

(CYRMS) Child and youth risk management strategy TTC

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Version: (CYRMS) Child and youth risk management strategy TTC Version 1.0 October 2025

Review date: October 2026



Part one - Commitment

1. Statement of Commitment

Every child in Queensland has the right to feel safe, supported, and protected from harm. That includes being cared for in ways that promote their health, development, and wellbeing.

At the Treetop Challenge, we are committed to providing safe and supportive environments, where children and young people can participate in activities essential to their development and wellbeing. Our staff and activities aim is to encourage skill development, resilience, and confidence in a natural outdoor environment.

Our organisation is committed to ensuring the safety and wellbeing of all children and young people and will provide a safe and supportive service environment by:

- Adhering to legislative requirements, including the *Working with Children (Risk Management and Screening) Act 2000*.
- Developing child and young person appropriate attractions that encourage adventure based tourism experiences.
- Employing trained and suitably qualified staff who have undergone Blue Card screening.
- Implementing and strictly enforcing our workplace procedures where children and young people are involved.
- Accurate management, reviewing and auditing of employees working with children's checks, training and competencies.

2. Code of Conduct

This Code outlines the expected standards of behaviour for all stakeholders, including employees, volunteers, contractors, parents/carers, and children/young people.

Who does our code of conduct apply to?

Employees (permanent, temporary and casual), volunteers, children and young people, parents, consultants and contractors, students on placement, people undertaking work experience, visitors, and spectators.

Behaviour	Appropriate (I must)	Inappropriate (I must not)
Language	Speak professionally, with kindness and consideration. Provide encouraging language with my works and body language. Follow the policy outlined to me in the employee handbook. Follow the policies outlined to me in the 1.0 introduction training module.	Use inappropriate language that is considered rude, offensive, explicit, derogatory, sexual or innuendos.
Supervision of children	Adhere to staff ratios outlined in our minimum safe staff operating requirements. Provide to parents, guardians, teachers and volunteers the expectations of their supervision to children and young persons.	Fall below the minimum safe staff operating requirement. Allow anyone supervising children or young people to breach their expectations of supervision.

Behaviour	Appropriate (I must)	Inappropriate (I must not)
Physical contact	Treat everybody with respect. Ensure that permission from the child, young person or parent is given, prior to conducting any safety equipment fitting. Ensure that a parent is present, and made aware of the equipment fitting process. Ensure that I am following the correct fitment procedures outlined in module 4.0. Provide first aid to minors with the permission of the parent/guardian.	Segregate children or young persons from their parents/guardians during safety equipment fitting. Inappropriately and unnecessarily touch areas of the person's body while fitting safety equipment. Use violence or aggressive behaviour such as hitting, kicking, slapping or pushing. Provide first aid without implied consent or consent.
One on one contact with a child	Aim to identify the child or young person's parent/guardian. Avoid one on one contact unless a rescue procedure is required, or an incident is apparent. Alert a parent/guardian, when a child or young person requires the bathroom.	Have one on one contact with a child or young person without the presence of a parent/guardian. Alert the parent/guardian when a rescue procedure was required, or an incident is apparent or has occurred. Assist a child or young person with using the bathrooms.
Relationships	Maintain only a professional relationship with a child or young person, in a workplace environment.	Have contact with children or young persons outside of the service environment. Provide inappropriate gifts to children or young persons.

Behaviour	Appropriate (I must)	Inappropriate (I must not)
Behaviour management	Respond to challenging behaviours without humiliation or aggression. Provide clear instructions to children, young persons and parents of what is considered acceptable behaviour. Inform and ensure a parent/guardian is present, when challenging behaviour occurs.	Respond with humiliations and aggression during challenging child/young person behaviours. Enforce safety rules to a child/young person without a parent/guardian present.
Transport of children and young people	Ensure that children and young persons transiting by vehicle for the Canyon Flyer tour, are accompanied by a parent/guardian. Ensure that the vehicle has the appropriate seatbelt/restraints to accommodate a child/young person. Ensure that in the unlikely event there is an unaccompanied minor in the vehicle, the minimum staff ration is set to 2, and the parent/guardians consent has been granted. Ensure the drivers are correctly licensed and trained in the businesses policies and procedures.	Separate or transit independently a child or young person from their parent/guardian. Fall below the required staff ratio in the event I am transiting an unaccompanied minor. Drive a workplace vehicle without permission. Without the correct licence and training.

Behaviour	Appropriate (I must)	Inappropriate (I must not)
Change rooms / toilets	Announce my presence prior to carrying out cleaning tasks of the bathrooms. Ensure that bathrooms are clear of participants prior to commencing and cleaning tasks. Ensure parents/guardians are informed at the junior challenge, they are to assist their children to the bathroom.	Accompany a child/young person into the bathrooms, unless there is an incident/emergency emerging. Allow parents/guardians of children/youngpersons to allow their children from the junior challenge, to utilise the bathroom without them present.
Managing injuries and illnesses	Provide first aid in accordance with the work health safety act. Gain consent from a parent/guardian. Notify the child/young person's parent if an incident requiring first aid treatment has occurred.	Provide first aid outside of my scope and skillset. Provide first aid if I am not accredited to do so. Notify my employer if my first aid and CPR certifications have expired.
Photography policy	Ask permission prior to taking commercial photographs of participants. Ensure parents/guardians are informed of the commercial photograph process, and where they are stored. Ensure that the third party provider commercial photographs, has a privacy breach policy.	Inappropriately take photos of persons and without their consent.

Behaviour	Appropriate (I must)	Inappropriate (I must not)
Use of social media	Ensure that I am following the policy outlined to me in the employee handbook. Ensure that I am following the TreeTop Challenge golden rules. Ensure that only those employed in a marketing capacity are using social media in the workplace. Ensure that my phone or devices are not with me while I am engaged in a supervisory role.	Use social media in the workplace unless I am engaged in a marketing capacity.
Smoking, alcohol consumption and the use of medications and drugs	Ensure that all persons in the workplace, including visitors are not showing signs of intoxication prior to the activity commencing. Follow the policy outlined to me in the employee handbook, and follow the Treetop Challenge golden rules. Notify my management team if I am required to safely store medications in the workplace.	Be under the influence of alcohol or drugs. Fail to safely store my required medications in the workplace, where they are in reach of children and young persons.
General safety	Adhere to the training, policy and procedures set out to me as a TreeTop Challenge employee. Ensure that at all times I do not endanger myself, my colleagues or the participants of the TreeTop Challenge.	Act of behaviour in a manner that conflicts with the training, policies and procedures outlined to me as a TreeTop Challenge employee. Endanger myself, my colleagues or the participants of the TreeTop Challenge.

Behaviour	Appropriate (I must)	Inappropriate (I must not)
Confidentiality of information	Take consideration with password protected software that contains confidential information. Report any breaches of confidentiality to my employer. Ensure that I handle child, young persons and adults information with discretion and confidentiality.	Discuss or show persons confidential information with those who do not hold the authority to view it.

Part two - Capability

3. Recruitment, selection, training and management

Recruitment

The TreeTop Challenge actively recruits employees using a range of employee services and social media platforms.

It is a pre-requisite of all applicants to hold a:

- Valid blue card - Queensland working with children check, or
- Have and approved application and received their blue card number
- Current provide first aid HLTAID011 accreditation

Selection

Our selection process relies heavily on finding suitable candidates who share our values and commitment to safety. Successful candidates will be interacting with children on a regular basis, responsible for the correct fitment of climbing equipment and assisting climbers at height, indirectly or directly. A large part of our role is to prepare our participants and ensure they are informed about the activity.

Successful candidates required skill and attributes:

Subject but not limited to,

- Positive reinforcement/strength based approach
- Keen desire to work with children including patience and enthusiasm
- Value everyone's rights to feel safe and happy
- Prior experience is desirable, but not essential
- Communication skills including rapport and trust building skills
- Leadership skills
- Enthusiasm for adventure based activities and learning

Prior to candidate application approval, employee and character references are conducted, our team will ask a series of suitability questions to ensure the candidate is the right fit for the role.

Training

Upon employment, successful candidates will complete a series of compulsory training modules and must demonstrate competency as safety supervisors. This comprehensive training program is designed to instill our brand's core ethos and values concerning the safety of both our team and participants.

Below is a list of compulsory modules that contain procedures where a child or young person may be involved. Subject but not limited to:

- TreeTop Challenge employee handbook
- Introduction module
- Selecting fitting and climbing with personal protective equipment
- Conduct level 1 harness inspection
- Conduct radio communications
- Selecting, setting up and fitting of climbing equipment
- Engage with participants and provide customer service
- Prepare participants for Adventure park sessions
- Deliver safety information and demonstrations to participants for adventure park sessions
- Conduct level 1 daily check adventure park and complete post check inspection report
- Supervise participants in the adventure park
- Perform assistance techniques
- Operate the auto belay system
- Respond to incidents and complete post incident reporting
- Adventure Park evacuation procedures
- Junior Safety Supervisor
- Canyon Flyer Guide
- Managers Block 1,2,3
- DIMRR (harm) handbook
- Trainer program

Management

Our goal is to ensure our business is living up to the policies and procedures it has implemented. We can achieve this by strictly adhering to our training and document schedule.

- Quarterly performance evaluations for staff
- Strict adherence to disciplinary procedures including in relation to criminal matters
- Handling of feedback and complaints
- 6 monthly training refresher schedule on compulsory Supervisor training modules
- Annual training refresher schedule of compulsory managerial training modules
- Annual review of Risk registers
- Annual review of Child and youth risk management strategies
- Daily, monthly, quarterly, 6 monthly and annual inspections to ensure attraction compliance and safety standards
- Exit interviews and questionnaires

Part three - Concerns

4. Handling disclosures or suspicion of harm, including reporting guidelines

To effectively protect children and young people from harm, prompt and efficient reporting and resolution are essential. Our business has established clear policies and procedures to guide managerial staff in quickly addressing disclosures or suspicions of harm.

How do we do this?

- Our staff undertake compulsory training in responding and reporting near misses and incidents.
- Our managerial staff are responsible for accurate unbiased report writing of near misses and incidents, this includes how to take witness statements from staff and participants.
- If participants are comfortable in doing so, they are welcome to complete a participant incident form on site, and keep for their records.
- Managerial staff can refer to the DIMRR (Harm) handbook, which includes defining, identifying, managing reporting and reviewing harm in the workplace.

5. Managing breaches of your risk management strategy

The TreeTop Challenge prides itself on creating a safe space for all participants to enjoy the outdoors and adventure based tourism. Our DIMRR harm document details for managerial staff how to manage a breach of our CYRMS.

The DIMRR (Harm) handbook provides the following information:

- Defining harm
- Action and impact of harm
- Indications of child abuse and neglect
- Disclosures of harm & suspicions of harm
- Managing and recording a disclosure and suspicion of harm
- Reporting a disclosure of suspicion of harm
- How to determine if there is significant harm
- Non mandatory reporting - making a report
- Breaches in the workplace
- Reviewing current policies and procedures

6. Risk management plans for high risk activities and special events

After seeking guidance from blue card services, we have come to the conclusion that this section is not applicable to the TreeTop Challenge, should the businesses activities change over time, this section will be reviewed in accordance with the review schedule.

Part four -Consistency

7. Compliance with the requirements of the blue card system

In order to maintain requirements of the blue card system, our business take steps to proactively ensure our documentation is current.

Annual review

The annual review of our CYRMS includes the following:

- Whether your policies and procedures were followed
- Whether any incidents relating to children and young people's risk management issues occurred
- The actual process used to manage any incidents
- The effectiveness of your organisation's policies and procedures in preventing or minimising harm to children and young people, and
- The content and frequency of training in relation to your child and youth risk management strategy.

Blue card screening

Noted in our recruitment and selection process, all staff employed at the TreeTop Challenge are required to hold a valid blue card. There are designated TreeTop Challenge employees across all sites in South East Queensland who are the nominated persons for managing employee blue cards, their roles are as follows:

- Park Managers
- Operations Managers, and
- Head of Operations

The nominated persons of the business are responsible for following the blue card processes and managing new employees. Some of their responsibilities include:

- Screening of blue cards for applicants prior to employment
- Managing the blue card services portal
- Linking and de-linking of employee blue cards to the organisation
- Managing the employee register
- Notification to employees of blue card expiry dates
- Liaison for blue card services should they need to contact us
- Review workplace documentation to ascertain employees eligibility to work for the TreeTop Challenge, this includes questions around offences and criminal history

Restricted persons

The TreeTop Challenge does not employ applicants in a restricted employment capacity.

8. Communication and support

Our child and youth risk management strategy is most effective when it has been successfully communicated to all people involved within our organisation.

Communication

The TreeTop Challenge has a variety of avenues where participants and employees can raise concerns, brainstorm ideas, and present strategies, below is a list of key processes the TreeTop Challenge uses to build communications.

- Our teams are approachable, participants employees are welcome to address any concerns they have face to face at any time
- Internal review system, this system allows participants to discretely pass on information to us
- Compulsory inductions
- Daily team huddles
- Park manage reports
- Scheduled mandatory refresher training
- Quarterly operations meetings
- Annual review - Risk registers
- Annual review - CYRMS
- Annual documentation review - Training modules

Support

Staff may need assistance with issues such as behaviour management, stress, conflict, bullying (including cyberbullying), child protection concerns, breaches of the risk management strategy, and handling disclosures or suspicions of harm. Failure to address these staff concerns adequately could compromise our ability to provide a secure environment.

Support methods:

- Internal support is available to employees at any time, we have a strong management team across South East Queensland, if an employee is not comfortable speaking with the direct management of their site, they can speak with someone on the operations team, who is not directly involved with the site the employee works at.
- It is encouraged that employees speak out, there are various services available to staff should they seek support and counselling services.
- Coaching and additional training for employees.

Conclusion

Thank you for taking the time to read and consider our child and youth risk management strategy, should you have any concerns, or wish to assist us with the review and development of our strategies, please do reach out to us. It is important to us that this document has input from subject matter experts.