

Child and Youth Risk Management Framework

Date Implemented:	24 August 2021	Date Reviewed:	29 June 2026
Due Date for Review:	1 April 2028	Division:	Organisation

Statement of Commitment

This Child and Youth Risk Management Strategy (**CYRMS**) describes how Lifeline Darling Downs and South West Queensland Ltd (**LDDSWQL**) identifies, assesses and manages risks to children and young people across all services, environments and activities.

It operationalises the commitments outlined in the Child Safety and Wellbeing Policy and ensures compliance with Queensland legislative requirements.

Child Safety Governance Framework

LDDSWQL maintains a Child Safety Governance Strategy to ensure the safety and wellbeing of children and young people across all services, programs and environments.

Governance responsibilities for child safety are defined in the Child Safety and Wellbeing Policy. This Strategy operationalises those governance arrangements through risk management, reporting and continuous improvement processes.

The framework consists of three key elements:

1. Child Safety and Wellbeing Strategy

This policy establishes the organisation's commitment to child safety, outlines governance responsibilities and embeds the National Principles for Child Safe Organisations, including the Reportable Conduct Scheme, within organisational culture and leadership.

2. Child and Youth Risk Management Framework (This Document)

The Child and Youth Risk Management Framework (**CYRMF**) outlines LDDSWQL's systematic approach to identifying, preventing and managing risks to children and young people in accordance with Queensland legislation.

3. Supporting Procedures and Operational Practice

A range of supporting policies, procedures and operational practices support the implementation of the Child Safety Governance Framework. These include safe recruitment, code of conduct expectations, responding to harm procedures, risk assessments for activities involving children, and team members training.

Together these elements ensure child safety is embedded in governance, risk management and day-to-day practice.

Related Legislation and Documentation

LDDSWQL provides service in compliance with relevant legislation, policies and procedures. This includes:

HSQF Standards	• Standard 1 – Governance and management • Standard 3 – Responding to harm, abuse and neglect • Standard 4 – Human resources • Standard 6 – Feedback, complaints and continuous improvement
National Child Safe Organisation Principles	• National Principles for Child Safe Organisations (including the Universal Principle for Aboriginal and Torres Strait Islander cultural safety)
Legislation (Commonwealth & State)	• <i>Human Rights Act 2019</i> • <i>Crime and Corruption Act 2001</i> • <i>Criminal Code Act 1899</i> • <i>Family and Child Commission Act 2014</i> • <i>Child Protection Act 1999</i> • <i>Child Safe Organisations Act 2024</i> • <i>Working with Children (Risk Management and Screening) Act 2000</i> • <i>Privacy Act 1988 (Cth)</i> • <i>Working with Children (Risk Management and Screening) Regulation 2011</i> • <i>Child and Youth Risk Management Strategy - Toolkit</i>

Scope

This strategy applies to:

- all employees
- volunteers
- contractors
- students and placements
- board members

This policy applies to all organisational activities where children and young people may be involved, including programs, services, outreach activities, community engagement events and organisational environments.

Code of Conduct (Child Safe Behavioural Standards)

Expected behaviours when working with children and young people are defined in LDDSWQL's Code of Conduct. This Strategy must be read in conjunction with that document, which outlines acceptable behaviour, prohibited conduct, and boundaries for interactions with children.

Recruitment, selection, training, and management

LDDSWQL applies child-safe recruitment and screening practices in accordance with the Recruitment and Screening Procedure. These practices include verification of identity, suitability checks, and compliance with Working with Children (Blue Card) requirements prior to engagement.

Handling disclosures or suspicions of harm, including reporting guidelines

Refer to *POL-ORG Preventing, Reporting, and Responding to Harm, Abuse, and Neglect Policy and Procedure* for support regarding this report.

If an individual working at LDDSWQL needs to make a report to Child Safety Services, this can be done as follows:

- **During normal business hours** - to the Regional Intake Service <http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres/regional-intake-services>
- **After hours and on weekends** - contact the Child Safety After Hours Service Centre on 1800 177 135 or (07) 3235 9999. The service operates 24 hours a day, seven days a week.

If the individual is not sure who to call or needs assistance to locate the nearest Child Safety Service Centre, contact Child Safety Services' Enquiries Unit on 1800 811 810. Child Safety Service Centres have professionally trained child protection staff members who are skilled in dealing with information about harm or risk of harm to children.

A person making a report is protected from liability under the Child Protection Act 1999 from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

The LDDSWQL team member will then need to speak to their direct Manager to advise of the report.

The team leader will add this to the Child Safe Notifications register.

Risk Management Approach

LDDSWQL applies a structured approach to identifying and managing risks to children and young people.

Risks may arise from:

- staff behaviour and conduct
- service environments
- program design and delivery
- interactions between individuals
- external or community settings

Risks are managed through:

- organisational risk management processes
- incident reporting and review
- supervision and oversight
- activity-based risk assessments
- continuous improvement processes

Where risks are identified, appropriate control measures are implemented to prevent or minimise harm.

Child Safety Responsibilities

Designated staff provide guidance and support in responding to child safety concerns, including determining appropriate reporting pathways and supporting decision-making. All Program & Practice Leads in the Programs and Community division can be contacted to assist with providing guidance on child safety matters, such as:

- supporting staff in responding to concerns
- using tools to determine if and to whom reports should be made

All workers share responsibility for identifying and responding to risks to children, including responsibilities under the Reportable Conduct Scheme. If you have any concerns or questions your responsibilities for Child Safety, contact any member of the LDDSWQL Leadership Team, Strategic Leadership Team or CEO.

Responding to Child Safety Concerns

All concerns regarding the safety or wellbeing of a child must be acted on. This includes:

- disclosures made by a child
- observations of harm or risk
- information received from others

All concerns must be managed in accordance with the organisation's:

- POL-ORG Child Safety Reportable Conduct Policy and Response Procedure;
- POL-ORG Preventing, Reporting, and Responding to Harm, Abuse, and Neglect Policy and Procedure; and
- POL-ORG Incident Reporting Management Policy & Procedure.

Reviewing current Policy and Procedures

The organisation reviews its child safety systems following incidents, complaints or identified risks to:

- assess effectiveness of current controls
- identify improvements
- strengthen safeguarding practices

Reviews are conducted in a manner that does not interfere with any external investigations.

Media attention

A disclosure or suspicion of harm may attract media notice. It is critical to avoid giving out protected or potentially damaging information. Only the CEO or their Delegate is authorised to speak to the media as per *POL-ORG Social Media*.

Managing breaches of the risk management strategy

Breaches of this Strategy are managed through the organisation's incident management, disciplinary and governance processes.

All breaches are recorded, reviewed and used to inform continuous improvement and risk mitigation strategies.

High risk activities and special events

A high risk activity or special event, due to their nature, requires extra planning to ensure that appropriate control measures are implemented to manage the identified risks. LLDDSWQ considers high risk activities or special events to include:

- off-site or outreach services where staff interact with children individually
- one-to-one interactions where the interaction is not observable
- transport of children
- overnight or extended activities
- online service delivery

Risk assessments must be completed prior to commencement of high-risk activities, with appropriate control measures implemented, documented and reviewed.

Compliance with the requirements of the Blue Card system

Safe recruitment and screening requirements are defined in the organisation's Employment Screening policy & Recruitment and Selection policy. All team members must meet these requirements prior to engagement, including compliance with relevant screening and verification processes.

Strategies for communication and support

The organisation ensures this Strategy is communicated through:

- induction and mandatory training
- ongoing professional development
- accessible documentation for staff, volunteers and stakeholders
- engagement with children, families and communities

Communication approaches support awareness of child safety risks, responsibilities and reporting obligations.

Support

Team Members concerns may require support to deal with issues such as behaviour management, stress, conflict, bullying, and child protection concerns, breaches of the risk management strategy and dealing with disclosures or suspicions of harm. If team member concerns are not addressed effectively, LDDSWQL's ability to provide a safe and supportive environment for children and young people may be affected.

LDDSWQL offers support to all people involved in our organisation, as per our methods listed below.

Support methods

- Direct managers or Team Leaders are the nominated support persons, however, you can also access the LDDSWQ HR Team if you need other or additional support.
- LDDSWQ has an Employee Assistance Program delivered by: Access EAP at www.accesspay.com.au or 1300 133 697
- Coaching.
- Providing additional training.

Definitions

Child (ren)	includes both children and young people under the age of 18 years.
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Child Safety	Actions taken to protect children and young people from harm, abuse, neglect, exploitation or ill-treatment.
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Harm	is defined in the <i>Child Protection Act 1999</i> , where it relates to a child, and includes: • sexual abuse or exploitation; and • physical, psychological, or emotional abuse or neglect. Harm to a child is any detrimental effect of a significant nature on the child’s physical, psychological, or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by a single act, omission or circumstance or a series or combination of acts, omissions, or circumstances.
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HSQF	The Queensland Human Services Quality Framework
Complaint	for the purpose of the Child Safe Organisations Act 2024, this can include an expression of dissatisfaction about: • LDDSWQ services or dealings with individuals; • allegations of harm or misconduct by a team member, a • volunteer, or another individual; and • disclosures of ill-treatment or harm made by a child. This may also be referred to as a ‘child safe complaint’.
Ill-treatment	of a child, means conduct towards the child that is unreasonable and seriously inappropriate, improper, inhumane, or cruel, for example, making excessive or degrading demands, a pattern of hostile or degrading comments or behaviour, and/or using inappropriate forms of behaviour management.
Sexual misconduct	committed in relation to, or in the presence of, a child means conduct that is sexual in nature, other than conduct that constitutes a child sexual offence, for example, inappropriate touching, voyeurism, and/or use of sexual language without a legitimate reason.
Reportable Conduct	is defined as: - a child sexual offence; - sexual misconduct committed in relation to, or in the presence of, a child; - ill-treatment of a child; - significant neglect of a child; - physical violence committed in relation to, or in the presence of, a child - behaviour that causes significant emotional or psychological harm to a child. Queensland Government Conduct mentioned in the above description is reportable conduct regardless of whether a criminal proceeding in relation to the conduct has been commenced or concluded.
Reportable Allegation	is defined as an allegation or other information that leads a person to form a reasonable belief that a Worker has committed: reportable conduct; or

b) misconduct that may involve reportable conduct

It is irrelevant whether or not the conduct or misconduct is alleged to have occurred in the course of the Worker performing work for the organisation.

Worker

A person who performs work of any kind for LDDSWQL. This includes team members, employees, volunteers, contractors, subcontractors, consultants, labour-hire workers, trainees, work experience students (including children younger than 18).

Legislative and Standards Alignment

The organisation's Child Safety Governance Framework ensures child safety is embedded across governance, risk management and operational practice. The framework aligns with:

- the **National Principles for Child Safe Organisations**
- the **Child Safe Organisations Act 2024 (Qld)**
- the **Working with Children (Risk Management and Screening) Act 2000**
- the **Human Services Quality Standards**
- the **Human Rights Act 2019 (Qld)**

Through this framework the organisation ensures that the rights, safety and wellbeing of children and young people are protected in the design, governance and delivery of services.

Child safety considerations are incorporated into organisational policy development, service design, team members recruitment, risk management processes and continuous improvement activities.

The organisation monitors safeguarding practices through governance, supervision, incident management and policy review processes to support continuous improvement in protecting children and young people.

Related Policies and Procedures

- POL-ORG Child Safety Reportable Conduct Policy and Response Procedure
 - POL-ORG Child Wellbeing and Safety Strategy
 - PNP-ORG Human Rights
 - POL-GOV Privacy Statement (client facing)
 - PROC-PAC Interpreter Bookings
 - BROG-PAC Rights Feedback Privacy 2024
 - POL-HR Employment Screening & Suitability
 - POL-ORG Preventing, Reporting and Responding to Harm, Abuse, and Neglect Policy and Procedure
 - BOARD-GOV Risk Management
 - FORM-HR Induction Checklist
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- PNP-ORG Code of Conduct

Review

Policy Review Frequency: 1 year (or otherwise stated)

It is the responsibility of all Managers to ensure all Policies, Plans and Guides are implemented within their teams.

The Board and Strategic Leadership Team will ensure the policy remains consistent with legislative requirements, sector standards and organisational safeguarding practices.

Authorised by:



Chief Executive Officer

01 / 07 / 2026

Date: