



Child Safety and Wellbeing Policy

Policies | Procedures | Guidelines

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CHILD SAFETY AND WELLBEING POLICY

INTRODUCTION

Everything Suarve Inc (**ESuarve**) is committed to providing a safe and supportive environment for disengaged Participants, including ensuring the cultural safety of Aboriginal and Torres Strait Islander Participants as well as those from diverse backgrounds. Their safety, wellbeing and best interests are upheld as fundamental organisational priorities.

Although the Queensland Child Safe Standards (**Standards**) apply to organisations working with individuals under the age of eighteen (18), ESuarve voluntarily applies these safety and wellbeing measures to all Children and Young People in our care, regardless of age.

ESuarve has zero tolerance for any form of abuse or Harm and strives to uphold the rights and dignity of every Participant. ESuarve will promptly report all suspicions of Harm to Children to the relevant Child Safety and Wellbeing agencies, even where mandatory reporting is not legally required, as part of our commitment to community safety. Suspected Harm involving Young People will only be thoroughly investigated, and findings of serious misconduct will be addressed in line with organisational policies and employment agreements.

We value the voices of Participants, families, and communities and will engage them in shaping safe practices. Our approach respects cultural, linguistic and ability diversity to ensure equity and inclusion.

ESuarve will publish a plain-language commitment to safety and wellbeing on our website and in programmed spaces and provide a child-friendly one-pager explaining rights, safe contacts, and complaints pathways. ESuarve explicitly upholds cultural safety for Aboriginal and Torres Strait Islander Participants and families and embeds cultural safety across all Standards.

SCOPE

The Policy applies to all directors, officers, employees, contractors and volunteers.

It covers all interactions with Participants across ESuarve sites, online environments (including but not limited to messaging apps, social media and other forms of electronic communications), and off-site activities such as excursions, camps and home visits, including partner-delivered services.

PURPOSE

The purpose of this Policy and Procedure is to:

- Articulate ESuarve's commitment as a child safe organisation to actively promote, protect and enhance the safety, wellbeing and best interests of Participants engaged with its

services;

- Detail how ESuarve's policies and practices comply with the Standards and the Universal Principle;
- Define the responsibilities and expected standards of conduct for all directors, officers, employees, contractors and volunteers in maintaining and supporting a child safe and culturally safe environment.

OBJECTIVES

The objectives of the Policy are to:

- Provide a safe and nurturing environment for Participants by preventing the risk of Harm;
- Ensure all individuals engaged by ESuarve perform their duties in line with relevant child safety legislation and working with children procedures;
- Implement a robust system for reporting and preventing abuse and Harm, including timely referrals to relevant child welfare agencies;
- Ensure that all breaches of the Policy and Procedure are addressed with consistent, fair, and transparent action.
- Maintain and promote a comprehensive stance against all forms of abuse, neglect and Harm across ESuarve.
- Actively engage Participants, families, and communities in shaping, reviewing, and improving safety practices to build trust and transparency.
- Uphold equity and respect for cultural, linguistic, and ability diversity in all safety measures to ensure inclusion and fairness.

RELEVANT LEGISLATION

This Policy is informed by the following legislation and frameworks, which establish legal and best practice requirements for child safety in Australia.

Queensland Legislation

Child Safe Organisations Act 2024 (Qld)

Establishes the framework for protecting children from harm, and promoting the safety, wellbeing and best interest of children.

Child Protection Act 1999 (Qld) (CPA)

Establishes the framework for protecting children from harm, promoting their safety and sets out mandatory reporting obligations for certain professionals.

Working with Children (Risk Management and Screening) Act 2000 (Qld)

Governs the Blue Card system, ensuring individuals working with children are appropriately screened.

Criminal Code Act 1899 (Qld)

Defines offences related to child abuse, exploitation, and failure to protect a child from harm.

Commonwealth Legislation

Family Law Act 1975 (Cth)

Governs child welfare considerations in family law matters, ensuring the best interests of the child are prioritised.

Criminal Code Act 1995 (Cth)

Includes offences for child exploitation, grooming, and failure to protect children.

Australian Human Rights Commission Act 1986 (Cth)

Upholds principles of the United Nations Convention on the Rights of the Child, promoting rights-based approaches to child safety.

DEFINITIONS

Blue Card A clearance issued under the *Working with Children (Risk Management and Screening) Act 2000 (Qld)* for individuals working with children.

Children All persons enrolled in ESuarve's programs who are under eighteen (18) years of age.

Confidentiality The obligation to protect personal and sensitive information related to child safety matters.

Grooming Actions intended to establish a relationship or trust with a child or their family for the purpose of sexual exploitation.

Harm has the meaning given to that term within section 9 of the CPA, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing.

- (a) It is immaterial how the harm is caused.
- (b) Harm can be caused by:
 - (i) Physical, psychological, or emotional abuse or neglect; or
 - (ii) Sexual abuse or exploitation.
- (c) Harm can be caused by:
 - (i) A single act, omission, or circumstance; or
 - (ii) A series or combination of acts, omissions or circumstances.

For the avoidance of doubt, the definition of Harm applies to participants in the ESuarve programs that are:

- (a) children for the purposes of CPA;
- (b) Young Persons to whom the CPA may not apply.

Participants Children and Young People.

Young People All persons enrolled in ESuarve's programs who are eighteen (18) years of age and over.

COMMITMENT

ESuarve is committed to being a child safe organisation dedicated to the safety, wellbeing and best interests of Participants and protecting them from Harm, and commits to the following:

- Prevention of Harm to Participants by minimising risks associated with Harm.
- Promotion of a strong organisation-wide stance against Harm.
- Ensuring all Participants are safe, respected and empowered in everything we do. We will proactively maintain practices that are culturally respectful, inclusive and accessible for all Participants, families and communities.
- Collaborating with Participants, families and communities to support early intervention, reduce vulnerability and prevent Harm to Participants.
- Supporting child safety and wellbeing, ensuring the protection of all Participants including Aboriginal and Torres Strait Islander Participants and those from diverse backgrounds. Our approach is holistic, grounded in child safe practices aligned with the Standards and Universal Principle.
- Ensuring all personnel fulfil their duties in accordance with relevant child safety legislation and working with children requirements.

Additionally, we actively promote the identification and reporting of risk and concerns of abuse or Harm to Participants through implementation of comprehensive policies and procedures. Further, we respond appropriately and effectively to disclosures, allegations and concerns of abuse or Harm.

ESuarve is committed to fostering an inclusive and culturally safe approach to child safety and wellbeing that embraces and empowers the following groups:

- Aboriginal and Torres Strait Islander Participants.
- Participants from culturally and/or linguistically diverse backgrounds.
- Participants with a disability and/or additional needs.
- LGBTIQA+ (Lesbian, gay, bisexual, transgender, queer and intersex).
- Participants unable to live at home (for whatever reason).

ESuarve is committed to fostering culturally safe environments where Aboriginal and Torres Strait Islander culture is respected and celebrated and Aboriginal and Torres Strait Islander Participants, their families and their community members are welcomed and included. Strategies to embed cultural safety of Aboriginal and Torres Strait Islander Participants include:

- ESuarve's leadership takes responsibility for ensuring all individuals involved with the organisation acknowledge, respect and value the strengths of Aboriginal and Torres Strait Islander culture and recognise its importance to the safety and wellbeing of Aboriginal and Torres Strait Islander Participants.

- Acknowledgement of Country or Welcome to Country (where appropriate) and smoking ceremony at the commencement of Participants' graduation ceremonies.
- Providing opportunities for Participants to share their cultural identity and express their culture.
- Supporting Participants who wish to explore their culture, including consulting with their family and relevant Aboriginal and Torres Strait Islander organisations and community and elder groups.
- Delivering programs and activities that are grounded in and reflect a commitment to cultural safety.
- Providing ESuarve personnel with ongoing cultural safety training, cultural awareness training and training in trauma-informed care.
- ESuarve is committed to embedding the Standards, as follows:
 - (i) Child safety and wellbeing is embedded in organisational leadership, governance and culture.
 - (ii) Participants are encouraged to participate in decisions that affect them and their views are given genuine consideration.
 - (iii) Participants are supported to participate in activities across the curriculum that strengthen their self-reliance and self-esteem and enable them to confidently express their views.
 - (iv) Engaging with Participants, families, and communities in shaping, reviewing, and improving child safety practices to enhance trust and transparency.
 - (v) Ensuring all individuals engaged by ESuarve perform their duties in line with relevant child safety legislation and working with children procedures.
 - (vi) Ensuring that equity is consistently upheld and that diversity is respected, recognised and appropriately considered in all decision making and practice.
 - (vii) Ensuring that people working with Participants are suitable and supported.
 - (viii) Ensuring that ESuarve's processes to respond to complaints of Harm (or other concerns) are child-focused and empower Children to make complaints. ESuarve publishes a plain-language commitment to children's safety and wellbeing on its website and in programmed spaces and provides a child friendly one pager explaining rights, safe contacts and complaints pathways.
 - (ix) Ensuring that ESuarve's processes to respond to complaints of Harm (or other concerns) empower Participants to make complaints.
 - (x) Ensuring that employees, contractors and volunteers are equipped with the knowledge, skills and awareness to keep Participants safe, through continual education and training.
 - (xi) Development of and implementation and regular review of risk management strategy that identifies, assesses and addresses physical and online risks to safety and wellbeing of Participants.

- (xii) Regular risk assessments of physical and online environments and activities to identify, eliminate or mitigate risks, and inform updates to the risk practices.
- (xiii) Implementation of the Standards is continuously reviewed and improved.
- (xiv) Policies and procedures document how the organisation is child safe and are regularly reviewed and improved.
- (xv) Ensures that all breaches of the Policy are addressed with consistent, fair and transparent action.

CHILD-SAFE CULTURE

ESuarve promotes a child safe culture by ensuring that:

- All forms of Harm are not tolerated.
- Directors, officers, employees, contractors and volunteers protect Participants whenever a risk of abuse or Harm is identified and follow the relevant policies and procedures.
- All disclosures or allegations of abuse or Harm are thoroughly investigated and procedural fairness applied in all instances.
- Personnel who fail to protect a Participant from abuse or Harm whether by either external parties or ESuarve personnel and neglect to follow ESuarve's policies and procedures for reporting the abuse or Harm will be subject to investigation. Such investigations may result in findings of serious misconduct and/or a criminal offence and management will act in accordance with policies and legislative requirements if necessary.
- All personnel must internally report any allegations, disclosures or concerns regarding abuse and Harm.
- ESuarve reports Grooming, Harm or breaches of the code of conduct by any ESuarve personnel.
- Managers monitor responses to all allegations, disclosures or concerns.
- All information relating to Grooming, abuse or Harm is kept confidential and private in line with the privacy policy.
- Cultural needs are respected, particularly for Aboriginal or Torres Strait Islander, or those from a culturally and linguistically diverse backgrounds.
- All personnel understand their role and expected behaviour regarding the safety and wellbeing of Participants.

RESPONSIBILITIES

The safety, wellbeing and protection from Harm of Participants is a shared responsibility within our organisation. We expect all directors, officers, employees, contractors and volunteers to act to keep Participants safe from Harm by:

Responsibilities are as follows:

Common Responsibilities (All Persons Engaged by ESuarve)

- Acting respectfully and never engaging in behaviour that could Harm a Participant.
- Protecting Participants from abuse or Harm while they are in ESuarve's care.
- Holding a valid Blue Card (Working with Children Check) and maintain currency.
- Completing mandatory Child Safety and Wellbeing training and refreshers as required.
- Maintaining professional boundaries; avoid Grooming, favouritism or inappropriate familiarity.
- Always upholding child safe behaviours.
- Use only ESuarve-approved communication channels when contacting Participants; document unavoidable 1:1 messaging in the Customer Relationship Management system.
- Reporting any suspicion, disclosure, or evidence of Harm to a Participant immediately to a supervisor or Director.
- Reporting any suspicion, disclosure, or evidence of suffering, or unacceptable risk of suffering, significant Harm caused by physical or sexual abuse particularly in circumstances where the child may not have a parent willing and able to protect the child from Harm immediately to a supervisor or Director.
- Reporting any suspicions of Harm or Grooming.
- Maintaining confidentiality of all child safety matters in accordance with State legislation.
- Establishing and promoting a child safe culture that is embraced at all levels and consistently reflected in our child safe practices.
- Adopting appropriate safety, wellbeing and culturally safe practices and behaviours as set within all our policies and procedures.
- Following all procedures outlined in this Policy.
- Respecting and complying with all laws relating to Child Safety and Wellbeing and reporting obligations, including making individual reports to Queensland Police Service (**QPS**) in addition to ESuarve procedures.

Management Committee (Directors and Officers)

ESuarve's Management Committee is committed to implementing robust governance processes that protect from Harm and promote the safety, wellbeing and best interest of Participants, while ensuring directors, officers, employees, contractors and volunteers are supported to meet their obligations under the policy by:

- Ensuring child safety, wellbeing and culturally safe practices are embedded in business and strategic planning processes.
- Ensuring all directors, officers, employees, contractors and volunteers actively contribute to the development of policies and procedures.

- Implementing a safety and wellbeing framework that empowers directors, officers, employees and volunteers to cultivate a safe and supportive culture.
- Promoting a culture in which all personnel feel empowered and supported to report matters relating to child safety and wellbeing to directors and relevant managers.
- Undertaking annual child safety and wellbeing self-assessments and reviews every third year.
- Immediately reporting known or suspected child sexual abuse to QPS and Child Safety Services (**CSS**).
- Reporting suspicions of Harm or risk of Harm to a Child, formed in the course of their employment with ESuarve, to QPS/CSS as soon as practicable.

Supervisors/Managers

- Implement this policy and related policies and procedures.
- Ensure effective systems are in place to support child safety, wellbeing and cultural safety.
- Support employees, volunteers and contractors in understanding and implementing their child safety responsibilities.
- Report suspicions of Harm or risk of Harm to a Participant to directors promptly, ensure all employees, volunteers and contractors complete child safety and wellbeing training and maintain records of completion.
- Monitor physical and online environments.
- Act promptly on disclosures and complaints, correctly escalating potential reportable conduct.

BEHAVIOUR EXPECTED OF ESUARVE'S DIRECTORS, OFFICERS, EMPLOYEES, CONTRACTORS AND VOLUNTEERS

ESuarve ensures directors, officers, employees, contractors and volunteers understand their role and the behaviours expected to protect from Harm and to promote the safety, wellbeing and best interests of Participants.

Directors, officers, employees, contractors and volunteers acknowledge, in writing, their commitment to comply with this policy and our Code of Conduct.

The Code of Conduct, approved by the Management Committee, sets clear expectations for acceptable and unacceptable behaviour towards Participants.

ESuarve actively monitors and supervises personnel to ensure safe practices and behaviours in service delivery. Any failures to adhere to these behavioural standards is treated seriously and may result in disciplinary or legal action.

RECRUITMENT AND TRAINING OF PERSONNEL THAT WORK WITH PARTICIPANTS

We are committed to fostering a child-safe culture and ensuring the protection and wellbeing of Participants by implementing the following measures in the recruitment and management of directors, officers, employees, contractors and volunteers:

- Adhering to best practice standards in recruitment, screening and employment (including but not limited to Working with Children Check and comprehensive reference checks) that prioritise the safety, wellbeing and best interest of Participants.
- Implementing effective induction processes to ensure all new personnel understand our policies, procedures and practices relating to safety and wellbeing of Participants.
- Providing regular and refresher training to maintain a high standard of knowledge and compliance of child safety.
- Embedding safety, wellbeing and cultural safety responsibilities into performance appraisal processes.
- Delivering cultural sensitivity and awareness training where required to support safe and inclusive engagement with Participants.

EMPOWERING PARTICIPANTS

ESuarve is committed to fostering an environment in which Participants are empowered to actively contribute to their own safety and wellbeing. We will:

- Encourage all Participants to speak up whenever they feel unsafe or worried.
- Provide age-appropriate information to help them understand their rights and safety.
- Ensure they are informed about designated staff and channels for raising concerns or seeking assistance

- Listen and respond to their concerns in a respectful, timely, and supportive manner.
- Support Participants to take an active role in building a safe, inclusive, and respectful environment. Expect all Participants to treat their peers with respect, care, and consideration.

NON-COMPLIANCE

Strict compliance with this Policy is a condition of employment with ESuarve. Breaches will be treated seriously and may result in disciplinary action, up to and including termination of employment.

If a breach involves a violation of law, the matter may also be referred to the appropriate law enforcement authorities for review and consideration.

Directors, officers, employees, contractors or volunteers have a duty to:

- Observe this Policy at all times;
- Ensure that no breaches occur; and
- Report any known or suspected breaches immediately (or as soon as practicable) to their manager or through reporting the reporting process outlined in this document or in related policies and procedures.

Any director, officer, employee, contractor or volunteer who in good faith, makes a complaint or disclosure about an alleged breach of this Policy, and follows the reporting procedure, will not be disadvantaged or prejudiced in the making of such a complaint or disclosure. All reports will be treated as confidential.

- A complaint or disclosure about an alleged breach of the Policy should be in writing and contain details about the date, time and nature of the alleged breach and include any available supporting material.
- The allegation should be made to the personnel's immediate supervisor. If a person believes the immediate supervisor may be implicated, the allegation should be made to the directors or officers.
- The person to whom the allegation is made should undertake a prompt and thorough investigation and determine whether any action is required.
- The director, officer, employee, contractor or volunteer will be informed of the outcome of the investigation.

REFERENCES & RELATED DOCUMENTS

Internal Documents:

- Child Safety Code of Conduct
- Complaint Handling Policy
- Complaint Handling Procedure
- Governance Framework

- Responding and Reporting Concerns of Harm and Abuse Policy and Procedure
- Blue Card (Working with Children) Policy and Procedure

Legislation & Standards:

- *Child Safe Organisation Act 2024 (Qld)*
- *Child Protection Act 1999 (Qld)*
- *Working with Children (Risk Management and Screening) Act 2000 (Qld)*
- *Criminal Code (Qld)*
- *Family Law Act 1975 (Cth)*
- *Queensland Child Safe Standards*
- *National Principles for Child Safe Organisation*

VERSION CONTROL

Version	Approved By	Date of Approval	Reference
2.0	CEO	23/03/2026	CS-0002