details of Hazard/Issue:

Section 3 – Description of Hazard & Consequences/Outcomes (e.g. injury, illness, harm, damage)

Section 4 – Risk Assessment: (The risk score should be determined by both the person(s) identifying the risk and the responsible supervisor/manager. Risk Score = The product of Likelihood and Consequence)

Qualitative measure of likelihood	Qualitative measure of Consequence				
	Insignificant (1)	Minor (2)	Moderate (3)	Major (4)	Catastrophic (5)
Almost certain (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Possible (3)	3	6	9	12	15
Unlikely (2)	2	4	6	8	10
Rare (1)	1	2	3	4	5

Risk Score = Consequence X Likelihood

Suggested control/treatment strategies to guide risk treatment decisions

Risk score of ≤ 4 = low risk	Implement controls within a reasonable timeframe; modify work until risk is controlled
Risk score of 5 - 9 = moderate risk	Implement controls as soon as possible; modify/cease work until the risk is controlled
Risk score of 10 - 19 = high risk	Implement controls within 24 hours – modify or cease work until risk is controlled
Risk score of ≥ 20 = very high risk	Implement controls immediately – do not begin work until controls are in place

Consequence score = _____ Likelihood score = _____ Risk Score = _____

Section 5 – Risk Control Decisions: (Risk control decisions should be determined by the responsible supervisor/manager in consultation with the person(s) identifying the hazard and/or the Workplace Health and Safety Representative)

Risk Control Decisions	Responsible person
1	Name: _____ Position: _____
2	Contact Ph: _____ Details Fax: _____

Section 6 – Risk Control Implementation: (to be completed by the person responsible for implementing risk control decisions?)

Risk Control Implemented	Risk Control to be reviewed on:	Person implementing controls
1	/ /	Name: _____ Date: / /
2	/ /	Signature: _____

Section 7 – Risk Control Review: (have risk treatments succeeded in eliminating/reducing risk?)

Date of Risk Control Review: / /	Reviewed by: _____	Signature: _____	Have risk controls sufficiently eliminated or reduced risk to as low as reasonably possible? Yes <input type="checkbox"/> No <input type="checkbox"/> If risk treatments have not been successful in reducing risk to an acceptable level, recommence risk assessment process.
----------------------------------	--------------------	------------------	--

FURTHER INFORMATION
 Hazard Identification, Risk Assessment & Control
 DES Hazard Report – Risk Assessment Form

Section 1 – Hazard/Risk Location
 This section must be completed by the person(s) who identify the hazard/risk.

Section 2 – Details of Activity / Task / Topic / Issue
 Provide details of the activity / task / topic / issue. Include information that will assist the risk assessor in determining the frequency and likelihood of exposure to the hazard. Detail the nature of the hazard e.g. - in what type of operational activity is the hazard found to exist, and under what environmental or weather circumstances. Does the activity relate to the manual handling of patients or equipment? Is the activity related to sedentary/office work? Is the issue one of uncomfortable lighting or air conditioning? – An issue that may be considered to be a hazard is the lack of maintenance of physical fitness standards in operational staff.

Section 3 – Description of expected consequence (e.g. injury, illness, damage)
 Detail your understanding of the expected illness/injury consequence in relation to the identified hazard. In relation to uncomfortable air conditioning, what is the expected consequence, i.e. sore throat, sore eyes, pneumonia? In relation to abseiling over a cliff, what is the expected consequence of not having attaching two ropes to a person abseiling? broken leg, fall, head injuries etc.

Section 4 – Risk Assessment
 Using the risk assessment matrix and multiplying the likelihood value by the consequence value, create a risk score to assist in the determination of hazard severity. The risk score will help the responsible person (usually the immediate supervisor/manager) to decide how quickly to deal with the hazard and who to refer the matter to. The risk assessment will tell the risk assessor and responsible person that if the risk score is lower than or equal to 5 that the risk should generally be managed by activating local or routine procedures and so on. A risk score of greater than or equal to 20 would therefore be referred to senior management for immediate attention.

Section 5 – Risk Control Decisions
 Risk treatment decisions will be based upon the risk score, and by utilising the hierarchy of controls.
 The hierarchy of controls is a set of principles that may be used to help people determine the most suitable or practicable methods for controlling risks. The hierarchy of controls ascends reducing levels of preference to types of control measures: the most preferable methods of controlling risk are those that employ substitution, engineering, or elimination before employing administrative controls and personal protective equipment.
 Elimination is the first preference for controlling a risk and is a permanent solution; this should be attempted in the first instance.
 Substitution involves replacing the hazard or environmental aspect by one of lower risk.
 Engineering controls involve physical barriers or structural changes to the environment or process.
 Administrative controls can reduce hazard by altering procedures and providing instructions.
 Personal protective Equipment (PPE) is the last resort or a temporary control.
 Risk control decisions are best arrived at by having the supervisor/manager consult with the people who have identified the hazard and other people such as the Workplace Health and Safety Representative and people with specialist knowledge regarding the activity, issue, topic in which the hazard has been identified.

Section 6 – Risk Control Implementation
 It is the responsibility of the Supervisor/Manager to ensure that Risk Control Decisions are implemented. Where implemented risk control measures differ from previously agreed risk control decisions, they must be documented in this section. If the details of the risk control implementation do not differ from the risk control decision, it must be reflected in this section.

Section 7 – Risk Control Review
 The Supervisor/Manager must assign a risk control review date for the automatic review of the effectiveness of implemented risk control measures. The Supervisor/Manager will determine if the risk control treatments have been effective and therefore whether further assessment is required. If it is determined that implemented risk controls have not been effective in reducing or eliminating risk, the risk assessment process must be recommenced for the identified hazard.
 For further information regarding the use of this form, please refer to the DES Hazard Identification, Risk Assessment & Control procedure OHS/C16.2
 Department of Emergency Services
 Effective Date: 7/6/2004 Review Date: 7/6/05
 OH Management System Policy Statement
 Page 2 of 2

http://desportal/content/Forms_and_Templates/HR/Organisational_Health/Hazard_Report_-_Risk_Assessment_Form_v1.0.pdf

Emergency Management Queensland
Child Protection Disclosure Report Form

Date of Report:	Time report written:
Location where disclosure occurred:	
Name of the person or people involved in the disclosure:	
Detailed description of the disclosure: (include exactly what the person disclosing said, using ‘I said, they said’ statements and any questions you asked and any comments you made)	
What were your immediate actions following the disclosure: (include details of Child Safety Office contacted to make the notification and the name of the officer contacted)	
Name of person completing form:	
Contact telephone number:	
Signature	Date

Emergency Management Queensland
Child Protection Incident Report Form

Date of Report:	Time report written:
Name of the person or people involved in the incident:	
Description of the incident:	
Date incident occurred:	Time incident occurred:
Location where incident occurred:	
Nature of the incident:	
Summary of events:	
Immediate action taken:	
If no action taken – reason:	
Name of person completing form:	
Contact telephone number:	
Signature	Date

Reasonable suspicion of abuse

- Refer to fact sheet Indicators of Abuse in the DES Child Protection Information Kit available at: www.emergency.qld.gov.au/publications.

Document concerns

- Document information using the following categories:
- Name, age and address of the child or young person.
- The reasons why you suspect the child or young person may have been harmed or is at risk of harm.
- Any immediate risk to the child/young person.
- Who else is in the household.
- Observations of the household environment.
- Observations of any adult's behaviour towards the child.
- Actions you have taken.
- Your contact details so that the Department of Child Safety can contact you again if necessary.

**Discuss with line manager
(Refer to divisional specific policy in this regard)**

Contact Department of Child Safety to report concerns

- Refer to the contact list of Child Safety Service Centres and telephone the nearest office.
- Ask to speak to the intake officer – they will guide you through the process.

Mandatory Elements

Element	Incomplete	Complete	Evidence	Location
Statement of commitment		✓	DES Child Protection Risk Management Strategy	Page 6
		✓	DES Action Plan to implement the Queensland Child Protection Strategy 2007-10	Department of Child Safety http://www.childsafety.qld.gov.au
		✓	Emergency Services Cadet Program Operating Policy Manual	Maintained by Central Office, copy in each Regional Office and cadet group
	✓		QFRS Child Protection Strategy	Community Education & Research Unit
		✓	DES Code of Conduct	www.emergency.qld.gov.au/publications
		✓	DES Child Protection Risk Management Strategy	Page 9
		✓	Emergency Services Cadet Program Operating Policy Manual	Maintained by Central Office, copy in each Regional Office and cadet group
		✓	QAS Child Protection Package,	http://desportal/content/Education_and_Research/Training/QAS_Education/Ed_Resources/Child%20Protection/index.htm
		✓	DES Child Protection Information Kit	Managed by SP&ES; www.emergency.qld.gov.au/publications
		✓	DES Child Protection Risk Management Strategy	Page 10
Strategies for communication		✓	Cadet Website	www.emergency.qld.gov.au/cadets
		✓	Emergency Services Cadet Program information booklets	Maintained by Central Office, copy in each Regional Office and cadet group
People				

Element	Incomplete	Complete	Evidence	Location
Procedures		✓	DES Child Protection Information Kit	Managed by SP&ES; http://www.emergency.qld.gov.au/publications/pdf/DES_Child_Protection_Kit_contents.pdf
		✓	QAS Child Protection Package	http://desportal/content/Education_and_Research/Training/QAS_Education/Ed_Resources/Child%20Protection/index.htm
		✓	DES Child Protection Risk Management Strategy	Page 13
		✓	EMQ Child protection incident reporting procedures	Maintained by Central Office, copy in each Regional Office and cadet group
		✓	DES Child Protection Risk Management Strategy	Page 16
		✓	Emergency Services Cadet Program Operating Policy Manual	Maintained by Central Office, copy in each Regional Office and cadet group
		✓	Program guidelines; Blue Card databases	Located and managed divisionally
		✓	DES Child Protection Risk Management Strategy	Page 15
		✓	Emergency Services Cadet Program Operating Policy Manual	Maintained by Central Office, copy in each Regional Office and cadet group
		✓	QFRS Child Protection Strategy	Community Education & Research Unit

Optional Elements

Element	Incomplete	Complete	Evidence	Location
Policy		✓	DES Child Protection Risk Management Strategy	Page 13
		✓	DES Child Protection Information Kit	Managed by SP&ES; http://www.emergency.qld.gov.au/publications/pdf/DES_Child_Protection_Kit_contents.pdf
		✓	EMQ Child protection incident reporting	Maintained by Central Office, copy in each Regional Office and cadet group
		✓	QAS Child Protection Package	http://desportal/content/Education_and_Research/Training/QAS_Education/Ed_Resources/Child%20Protection/index.htm

Element	Incomplete	Complete	Evidence	Location
Child abuse, child protection and access to support and services		✓	DES Child Protection Information Kit	Managed by SP&ES; http://www.emergency.qld.gov.au/publications/pdf/DES_Child_Protection_Kit_contents.pdf
		✓	FireCare	http://www.fire.qld.gov.au/firecare/home.htm
		✓	Emergency Services Cadet Program Operating Policy Manual	Maintained by Central Office, copy in each Regional Office and cadet group
Involving and empowering children and young people		✓	DES Response to the Queensland Youth Charter 2005-06	Department of Communities http://www.communities.qld.gov.au
		✓	Emergency Services Cadet Program Operating Policy Manual, posters, information booklets	Maintained by Central Office, copy in each Regional Office and cadet group
Rights and expectations of parents and children	✓		Safeguarding our Children and Young People: A Message to Parents and Guardians	Strategic Policy Unit
		✓	Emergency Services Cadet Program Operating Policy Manual and information booklets	Maintained by Central Office, copy in each Regional Office and cadet group

People

Element	Incomplete	Complete	Evidence	Location
Risk management register (risks identified, assessed, treated and reviewed)	✓	✓	QFRS Child Protection Strategy Risk Management Register (Template)	Located and managed divisionally http://desportal/content/Forms_and_Templates/Governance/Risk_Management/Risk_Management/11_1_RM_DES_Risk_Register.doc
Register of staff/volunteer blue card status		✓	Risk Management Worksheet (Template) Blue Card databases	http://desportal/content/Forms_and_Templates/Operational/Education/RTO/FORMF6_8-1Risk_Management_Worksheet.pdf Located and managed divisionally
Register of staff Criminal History Check status		✓	CHC databases	Located and managed divisionally
Child Protection Training Register	✓	✓	QAS Training Package DES Training Package	http://bneolco1/qas/olc/packages/child_protection/index.htm To be located and managed by Central Office
Permissions/approvals		✓	EMQ Community Education and Training Emergency Services Cadet Program training database	Located and managed by the Youth Program, Central Office
Incident register	✓	✓	Program guidelines Safety Health and Environment (SHE) System	Located and managed divisionally Managed by Industrial Relations & Organisational Health
Register of complaints		✓	Complaint Management System	Managed by ESU
Financial commitment to child protection strategies	✓		QFRS Blue Card Standing Order	http://desportal/content/Policies_and_Procedures/QFRS_Knowledge/qfrs_bookshelf.jsp

Procedures

