

Child and Youth Risk Management Strategy

1. A statement of commitment

Eureka Excursions is committed to the safety and wellbeing of all children and young people, including those who undertake our programs. Eureka Excursions expects our employees, agents, volunteers, contractors and trainee students, as well as adults from visiting schools, to treat children and young people with respect and understanding and address their concerns at all times. Eureka Excursions strives to provide a safe and supportive environment for children and young people.

To support this commitment, we are dedicated to our child and youth risk management strategy which has policies and procedures in place to effectively address the safety and wellbeing of children and young people accessing our programs. The values that reflect the culture we are committed to promoting within our organisation are:

RESPECT We conduct ourselves in a professional manner, embrace the diversity and experience of the team, show genuine interest in each other, and acknowledge the contribution we all make.

PASSION We strive for excellence and success in everything we do.

TEAMWORK We consider others' perspectives when making decisions, acknowledge individual strengths, foster innovation and share ideas, encourage and support each other.

COMMITMENT We represent Eureka Excursions in a positive manner, are responsive to the needs of our visitors, commit to going above and beyond to do the best we can in our role in the organisation

LEADERSHIP We learn from each other, are solution focussed, accept and embrace changes, hold ourselves and others accountable, seek to understand and communicate our objectives, goals and vision.

2. A code of conduct

To ensure children and young people are kept safe from harm, the following Code of Conduct outlines the expected standards of behaviour for all people who enter our service environment. This includes management, employees, volunteers, consultants and contractors, visiting adults and students. Eureka Excursions reviews its Code of Conduct regularly. We provide employee training on the Code of Conduct, at the time of induction for new employees and annually for all other employees.

Upholding this Code of Conduct

All people involved within Eureka Excursions are expected to report any breaches of this code to the Director. Any person who breaches this Code of Conduct may be subject to Eureka Excursions' disciplinary

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procedures. Serious breaches may also result in a referral being made to a statutory agency such as the police and/or the local authority children's social care department.

The Role of Staff and Volunteers

When working with children and young people for Eureka Excursions all staff and volunteers are acting in a position of trust. It is important that staff and volunteers are aware that they may be seen as role models by children and young people, and must act in an appropriate manner at all times.

When working with children and young people, it is important to:

- Operate within Eureka Excursions' principles and guidance and any specific procedures.
- Follow Eureka Excursions' 'Child and Youth Risk Management Policy' at all times.
- Listen to and respect children at all times.
- Avoid favouritism.
- Treat children and young people fairly and without prejudice or discrimination.
- Value and take children's contributions seriously, actively involving all children and young people in program activities wherever possible.
- Always ensure language is appropriate and not offensive or discriminatory.
- Always ensure equipment is used safely and for its intended purpose.
- Ensure any contact with children and young people is appropriate and in relation to the work of the program.
- Provide examples of good conduct you wish children and young people to follow.
- Challenge unacceptable behaviour and report all allegations/suspensions of abuse.
- Ensure that whenever possible, there is more than one adult present during activities with children and young people or if this isn't possible, that you are within sight or hearing of other adults.
- Be close to where others are working. If a child specifically asks for or needs some private time with you, ensure other staff should know where you and the child are.
- Respect a young person's right to personal privacy.
- Encourage young people and adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
- Recognise that special caution is required when you are discussing sensitive issues with children or young people.
- Report any breaches of this Code of Conduct.

You must not:

- Patronise or treat children and young people as if they are silly.
- Allow allegations to go unreported.

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- Develop inappropriate relationships such as contact with children and young people that is not a part of the work of Eureka Excursions or agreed with the manager or leader.
- Conduct a sexual relationship with a child or young person or indulge in any form of sexual contact with a child or young person. Any such behaviour between an adult member of staff or volunteer and a child or young person using the services of Eureka Excursions represents a serious breach of trust on the part of the staff member or volunteer and is not acceptable under any circumstances.
- Let children and young people have your personal contact details (mobile number or address).
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people.
- Express personal views on cultures, race or sexuality in the presence of students or discriminate against any student based on culture, race, ethnicity or disability.
- Take or publish (including online) photos, or video recordings of a student without parental/carer consent.
- Post online any information about a student that may identify them such as their full name; age; email address; telephone number; residence; school; or details of a club or group they may attend.
- Act in a way that can be perceived as threatening or intrusive.
- Undertake inappropriate or unnecessary physical conduct or behaviours. Note, this excludes circumstances where physical conduct is necessary – for example: – injury management; and – to demonstrate a skill or for instructional purposes as part of an activity.
- Make inappropriate promises to children and young people, particularly in relation to confidentiality.
- Jump to conclusions about others without checking facts.
- Either exaggerate or trivialise child abuse issues.
- Rely on your reputation or that of the organisation to protect you.

Breaches of the Code of Conduct for Interacting with Children and Young People

Unacceptable behaviour, which may be deemed to be a breach of this code, includes:

- undertaking unlawful activity with or in relation to a child or young person
- engaging in an activity likely to cause any physical, sexual or emotional harm to a child or young person
- abusing the trust that comes with being engaged by Eureka Excursions
- being alone with a child or young person unnecessarily
- arranging personal contact, including online contact, with children or young people they work with for a purpose unrelated to their work activities
- discriminating against any child or their family members

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- disclosing personal or sensitive information about a child or young person, including images of a child, without the consent of the child or young person and/or the consent of their parent or legal guardian
(except where this is required for mandatory reporting or other legal requirements);
- using inappropriate language in the presence of children or young people
- showing or providing children or young people with access to inappropriate images or material
- undertaking work activities with children or young people when under the influence of alcohol or prohibited drugs and
- ignoring or disregarding any suspected or disclosed risk of harm to a child or young person.

Breaches of this code may be subject to disciplinary action, including possible dismissal. Breaches may also lead to criminal proceedings.

Relevant Legislation

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

3. Written procedures for recruiting, selecting, training and managing staff and volunteers.

Recruitment and Selection

Eureka Excursions is committed to the attraction and retention of employees who have the required skills, knowledge, experience and competencies to help Eureka Excursions achieve its vision and strategic objectives.

- When advertising positions with Eureka Excursions, the first mandatory selection criteria listed is “Current Working with Children’s Check (Blue Card) or eligible to apply”. This is applicable to all roles undertaken in the organisation that are classed as ‘regulated employment’ under the Working with Children (Risk Management and Screening) Act 2000.
- Eureka Excursions provides Position Descriptions to all employees and volunteers prior to commencement. Position Descriptions detail the skills and experience required to perform their duties and their WHS responsibilities - including contribution to an environment which is safe and supportive for children and young people.
- Interviews are conducted onsite with ideally two members from the organisation who have a good understanding of the requirements of the role being recruited.
- On completion of the interview process, all applicants are reviewed on merit.

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- Copies of required qualifications, courses, certificates and professional registrations will be taken and kept on the personnel file.
- Working with Children Check (Blue Card) must be obtained to be employed with Eureka Excursions. Applicants are required to indicate on their application whether they are able to secure a positive notice blue card. Under no circumstances will Eureka Excursions engage an applicant who is deemed a prohibited person.
- Work-related references are required from applicants during the selection process. These references are contacted (with permission, including specific questions regarding suitability to work with children) prior to any offer being granted.
- Successful applicants are required to sign an employment contract declaration, including acknowledgement and adherence to Eureka Excursions' policies and procedures.
- Eureka Excursions provides a probation period of three (3) months to all new employees. Throughout this period, performance, skills and suitability will be monitored to ensure the employee meets the standards of Eureka Excursions.

Induction and Training

Training is carried out to enhance the skills and knowledge of employees and volunteers and reduce exposure to risks. Eureka Excursions is committed to ensuring on-going training is available and provided to all employees and volunteers. Training is provided to new employees and volunteers to outline their responsibilities and commitment expected by Eureka Excursions to promote the safety and wellbeing of children and young people. This training is provided by a mentor and uses gradual release of responsibility upon demonstration of capacity. Existing employees and volunteers are required to complete annual training and development to ensure their skills and knowledge meet the requirements of their positions.

Management

The standards of conduct and performance expected by Eureka Excursions are communicated to employees through documentation, training, information sessions and review meetings.

Appraisals are a critical part the ongoing management of our employees and are recommended to be undertaken annually. The emphasis of an appraisal should be focused on issues which impact on the safety and wellbeing of children and young people:

- Achievement of the key responsibilities and tasks as outlined in the employee's position description
- The employee's approach to performing their role, specifically regarding their behaviour in the workplace and within their team
- What, if any development and/or training opportunities are available that would assist in improving or enhancing the overall performance of the employee
- The achievements and challenges the employee has faced during the review period

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- The employee's goals or areas of focus for the upcoming 12 months

Discipline

Eureka Excursions does not condone misconduct and unacceptable behaviour in the workplace and will respond appropriately regarding the management of such matters, which may include taking disciplinary action, up to and including termination. In matters of serious misconduct occur, or it is considered a risk to health and safety, Eureka Excursions may suspend employees whilst the matter is being investigated. Eureka Excursions will ensure the principles of procedural fairness and natural justice are followed which includes allowing the employee subject to the discipline process the opportunity to present his/her own case.

4. Policies and procedures for handling disclosures and suspicions of harm, including reporting guidelines.

Harm – means any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. Harm can be caused by a single act, omission or circumstance, or a series or combination of acts, omissions or circumstances. Harm can be categorised in the following types:

- **Physical abuse** – beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication.
- **Emotional or psychological** - constant yelling, insults, swearing, criticism, bullying (including cyber), not giving children positive support and encouragement.
- **Neglect** - not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school.
- **Sexual abuse or exploitation** - sexual jokes or touching, exposing children to sexual acts or pornography or having sexual intercourse with a child or young person under 16 years of age (even if the child appears to have consented)

Disclosures – Occur when someone, including a child or young person, tells you about harm that has happened or is likely to happen. Disclosures of harm may start with:

- "I think I saw..."
- "Somebody told me that..."
- "Just think you should know..."

Only ask "What Happened? When did it happen? Who did you tell?", leading questions must not be asked. Eureka Excursions training provides instruction to remain calm, keep neutral and be aware of personal emotions.

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Suspicion of harm – when someone has a reasonable suspicion that a child has suffered, is suffering, or is at an unacceptable risk of suffering, significant harm. A child who has been, or may be experiencing, abuse may show behavioural, emotional or physical signs of stress and abuse.

Documenting disclosures or suspicion of harm

If any Eureka Excursions employees have concerns about the safety of a child, they will record their concerns in a non-judgmental and accurate manner as soon as possible, following the reporting procedures outlined below.

If an employee of Eureka Excursions witnesses unsafe or harmful actions towards a child participating in a Eureka Excursions program, the employee will intervene immediately, provided it is safe to do so. Otherwise, the employee will call the police.

On receiving a **disclosure of harm**, Eureka Excursions employees are to complete an incident report recording the details as soon as possible so that they are accurately captured, including:

- the time, date and place of the disclosure;
- 'word for word' what happened and what was said, including anything you said and any actions that have been taken; and
- date of the report and signature.

Reporting disclosures or suspicions of harm

Eureka Excursions will not conduct its own enquiries in relation to any disclosure or suspicion of harm and will not attempt to mediate an outcome between the parties involved.

If a Eureka Excursions employee receives a disclosure or suspects harm they are to report this immediately to the director of Eureka Excursions.

All disclosures or suspicions of harm will then be reported to the:

- Department of Communities (Child Safety Services) on free call 1800 811 810, or
- Queensland Police Service (to the relevant local station)

Actions following a disclosure of harm

- Support and counselling will be offered to all parties involved.
- Details of the parties who made the report and who are involved in the matter will be kept completely confidential.
- If the person who is alleged to have committed the harm to child is an employee of Eureka Excursions, their duties will be reviewed and any further interaction with children via their day-to-day work will be suspended.

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until the matter is resolved. Appropriate disciplinary action which could include termination of employment will be taken by Eureka Excursions management in response to any subsequent policy investigation.

Mandated Reporting

Under legislation (Child Protection Act 1999 and Child Protection (Mandatory Reporting – Mason’s Law) Amendment Act 2016) certain professionals have a legal obligation to report child safety concerns to Child Safety, where there is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse, and there is not a parent able and willing to protect the child from harm. Registered teachers who bring student groups to Eureka Excursions are mandatory reporters.

5. Plan for managing breaches of your risk management strategy.

Eureka Excursions has the expectation that all employees, agents, volunteers, contractors and trainee students will understand their obligations and abide by the Child and Youth Risk Management Strategy. Any breaches to the strategy will not be tolerated.

Breach – any action or inaction by an individual employed by or involved with the organisation, including children and young people, that fails to comply with any part of the strategy.

Employees/Agents/Volunteers/Trainee Students all hold the responsibility of reporting breaches of the Child and Youth Risk Management Strategy in writing to the **Director**, who will provide advice and support for all breaches and disciplinary related matters.

Parents/Children and Young People also have the responsibility of reporting breaches of the Child and Youth Risk Management Strategy. This should be done, in writing, via info@eurekaexcursions.com

Allegations of breaches of the Child and Youth Management Strategy are managed under the principles of procedural fairness and natural justice. The following will occur:

- All people concerned will be advised of the process and be able to provide their version of events.
- All details of the breach, including the versions of all parties and the outcome will be recorded.
- Matters discussed in relation to the breach will be kept confidential.

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

- Emphasising the relevant component of the child and youth risk management strategy, for example, the Code of Conduct.

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- Providing closer supervision.
- Further education and training.
- Mediation between those involved in the incident (where appropriate).
- Disciplinary procedures (if necessary).
- Termination of employment or partner school agreement.
- Reviewing current policies and procedures and developing new policies and procedures (if necessary).

All reports of breaches to the Child and Youth Risk Management Strategy will be stored electronically on a secure drive.

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

Eureka Excursions is committed to the implementation of effective, efficient and consistent risk management across all activities.

Considering the nature of our business is facilitating a day program of curriculum-related, hands-on learning activities for school students in an outdoor environment, Eureka Excursions must have a comprehensive risk management framework and supporting procedures which must be applied to all program activities. Risk assessments developed as per the Standards Australia's AS/NZS ISO 31000:2018 Risk management - Principles and Guidelines, are made publicly available via the website. Copies are also provided to each organising teacher upon receipt of their booking request, with the explicit expectation that those risk assessments are also forwarded to all adults attending the excursion.

Additionally, as Eureka Excursions' risk management framework reinforces a positive risk culture where all those employed by or involved with Eureka Excursions play a role in managing risk, teachers of visiting schools are invited and encouraged to conduct their own onsite risk assessments to ensure optimal child safety for their specific context/group.

7. Policies and procedures for managing compliance with the Blue Card system.

Due to the nature of the services provided by Eureka Excursions, all employees, volunteers, contractors and trainee students are required to hold a Blue Card. Eureka Excursions has an expectation that all employees

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and volunteers will ensure their Blue Card is renewed before expiry and advise Eureka Excursions of any change in Police Information. As outlined in the Working with Children (Risk Management and Screening) Act 2000, engagement with Eureka Excursions can occur for:

- **Paid Employees** - once their application has been received by Blue Card Services
- **Volunteers** – once their Positive Notice has been issued by Blue Card Services

Blue Card Services applications are handled by Eureka Excursions Human Resources team, who maintain a Blue Card Register for all staff.

Eureka Excursions has made a commitment under the Child and Youth Protection Policy to ensure a review of the Child and Youth Risk Management Strategy occurs annually. This review will take into consideration:

- whether the policies and procedures that support the strategy were followed
- whether incidents relating to children and young people's risk management issues occurred
- effectiveness of policies and procedures and any changes to those supporting documents
- content and frequency of training in relation to the strategy

Any changes Eureka Excursions considers necessary will be made to the strategy to ensure the organisation is meeting the requirements of effectively addressing risks to children and young people. Changes in the strategy will be published and communicated to all stakeholders.

8. Strategies for communication and support.

Eureka Excursions utilises a number of mechanisms to ensure awareness for staff, visiting schools, students and parents around student protection and the Child and Youth Risk Management Strategy, including:

- Provision of a publicly available Child and Youth Risk Management Policy and Information Pack (program handbook) on the Eureka Excursions website.
- Provision of a copy to all employees and volunteers as part of their induction training.
- Provision of a copy to all organising teachers who book a program day, with the explicit expectation that it will be forwarded to all attending adults.
- Refresher (annual) training for staff, including the Child and Youth Risk Management Strategy, Identifying Risks of Harm, Handling Disclosures, and Supporting Policies and Procedures. All policies and procedures are reviewed annually (at a minimum) in consultation with several stakeholders to ensure optimal safeguards for children and young people.