STATEMENT OF COMMITMENT

IMPACT Community Services' Board, Management and Staff have a zero tolerance for child abuse and are committed to protecting children and young people from all forms of violence, harm, abuse, bullying, exploitation and neglect. All our programs and services are underpinned by robust governance, compliance, work health and safety and risk frameworks and are delivered with honesty and transparency. We remain focused as an organisation on upholding the rights of children and young people as outlined in the United Nations Convention on the Rights of the Child and both the Queensland Child Safe Standards and National Principles for Child Safe Organisations. Our commitment to the safety and wellbeing of children and young people is demonstrated by ensuring:

- a preventative, proactive and participatory approach to child safety.
- respect and understanding are given at all times.
- active listening is the key to understanding.
- any issues or areas of concern are addressed immediately as per the appropriate level of reporting determined by legislation or contractual requirements.
- empowerment to participate in decisions which affect their lives.
- environments that children and young people visit at IMPACT are safe.
- cultural respect is provided.
- families and carers are communicated with and valued.
- regular reviews for improvement of practices and processes to effectively meet changing needs.
- policies and procedures reflect current and contemporary practices.
- appropriately qualified and trained staff are recruited.
- consistent training and professional development for staff.

CODE OF CONDUCT for Children and Youth

As part of the commitment to the safety and wellbeing of children and young people, IMPACT Community Services requires that all staff and volunteers abide by the following standards of behaviour in all physical and online interactions with children and young people under the age of 18 years.

WE WILL

- Act in accordance with IMPACT's ***POL019 Safety and Wellbeing of Children Young People and People with a Disability Policy*** and the ***ADM000.02 Framework for Safeguarding Children & Young People*** at all times.
- Behave respectfully, courteously and ethically towards children and their families and towards other staff.
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and wellbeing of all children at IMPACT.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse background and needs of children.
- Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.
- Involve children in making decisions about activities, policies and processes that concern them wherever possible.
- Contribute, where appropriate, to IMPACT policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children's safety and wellbeing as required by IMPACT's risk assessments, policies and procedures.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with ***ADM024 Disclosure and Reporting of Violence, Harm, Abuse, Neglect and Critical Incident***.
- Report all suspected or disclosed child harm or abuse as required by the ***Child Protection Act 1999 (Qld).***
- Comply with IMPACT's protocols on communicating with children.
- Comply with relevant legislation and IMPACT's procedures on record keeping and information sharing.

WE WILL NOT

- Engage in any unlawful activity with or in relation to a child.
- Engage in any activity that is likely to physically, sexually, or emotionally harm a child.
- Unlawfully discriminate against any child or their family members.
- Be alone with a child unnecessarily.
- Arrange personal contact, including online contact that is unrelated to the specific program activities the child is engaged in.
- Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless required to do so by IMPACT's procedure on reporting.
- Use inappropriate language in the presence of children or show or provide children with access to inappropriate images or material.
- Work with children while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed child harm or abuse.

RELVANT POLICIES AND PROCEDURES

IMPACT Community Services has a robust Quality Management System which includes the following policies and procedures that relate to managing persons within IMPACT and their responsibility to the safety and wellbeing of children and protecting children from harm:

POL002	***Risk Management Policy***
POL005	***Work Health and Safety Policy***
POL009	***Human Rights Policy***
POL012	***Drug and Alcohol Policy***
POL016	***Cultural Safety Policy***
POL019	***Safety and Wellbeing of Children, Young People and People with a Disability Policy***
HRM001	***Employment of Staff Procedure***
HRM002	***Staff Performance and Capability Procedure***
HRM003	***Staff Training and Development Procedure***
HRM004	***Employee Leave Entitlements Procedure***
HRM006	***Workplace Bullying, Sexual Harassment & Discrimination Procedure***
HRM007	***Code of Conduct Procedure***
HRM008	***Fraud and Misconduct Procedure***
HRM009	***Hours of Work Procedure***
HRM012	***Worker Screening Procedure***
VOL001	***Volunteer Management***
ADM000.02	***Framework for Safeguarding Children and Young People***
ADM024	***Disclosure and Reporting of Violence, Harm, Abuse, Neglect and Critical Incident Procedure***

IMPACT's Cultural Framework
Child and Youth Risk Register and Treatment Plan

PROCEDURES FOR HANDLING DISCLOSURES AND/OR SUSPICIONS OF HARM

IMPACT Community Services takes seriously its obligation to handle disclosures and suspicions of harm in a professional, tactful and discrete manner. Procedure ***ADM024 Disclosure and Reporting of Violence, Harm, Abuse, Neglect and Critical Incident*** and associated reporting form ***ADM024.01***, address these matters and include reporting guidelines for all specific IMPACT programs and services.

A PLAN FOR CONTRAVENTIONS OF THE CHILD AND YOUTH RISK MANAGEMENT STRATEGY

The following protocol is in place to action any contravention.

Definitions

Breach: A breach is any action or inaction by any member of the organisation, including children and young people, that fails to comply with any part of the strategy.

BREACH	REPORTABLE TO
• The Statement of Commitment to the safety and wellbeing of children and young people and the protection of children and young people from harm.	Managing Director or Workplace Harassment and Freedom from Abuse Contact Officer
• Code of Conduct for interacting with children and young people.	Direct Supervisor, Manager of specific program, General Manager or Workplace Harassment and Freedom from Abuse Contact Officer
• Procedures for recruiting, selecting, training, and managing paid employees and volunteers.	People and Culture Manager or General Manager
• Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines.	Workplace Harassment and Freedom from Abuse Contact Officer or General Manager

• Policies and procedures for implementing and reviewing the Children and Youth Risk Management Strategy.	Workplace Harassment and Freedom from Abuse Contact Officer or General Manager
• Activity Risk Assessments for high-risk activities and special events.	General Manager Work Health and Safety Manager/Officers
• Strategies for communication and support.	General Manager

All stakeholders are to be made aware of the actions and inactions that form a breach as well as the potential outcomes of breaching IMPACT Community Services Child and Youth Risk Management Strategy.

Who must comply with this plan?

- Employees, volunteers
- Work experience students/students on placement
- Children and young people
- Clients and participants

Processes to manage a breach of the Child and Youth Risk Management Strategy

Breaches will be managed in a fair, unbiased and supportive manner. The following will occur:

- Take action promptly to ensure that children are safe.
- Act to prioritise the best interests of children.
- Initial report of breach will be to the person responsible as outlined above and in accordance with **sections 6.1, 6.2, 6.3, 6.4, 6.5 & 6.6** (depending on program) of the ***ADM024 Procedure.***
- All people concerned will be advised of the process.
- All people concerned will be given an opportunity to provide their version of events.
- Details of the breach, including the versions of all parties and the outcome will be recorded on ***ADM024.01 Harm, Abuse, Neglect or Critical Incident Reporting Form.***
- Matters discussed in relation to the beach will be kept confidential and only discussed on a "need to know" basis.
- Relevant authorities will be advised if the situation requires this e.g. Queensland Police, Department of Families, Seniors, Disability Services and Child Safety, Department of Social Services, NDIS Quality and Safeguard Commission.

Suitable Outcomes for breaches

Depending on the nature of the breach, outcomes may include:

- Reiterating and emphasising the relevant component of the Child and Youth Risk Management Strategy
- Providing closer supervision
- Further education and training
- Mediating between those involved in the incident (where appropriate)
- Disciplinary procedures as deemed appropriate by the Managing Director of IMPACT Community Services
- Disciplinary/legal outcomes as determined by relevant authorities
- Reviewing current policies and procedures and developing new policies and procedures if necessary.

COMPLIANCE WITH CHAPTERS 7 & 8 OF THE ACT

The Strategy is formally reviewed annually under the Policy Internal Audit Schedule but can be amended at any time when change occurs to either legislation, current practice or documentation.

All persons engaged who will work directly with children and young people in IMPACT programs or services must have a Working with Children check or exemption (eg. teacher, health professional, police officer) prior to commencement. This is to be renewed prior to the expiry date. Procedure ***HRM001 Employment of Staff*** Section ***6.1.7*** and ***HRM012 Worker Screening*** Procedures refer.

Worker screening records are maintained in the Zambion database and actioned by the People and Culture Section. The determination for the Blue Card is identified against the role / position description and followed with allocation of the person to the role and records of card, number and expiry.

RISK MANAGEMENT PLAN FOR HIGH-RISK ACTIVITIES

IMPACT Community Services has a robust Risk Management Framework which includes Organisational, Individual and Activity Risk. Incidents of Harm, Harassment or Discrimination is integrated into the Organisational Risk Register and Treatment Plan. An individual Child and Youth Risk Register and Treatment Plan is in place and an Activity Risk Assessment and Risk Control Document ***(WHS001.01 and WHS001.02)*** are the appropriate documents to complete for any activity where there may be risk. Activity Risk Assessments are developed and written by the person undertaking the activity with assistance given by the Work Health and Safety Manager/Officers if required.

STRATEGIES FOR COMMUNICATION AND SUPPORT

Communication to staff and clients

This Risk Management Strategy is embedded within IMPACT's Quality Management System (QMS) and is available to all staff via the QMS Menu on the organisations Intranet.

IMPACT Community Services also uses the following communication methods to ensure a preventative approach to the safety and wellbeing of children and young people:

- Displaying the ***Code of Conduct for Children and Youth*** in public places within IMPACT Community Services e.g. in classrooms and in foyers.
- Providing a copy of the ***Code of Conduct for Children and Youth*** in Welcome Kits or other introductory material given to clients and participants.
- Discussing the Child and Youth Risk Management Strategy with all staff and volunteers as part of the induction process at IMPACT Community Services and including the Child and Youth Commitment Statement and Code of Conduct in the induction pack.
- Mandatory training module undertaken at induction which communicates staff responsibility against the ***IMPACT Framework for Safeguarding Children and Young People***.

Training

IMPACT Staff who are working with children and young people undertake mandatory child abuse and reporting training. All IMPACT staff are encouraged to undertake NAPCAN online training modules.

GO1 is the training platform utilised by the organisation to provide staff access to both mandatory and elective training. The above-mentioned training for IMPACT's Framework for Safeguarding Children and Young People is located on GO1.

Tanya O'Shea
Managing Director
IMPACT Community Services

SIGNATURE: _____ **DATE**: 01 June 2026