

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	Child Safe Organisations Policy	Child and Youth Risk Management Strategy	Child Safety and Wellbeing Policy (Coming soon)
Cultural Safety Policy (Coming soon)	Diversity, Equity, and Inclusion Policy (Coming soon)	Practice Framework (Coming soon)	

As an employee, student or volunteer I understand and accept that I must:

- Abide by the philosophy, mission statement and objectives of IFYS and uphold the core values with colleagues and Service Users.
- Observe all the rules of IFYS including those specified in the Constitution and any others determined by the Board of Directors.
- Consider human rights in all decision-making and actions.
- Adhere to all IFYS policies and procedures including but not limited to work health and safety, service operations, financial accounting, administration, confidentiality, technology and social media, and use of assets and resources.
- Adhere to the training requirements, implement techniques in practice with Service Users and commit to continuous practice development.
- Not conduct myself in a way that might bring IFYS or its services into disrepute.
- Not consume or be under the influence of any illegal substance while on duty, or on premises where services are operated by IFYS.
- Any alcohol consumed is to be in line with the [IFYS Health Management Procedure](#)
- Not engage in any smoking, alcohol and drug use with Service Users.
- Not have a sexual or personal relationship with a user of any service provided by IFYS during the users' eligibility to receive IFYS services.
- Not abuse, bully or harass (verbally, emotionally or physically) any Service Users, other employees or members of the Board of Directors.
- Not engage in interactions of a social or recreational nature with a Service User and their family outside of the context of service provision without the express knowledge and approval of the Executive Leadership Group.
- Ensure service provision does not take place within my private residence, without the express knowledge and approval of the Executive Leadership Group.
- Treat Service Users, colleagues, members of the Board of Directors and members of the community with respect, courtesy and consideration.
- Resolve issues and complaints consistent with IFYS procedures.
- Declare any business or personal matter, which could lead to a conflict of interest with IFYS Ltd.
- Disclose any other paid employment.
- When working with past, present and potential Service Users and their families that you maintain professional and ethical boundaries which include (but are not limited to):
 - Keeping personal life details private;
 - Role modelling IFYS values, healthy lifestyles and relationships;
 - Being friendly but not a friend;
 - Putting the service user needs at the centre and not my own;
 - Encouraging, enabling, and empowering service users using age appropriate language and techniques to achieve their defined goals;
 - Being mindful of privacy and non-intrusive behaviours within residential and public settings; and
 - Being mindful of the risk of allegations and maintaining safe interpersonal distances, only offering age and culturally appropriate physical touch with consent of the Service User.

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

Given Name: _____

Surname: _____

Signature: _____

Date: _____

POLICY NAME:	CHILD SAFE ORGANISATION
PROGRAM / DEPARTMENT:	IFYS
DATE ADOPTED:	JUNE 2022
DATE TO BE REVIEWED:	JUNE 2025

PURPOSE

To demonstrate IFYS' commitment to the safety and wellbeing of children and young people, 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 under the age of 18 years.

DEFINITIONS

Board - Board of Directors of IFYS.

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 Placement Principle - requires that when the removal of a First Nations child from their home is unavoidable, the child must be placed and maintained in out-of-home care in accordance with the hierarchy of placements specified in the child placement principle outlined in 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 personnel from time to time, including volunteers.

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).

Service User - any person who is about to receive, is receiving or has received assistance from an IFYS program or business unit. 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.

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 First Nations children;
- ensure the cultural safety of 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 appropriate

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:** Any 'accountable person' i.e. a person who is 18 years or over who is employed by or associated with IFYS will commit an offence if that individual:
 - knows there is a significant risk that another adult (who is an Employee or otherwise associated with IFYS) will commit a child sex offence; and
 - has the power or responsibility to reduce or remove the risk; and
 - wilfully or negligently fails to reduce or remove the risk.

Responsibility to protect applies to any child under the age of 16 years (under the age of 18 with an impairment of the mind) who is under the care, supervision or control of IFYS.

- **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 abuse or are a victim 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.

Regular review

This Policy will be reviewed (at a minimum) every three years. IFYS has a comprehensive group of Policies and Procedures that guide the operations of the organisation. These are regularly reviewed with all relevant stakeholders including where possible, local First Nations communities, culturally and/or linguistically diverse communities and people with a disability.

REFERENCES

1. [Child Protection Act 1999](#): Queensland Government Legislation
2. [Convention on the Rights of the Child](#): United Nations
3. [Human Services Quality Framework](#): Queensland Government
4. [National Principles for Child Safe Organisations](#): Australian Government
5. [National Standards for Out-of-Home Care](#): Australian Government

PURPOSE

The Managing Director, in conjunction with the Executive Leadership Group, supported by the Quality and Compliance Team, review this document annually to outline the commitment of IFYS to the safety and wellbeing of children and young people. IFYS will treat children and young people with respect and empathy and at all times, 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

Children, Young People and their families, 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/Business Unit 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).

Service User – any person who is about to receive, is receiving or has received assistance from an IFYS program or business unit. 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 Procedure is Children and Young People only.

Young Person – the Australian Institute of Health and Welfare defines young people as those aged between 12 and 24 years of age.

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.

IFYS is accredited to the Human Services Quality Standards, holds a statewide licence for Child Protection funded services, conducts robust recruitment and training programs, 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
- Compassion
- Teamwork
- Inclusion

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

This applies to the interactions of:

- Employees (permanent, temporary and casual),
- Board members,
- Students on placement,
- People undertaking work experience, and
- Carers, with
 - Service Users, and/or
 - Parents.



All Employees, Board members and students are to be provided with a copy of the [Code of Conduct](#) at the commencement of engagement, before duties may commence. Children and Young People are informed about what they can expect from Employees through a Child-friendly handbook for Residential Care, 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:

- [Health Management](#) 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;
- [Water Hazard Safety](#) for assessing and managing risks associated with water;
- [Emergency Response](#) how to manage the impact of natural or other disasters;
- [Vehicle and Office Security Form - Residential Care](#)
- [Driving with Service Users Activity Risk Assessment](#)

CAPABILITY

Recruiting, Selecting, Training and Managing Employees

IFYS has an experienced People and Culture team able to offer training and give advice on the comprehensive 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:

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

CONCERNS

Safety – Prevention of Harm

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

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

The [IFYS Incident Reporting Procedure](#) and associated documents detail how to manage disclosures or suspicions of harm, including reporting guidelines.

The [IFYS Whistleblower Protection Policy](#) is to ensure all Employees can raise concerns regarding any serious misconduct without being subject to victimisation, harassment or discriminatory treatment.

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](#)



guide Employees to [report sexual offending against children](#) to the Queensland Police Service unless they have a reasonable excuse as per the [legislation](#) and reporting [requirements](#).

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 a communicated 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:

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

[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 insured entity providing the activity.

Risk Management Plans for Residential Settings

The risk assessments of residential settings affecting Children and Young People are conducted following the [IFYS Hazard Identification and Risk Management Procedure](#), using the [Hazard Identification and Risk Management 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 [Hazard Identification and Risk Management Form](#). 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 manages compliance with the Blue Card system using the following processes:

1. **Employees**

[Employee Screening and Suitability Procedure](#)

[Employee Screening & 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.

DOCUMENT CONTROL

Last Complete Review: Aug 2025

Next Complete Review: April 2026

