

CheckUP Child Safety and Wellbeing Policy

Policy purpose

CheckUP Australia (“CheckUP”) is a not-for-profit organisation dedicated to better health for people and communities who need it most. CheckUP works with partner organisations and health providers to create healthier communities and reduce health inequities through a range of programs and initiatives.

The 2013 findings of the *Royal Commission into Institutional Responses to Child Sexual Abuse* highlighted the needs and expectations of all organisations to safeguard children from Harm and Abuse. The Royal Commission recommended that all institutions in Australia that engage in child-related work be required to implement ten child safe standards, which have been incorporated into the National Principles for Child Safe Organisations.

CheckUP’s Child Safety and Wellbeing Policy (“Policy”) demonstrates CheckUP’s commitment to child safety and wellbeing and its responsibilities through the implementation of the National Principles for Child Safe Organisations. The Policy supports CheckUP Board Directors, Chief Executive Officer (CEO), staff, representatives, contractors, consultants, students, visitors, and volunteers to understand their obligations when engaging with children and young people. CheckUP is committed to ensuring that children, young people, families, and communities feel confident that CheckUP provides a safe environment where children’s rights, needs and interests are met.

References

Title	Description
Statutory/ Regulatory	<ul style="list-style-type: none"> - <i>Child Protection Act 1999</i>, Queensland State Government - <i>Child Protection Reform and Other Legislation Amendment Act 2022</i>, State of Queensland - <i>Care and Protection of Children Act 2007</i>, Northern Territory Government - National Principles for Child Safe Organisations endorsed by the Council of Australian Governments in 2019 - United Nations Convention on the Rights of the Child - <i>Privacy Act 1988</i>, Australian Privacy Principles
doc_007	Clinical Governance Policy
doc_118	Work Health, Safety and Wellbeing Policy
doc_019	Whistle-blower Policy
doc_022	CheckUP Clinical Governance Framework
doc_023	CheckUP Privacy Policy
doc_049	Position Description Template
doc_069	Referee Report Template
doc_116	Discipline Policy
doc_118	Induction and Orientation Program
doc_119	Performance Objectives and Development (POD) Plan Policy
doc_136	CheckUP Health Information Management Procedure
doc_137	Data Breach Response Plan
doc_140	Recruitment and Selection Policy
doc_143	Recruitment and Selection Procedure
doc_160	Feedback Form - Internal
doc_170	CheckUP Feedback Policy and Procedure
doc_181	Statement of Commitment to Child Safety and Wellbeing
doc_185	Child Safe Code of Conduct

doc_186	Child Safety Action Plan 2021-2023
doc_187	Clinical Incident Report Form
doc_212	Clinical Incident Policy & Procedure
TBA	Child Safety Risk Management Plan*
TBA	Outreach Provider Orientation Guide
TBA	Outreach Regional Coordination Orientation Guide

*Notes. * Indicates an internal document that is currently in development. TBA: To be announced.*

Definitions

Refer to Appendix 1.

Statement of Commitment

CheckUP is committed to the continued safety and wellbeing of children and young people across the organisation.

CheckUP is a recipient of State and Commonwealth funding and over the next two years will work towards embedding the requirements of the Commonwealth Child Safe Framework (CCSF) by progressively implementing the National Principles for Child Safe Organisations.

All children and young people have a right to feel safe and to be safe. CheckUP takes a zero-tolerance approach to child abuse and will not tolerate any abuse or neglect of children or young people involved in CheckUP programs, services, or contracted health professionals. To ensure the safety and wellbeing of children and young people, CheckUP will:

- create physical and online environments that are child safe and child friendly
- maintain a culture of openness and transparency
- recognise and accept the moral and legal responsibility to safeguard children from child abuse both inside and outside of CheckUP's physical and online environments
- take a preventative, proactive and early-intervention approach to child safety
- ensure relevant organisational policies, procedures, activities, and expectations will be implemented and communicated across the organisation and its operations
- value and empower children to participate in decisions that affect their lives
- conduct ongoing risk assessments, management and improvement of all interactions CheckUP Board Directors, senior management, staff, representatives, contracted health professionals, contractors, consultants, students, visitors, and volunteers have with children

- foster a culture that is child and culturally safe and that also respects diversity and disability in children and young people
- report suspected abuse, neglect, or mistreatment promptly to the appropriate authorities
- value the input of and communicate regularly with families and communities.

Scope

This Child Safety and Wellbeing Policy applies to all people involved in the delivery of programs, projects, services, and activities authorised by or under the control of CheckUP, which involves, may involve, or result in or relate to contact with children or young people. This includes, but is not limited to, CheckUP Board Directors, senior management, staff, representatives, contracted health professionals, contractors, consultants, students, visitors, and volunteers.

Responsibilities

CheckUP Board

The Board will:

- set a clear direction for the organisation in relation to all aspects of child safety and wellbeing in its strategic function in providing the vision, mission, and goals of the organisation
- ensure the CEO implements the CCSF by progressively implementing the National Principles for Child Safe Organisations and child safety policy and procedure to ensure organisational compliance
- ensure the CEO promotes an open and aware culture of child safety free of discrimination and exclusion
- ensure organisation-wide child safe practice is embedded through governance, strategy, and leadership
- ensure governance-level policies are appropriate, relevant, understood, and regularly reviewed

- provide effective leadership by championing child safe practices, both internally and externally
- ensure CheckUP's moral and legal responsibility to report child abuse is fulfilled when a concern, allegation or disclosure arises and/or report to the relevant child safety authority if they have a reasonable belief that a child has been harmed or is likely to be harmed
 - In an emergency, call 000 and ask for police
 - Queensland child safety authority: 1800 177 135
 - Northern Territory child safety authority: 1800 700 250
- provide guidance with respect to child safe strategy, leadership, and governance and required alterations for child safety policies and processes
- be required to read, understand, and agree to the *Child Safe Code of Conduct* on employment, engagement or as contracted by CheckUP
- approve this Policy.

Chief Executive Officer

The CEO will:

- implement the CCSF by progressively implementing the National Principles for Child Safe Organisations and child safe policy and procedure to ensure child safe organisation compliance
- champion an open and aware culture of child safety free of discrimination and exclusion
- implement and maintain robust recruitment and selection policies and processes
- implement strong child safety complaints handling policies and processes and a robust Risk Management Strategy to detect, monitor, assess, and respond to all child safety concerns
- fulfil CheckUP's legal and moral responsibility to report child abuse when a concern, allegation or disclosure arises and/or report to the relevant child safety authority if they have a reasonable belief that a child has been harmed or is likely to be harmed
 - In an emergency, call 000 and ask for police

- Queensland child safety authority: 1800 177 135
 - Northern Territory child safety authority: 1800 700 250
- ensure that staff, interns, and volunteers have completed adequate child safety training and education to uphold the child safety practices and expectations
- install effective review and reporting processes to identify child safety concerns and take preventative actions
- induct and orientate new Board Directors to ensure they are aware and have a sound understanding of CheckUP's Child Safety and Wellbeing Policy and Procedure and expected behaviours
- manage all duty of care risks pertaining to CheckUP staff, interns, and volunteers
- be required to read, understand, and agree to the *Child Safe Code of Conduct* on employment, engagement or as contracted by CheckUP.

Senior Management (Executive Director Corporate Services / Chief Financial Officer and General Managers)

Senior management will:

- be required to read, understand, and agree to the *Child Safe Code of Conduct* on employment, engagement or as contracted by CheckUP
- assist the CEO to implement all required child safe policies and procedures, on an operational level, to ensure organisational compliance and an open and aware culture of child safety
- assist the CEO to fulfill CheckUP's legal and moral responsibility to report child abuse when a concern, allegation or disclosure arises and/or report to the relevant child safety authority if you have a reasonable belief that a child has been harmed or is likely to be harmed
 - In an emergency, call 000 and ask for police
 - Queensland child safety authority: 1800 177 135
 - Northern Territory child safety authority: 1800 700 250
- assist the CEO to implement and maintain robust recruitment and selection policies and processes

- induct and orientate new staff, interns, volunteers, and visitors so that they are aware of and have a sound understanding of CheckUP's Child Safety and Wellbeing Policies and Procedures and expected behaviours
- assist the CEO in management of all duty of care risks pertaining to CheckUP staff, interns, and volunteer interaction with children.

Staff, interns, and volunteers

Staff, interns, and volunteers will:

- induct and orientate new staff, interns, volunteers, and visitors so that they are aware of and have a sound understanding of CheckUP's Child Safety and Wellbeing Policies and Procedures and expected behaviours
- be required to read, understand, and agree to the *Child Safe Code of Conduct* on employment, engagement or as contracted by CheckUP
- report any child safety concerns, allegations or disclosures to the CEO and senior management as soon as possible and/or report to the relevant child safety authority if they have a reasonable belief that a child has been harmed or is likely to be harmed
 - In an emergency, call 000 and ask for police
 - Queensland child safety authority: 1800 177 135
 - Northern Territory child safety authority: 1800 700 250
- adhere to the principles and obligations of this policy and any related procedure
- take all due care to ensure that their actions or omissions are not in breach of this policy
- take all due care not to directly or indirectly encourage others to breach this policy
- champion an open and aware culture of child safety and reflect on the way discrimination and exclusion can work against a child safe culture.

CheckUP representatives, contractors, and consultants

CheckUP representatives, contractors and consultants will:

- be required, prior to service delivery or service delivery involvement, to obtain a positive working with children check in the state or territory those services will occur

- be required to read, understand, and agree to the *Child Safe Code of Conduct* on employment, engagement or as contracted by CheckUP
- report any child safety concerns, allegations or disclosures to the CEO and senior management as soon as possible, and/or report to the relevant child safety authority if they have a reasonable belief that a child has been harmed or is likely to be harmed
 - In an emergency, call 000 and ask for police
 - Queensland child safety authority: 1800 177 135
 - Northern Territory child safety authority: 1800 700 250
- adhere to the principles and obligations under this Policy and any related procedure
- take all due care to ensure that their actions or omissions are not in breach of this policy.
- take all due care not to directly or indirectly encourage others to breach this policy
- champion an open and aware culture of child safety and reflect on the way discrimination and exclusion can work against a child safe culture.

Obligations to Child Safety and Wellbeing

In accordance with National Principles for Child Safe Organisation, CheckUP is committed to the following obligations to child safety and wellbeing:

CheckUP leadership, governance, and culture

- CheckUP Board Directors, CEO and staff are committed to child safety and wellbeing and its responsibilities through the implementation of the 10 National Principles for Child Safe Organisations. The principles align with CheckUP's values of **Excellence, Collaboration, Innovation, Integrity, and Compassion** that are embedded within the organisation, and its culture and provide a strong foundation for CheckUP's child safety and wellbeing commitment.
- To embed child safety and wellbeing into the organisation and its operations, the following child safety and wellbeing policies and procedures will be developed:
 - *A Statement of Commitment to Child Safety and Wellbeing.* The Statement of Commitment will publicly formalise CheckUP's collective statement of intent to

- protect children and young people in its operations. The *Statement of Commitment to Child Safety* will be developed through consultation with CheckUP Board Directors, CEO, senior management, and staff to ensure it is representative of the organisation's values and attitudes. The Statement of Commitment will be signed by CheckUP Board Chair and the CEO and displayed in CheckUP offices and on the CheckUP website.
- *A Child Safety and Wellbeing Policy.* This policy will demonstrate CheckUP's commitment to child safety and wellbeing and its responsibilities through the implementation of the National Principles for Child Safe Organisations. This policy will outline obligations in line with these principles to ensure CheckUP's programs, projects, services, and activities maintain child safety and wellbeing.
 - *A Child Safety Action Plan.* The Action Plan will outline the process of implementing the obligations, outlined in this policy, to ensure CheckUP's programs, projects, services, and activities maintain child safety and wellbeing.
 - *A Child Safe Code of Conduct.* The code of conduct will outline the behavioural expectations and responsibilities in relation to the delivery of programs, projects, services, and activities in relation to child safety and wellbeing. CheckUP Board Directors, CEO, senior management, staff, representatives, contracted health professionals, contractors, consultants, interns, students, visitors, and volunteers will be required to read, understand, and agree to the code of conduct on employment, engagement or as contracted by CheckUP.
 - *A Child Safety Risk Management Plan.* The plan will implement an early-intervention approach to prevention, identification, and mitigation of any risk to child safety and wellbeing. The plan will be embedded in CheckUP's existing risk management approach and will be incorporated as part of day-to-day operations across the organisation.
- The Child Safety and Wellbeing Policies and Procedures and related documents will be developed and regularly reviewed in consultation with children, young people, families and communities to ensure their rights, needs and interests are being met. Review outcomes will be documented and shared as part of this process.

- The Child Safety and Wellbeing Policies and Procedures and related documents will:
 - regularly be reviewed as part of CheckUP's Document Management Procedures
 - be included in CheckUP's induction and orientation processes for CheckUP Board Directors, CEO, senior management, staff, representatives, contracted health professionals, contractors, consultants, students, visitors, and volunteers
 - be produced in a format that is culturally appropriate and child safe to ensure they are easily understood by children and communities that speak languages other than English and will accommodate those who have vision impairments or other disabilities
 - be made publicly available on the CheckUP website.
- CheckUP will create and maintain a culture that supports safe work environments to ensure children, young people, families, and communities feel confident that their child's rights, needs and best interests are being met
- CheckUP CEO, senior management and staff will promote good practice and encourage learning and understanding about child safety and wellbeing by engaging in Child Wise's Community of Practice and through the dissemination of child safety information.

CheckUP staff and third parties

To create a child safety culture and to embed child safety and wellbeing into the organisation, a *Child Safe Code of Conduct* will be developed to outline the behavioural expectations and responsibilities in relation to the delivery of programs, projects, services, and activities.

- CheckUP Board Directors, CEO, staff, representatives, contractors, consultants, students, visitors, and volunteers will be required to read, understand, and agree to the *Child Safe Code of Conduct* on employment, engagement or as contracted by CheckUP.
- CheckUP will provide regular education and training opportunities (in line with CheckUP's *Child Safety Action Plan*) to CheckUP Board Directors, CEO, staff, interns, and volunteers on child safety and wellbeing so that they are able to confidently act in the best interests of children.

- CheckUP recognises that the recruitment and selection processes are the organisation's first opportunity to safeguard children and young people. CheckUP will ensure its recruitment and selection policy and procedures are updated to reflect child safety, where required. This will include child safety related scenarios and interview questions.
- CheckUP will implement rigorous recruitment and selection policies, processes, and employment conditions to ensure CheckUP Board Directors, CEO, staff, representatives, contractors, consultants, students, visitors, and volunteers are representative of CheckUP's child safety and wellbeing values in practice. As outlined in CheckUP's *Child Safety Action Plan*, this may include (but not limited to) updates to:
 - job advertisement and selection criteria
 - interviewing processes
 - pre-employment checks and screening processes
 - position descriptions
 - employment condition policies.
- CheckUP will record and review compliance with the child safety elements, in line with CheckUP's updated *Recruitment and Selection Policy* and procedures.
- CheckUP Board Directors, CEO, staff, representatives, contractors, consultants, students, visitors, and volunteers with contact with children and young people will be required to maintain current working with children checks, national and international criminal history checks and other necessary background checks, as required.
- CheckUP will ensure that all contracted health professionals comply with the CCSF, which includes the implementation of the National Principles for Child Safe Organisations.
- Relevant CheckUP's child safety and wellbeing policies and procedures will be included in CheckUP's induction and orientation processes (as outlined in CheckUP's *Child Safety Action Plan*) for CheckUP Board Directors, CEO, staff, representatives, contractors, consultants, students, visitors, and volunteers to ensure they are aware and have a sound knowledge CheckUP's policies and procedures in relation to child safety.
- CheckUP will provide ongoing supervision, support, and performance management in line with CheckUP's *Performance Objectives and Development (POD) Plan Policy*. Six-monthly performance reviews are undertaken, as part of CheckUP's Performance Objectives and

Development (POD) Plan Policy, against updated position descriptions, which will include a focus on child safety and wellbeing.

- CheckUP will ensure CheckUP Board Directors, CEO, and staff are provided with information, professional development, training, and education (as outlined in CheckUP's *Child Safety Action Plan*) that will:
 - support them to understand their obligations under CheckUP's Child Safety and Wellbeing Policies and Procedure
 - support them to identify the different ways children and young people express concerns and signs of distress
 - recognise the indicators of child harm, including child harm caused by other children and young people
 - support them to respond effectively to feedback or complaints by following the complaints management process and support colleagues who disclose harm
 - enable them to recognise risks to child safety and wellbeing and to build culturally and child safe physical and online environments for children
 - empower them to report breaches of the *Child Safe Code of Conduct* and child safety
 - support them to respectfully maintain the privacy and confidentiality of children, young people, families, and communities.
- CheckUP will ensure that work health and safety policies and procedures (as outlined in CheckUP's *Child Safety Action Plan*) are updated to reflect child safety and wellbeing.
- CheckUP will ensure a risk assessment is undertaken in physical and online environments to identify child safety risks in line with CheckUP's work health and safety policies and procedures. CheckUP will implement process modifications to mitigate the risk and ensure children and young people are logged and supervised in physical environments.

Engaging and empowering children, young people, families, and communities

- CheckUP will facilitate ongoing child and culturally safe engagement with children, young people, families, and communities aimed at supporting opportunities to:

- participate in, access, and provide feedback on CheckUP's child safety policies and procedures
 - understand and provide feedback on CheckUP's child safety approach to programs, projects, services, and activities
 - participate in decision-making that affects their children, family, and community.
- CheckUP will ensure appropriate informed consent is obtained from parents and guardians in relation to all programs, projects, services, and activities undertaken, relevant to appropriate State and Territory Legislation.
- CheckUP will ensure that plans to engage with children and young people will be undertaken in consultation with families, communities, and key stakeholders to ensure a safe a secure environment is provided to support and encourage feedback and participation in decision-making and ensure their voices are heard. As outlined in CheckUP's *Child Safety Action Plan*, this may include (but not limited to):
 - identifying appropriate children, young people, families, and stakeholders to engage
 - identifying trusted people and community members to support engagement and creation of an open and safe environment
 - identifying age-appropriate consultation methods or platforms (e.g. survey, social media etc.)
 - appropriate lines of inquiry or questions to engage
 - the development of child safe resources or materials to support engagement
 - ensuring the engagement is culturally appropriate and safe and be inclusive and respectful of all children regardless of diversity, disability, or cultural background
 - safety issues and or risks associated with engagement, to inform our *Child Safety Risk Management Plan*.
- CheckUP values the input of children, young people, families, and communities and will communicate regularly with families and communities regarding opportunities for providing feedback, encouraging their children's feedback and participation in decision-making that will affect their children, family, and community.

- CheckUP will develop resources and materials for children and young people that will be co-designed and developed in consultation with children, young people, families, and communities to ensure they are child-friendly, culturally safe, and appropriate.
- CheckUP will provide children, young people, families, and communities with ongoing and regular opportunities to provide feedback and participate in and inform decision-making on the design, development, implementation and evaluation and review of programs, projects, services, and activities involving them.
- CheckUP will document and regularly review feedback and input provided by children, young people, families, and communities, as part of CheckUP's quality improvement processes and incorporate this feedback into the ongoing review of CheckUP's child safety and wellbeing policies and procedures, as outlined in CheckUP's *Child Safety Action Plan*.
- CheckUP will provide education and information to CheckUP Board Directors, CEO and staff, representatives, contractors, consultants, students, visitors, and volunteers on the rights of children and young people in participating in decisions affecting them. This includes:
 - a child's rights to safety and to be listened to
 - the importance of friendship to help children and young people feel less isolated
 - a child's right to recognise trusted adults and friends
 - a child's right to participate in decisions that will affect their lives
 - a child's rights under the UN Conventions on the Rights of the Child.
- CheckUP will ensure that the CheckUP's child safety and wellbeing policies follow CheckUP's values, requiring all feedback, opportunities, engagements and other interactions to be inclusive and respectful of all children regardless of diversity, such as Aboriginal and Torres Strait Islander status, sexual orientation, disability, culturally and linguistically diverse backgrounds or living situation.
- CheckUP will ensure contracted health professionals are aware of and have a sound understanding of CheckUP's child safety and wellbeing policies and procedures to ensure that health service delivery, engagement and interaction with children, young people, families and communities promote equity and respects diversity for the safety and wellbeing of children and young people.

- CheckUP is governed by the Australian Privacy Principles under the *Privacy Act 1988*. The *CheckUP Privacy Policy* outlines the ways CheckUP will collect, use, disclose and provide access to personal and sensitive information in relation to children and young people. Eligible data breaches will be managed in accordance with the *CheckUP Privacy Policy*.

Respond to child safety complaints and concerns

- CheckUP will address all concerns, allegations and disclosures of child abuse, neglect, or exploitation with a zero-tolerance approach.
- CheckUP will embed children's rights, safety and wellbeing into CheckUP Clinical Governance Framework and ensure the complaints management processes (as outlined in CheckUP's *Child Safety Action Plan*) are appropriate to collect information on all concerns and complaints related to child safety, are responded to, and investigated promptly and thoroughly. The complaints management processes will consider the types of complaints that may be received, including conduct, misconduct, or criminal conduct.
- CheckUP will ensure the complaints management process is child safety focused and provide accessible child-friendly and culturally safe information to children, young people, families, and communities about how to raise concerns and how those concerns will be responded to and investigated.
- CheckUP Board Directors, CEO, staff, representatives, contractors, consultants, students, visitors, and volunteers are to, as soon as reasonably possible, report any suspicion of child abuse or child abuse directly to the CEO or management and/or report to the relevant child safety authority if they have a reasonable belief that a child has been harmed or is likely to be harmed.
 - In an emergency, call 000 and ask for police
 - Queensland child safety authority: 1800 177 135
 - Northern Territory child safety authority: 1800 700 250.
- CheckUP will report any reasonable belief of child abuse occurring to the appropriate Child Safety Body of the respective States or Territory that CheckUP operates. CheckUP does

not qualify as a mandatory reporter in all State or Territory jurisdictions, but in the best interests of children CheckUP will act as one.

- CheckUP will ensure concerns and complaints are documented in line with CheckUP feedback and complaints process to ensure relevant information is recorded and analysed to identify and mitigate systemic issues.
- CheckUP will ensure the complaints handling system is accessible, is child and culturally safe and children and families understand how they are able to submit feedback and complaints.
- CheckUP Board Directors, CEO, staff, representatives, contractors, consultants, students, visitors, and volunteers are informed about the feedback and complaints process, their roles and responsibilities with respect to CheckUP's complaints management process, including:
 - risk assessment and management processes
 - external reporting obligations (such as mandatory reporting)
 - record-keeping and information sharing to ensure reporting requirements and privacy obligations are met
 - responding to children who disclose abuse (including recognising the different ways children may disclose).
- Complaints or concerns about child safety will be carefully considered in scheduled reviews of CheckUP's child safety policies and procedures.
- CheckUP will ensure all CheckUP Board Directors, staff, students, and volunteers are aware of CheckUP's Employee Assistance Program and the support that is available, should there be any concerns for someone's emotional and psychological well-being as a result of a child safety concern, complaint or breach.

Appendix 1

Definitions

- **Abuse:** in relation to a child is intended to have its broadest meaning and includes:
 - physical abuse
 - sexual abuse or other exploitation of a child, including child grooming
 - emotional/psychological abuse
 - neglect
 - exposure to physical violence.
- **Physical abuse of a child:** The intentional use of physical force against a child that results in – or has a high likelihood of resulting in – harm to the child’s health, survival, development, or dignity. This includes hitting, beating, kicking, shaking, biting, strangling, scalding, burning, poisoning, and suffocating. Much physical violence against children in the home is inflicted with the object of punishing.
- **Sexual abuse of a child:** The involvement of a child in sexual activity that he or she does not fully comprehend, is unable to give informed consent to, or for which the child is not developmentally prepared, or else that violates the laws or social taboos of society. Children can be sexually abused by both adults and other children who are – by virtue of their age or stage of development – in a position of responsibility, trust, or power over the victim.
- **Emotional abuse of a child:** refers to a parent or caregiver's inappropriate verbal or symbolic acts towards a child and/or a pattern of failure over time to provide a child with adequate non-physical nurturing and emotional availability. Such acts of commission or omission are likely to damage a child's self-esteem or social competence. Emotional abuse takes five main behavioural forms:
 - **Rejecting:** the adult refuses to acknowledge the child's worth and the legitimacy of the child's needs
 - **Isolating:** the adult cuts the child off from normal social experiences, prevents the child from forming friendships and makes the child believe that he or she is alone in the world.

- **Terrorising:** the adult verbally assaults the child, creates a climate of fear, bullies, frightens the child and makes the child believe that the world is capricious and hostile.
- **Ignoring:** the adult deprives the child of essential stimulation and responsiveness, stifling emotional growth and intellectual development.
- **Corrupting:** the adult 'mis-socialises' the child, stimulates the child to engage in destructive antisocial behaviour, reinforces that deviance, and makes the child unfit for normal social experience.
- **Neglect:** includes both isolated incidents, as well as a pattern of failure over time on the part of a parent or other family member to provide for the development and wellbeing of the child – where the parent is in a position to do so – in one or more of the following areas:
 - health
 - education
 - emotional development
 - nutrition
 - shelter and safe living conditions.
- **Exposure to family violence:** Forcing a child or young person to live in an environment where a primary caregiver experiences sustained violence is in and of itself emotional and psychological abuse.
- **Grooming:** is when a person builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation, or trafficking. Children can be groomed online or face-to-face, by a stranger or, more usually, by someone they know. The behaviours are designed to gain the trust of not only the child, but also their parents, carers, families, and other workers involved in supporting them, for example:
 - spending special time with a child, such as in private settings, away from their family or organisation, including online
 - isolating the child or young person from family and peers
 - giving gifts to a child
 - showing favouritism

- allowing the child to step outside of boundaries or rules
 - touching the child
 - testing and breaking professional boundaries.
- **Duty of care risk:** CheckUP's obligation to avoid acts or omissions with respect to child-related offences that can be reasonably foreseen.
- **Child or Children:** A child or young person is a person under 18 years of age or a person apparently less than 18 years of age if the person's age cannot be proved.
- **Contracted Third Party:** A contracted service provider organisation or individual that provides services on behalf of CheckUP.
- **Staff:** All CheckUP employed staff members, interns, or volunteers.
- **Harm:** Harm to a child is any detrimental effect of a significant nature on the child's physical, psychological, or emotional wellbeing.
- **Allegation:** A statement or assertion that has yet to be substantiated or proven and that, for the purposes of this procedure, relates to a specific matter reported to CheckUP concerning a CheckUP worker, another adult, a family member or another child that is unacceptable behaviour because a child has been, or maybe harmed in some way
- **Best interest of the child:** A child rights principle, which derives from Article 3 of the UN Convention of the Rights of the Child, which says that "in all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be a primary consideration".
- **Carer/s:** A family member or paid helper who regularly looks after a child or a sick, elderly, or disabled person.
- **Child:** A person under the age of 18 years
- **Child abuse:** Child abuse can be either a single incident or more than one incident that takes place over time. The *Child Protection Act 1999* outlines that it is irrelevant how much a child is harmed, but whether a child has suffered harm, is suffering harm or is at risk of harm. There are four different types of child abuse that lead to harm: physical abuse, sexual abuse, emotional abuse, and neglect.
- **Child in need of protection:** a child in need of protection is a child who:

- has suffered significant harm, is suffering significant harm, or is at unacceptable risk of suffering significant harm; and
 - does not have a parent able and willing to protect the child from the harm.
- **Child-related offence:** includes sexual offence or sexual misconduct, assault, ill-treatment or neglect, behaviour that causes emotional harm, family and domestic violence.
- **Concern:** A suspicion that a child or children have been subject to abuse or harm or are currently being subjected to abuse or harm. When a staff member has broad yet incomplete general information or observations about the behaviour of a colleague, other adults, a family member, or other children, towards a child, i.e., a CheckUP staff member is not required to have all the details.
- **Conduct:** The way a staff member behaves whilst at work or when representing the organisation. The staff member's conduct out of hours may also apply where CheckUP reasonably believes that it would fit within the ambit of the workplace. For example, social media posts that reference CheckUP or CheckUP's staff members.
- **Disclosure of abuse or neglect:** Is when a child tells a staff member that they have been, or are being, harmed in some way with regard to physical, sexual or emotional abuse or neglect.
- **Equity:** Equity is the quality of being fair and reasonable in a way that gives equal treatment to everyone.
- **Diversity:** Diversity is the existence of individuals who come from different backgrounds, i.e., are from different countries, speak different languages or are different genders, etc.
- **Mandatory reporter:** The *Child Protection Act 1999* outlines roles and requirements by mandated people to report abuse and neglect of a child: doctor, registered nurse, teacher, police officer, child advocate, early education, and care professional
- **Misconduct Harm:** an offence committed against a child, either physically or mentally.

- **Reportable Suspicion:** Queensland legislation describes reportable suspicion as a reasonable suspicion that a child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse and may not have a parent able and willing to protect the child from the harm. Playgroup Queensland takes a more holistic approach to what constitutes significant harm and includes all forms of abuse: physical, sexual, emotional and neglect.
- **Sexually harmful behaviour in children:** Refers to harmful behaviour perpetrated by a child (17 years of age or younger) to another child. Harmful behaviours in children are often an indicator that they have experienced abuse or neglect. Where sexually harmful behaviour occurs, organisations have a duty of care to both children. Note that in children under 10 years of age, such behaviour is usually referred to as sexually problematic behaviour.
- **Vulnerable groups:** Refers to the recognition that some groups may be more at risk of abuse, such as babies/toddlers, historical abuse, people with a disability, impairment or mental illness, people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander people, those living in rural and remote communities, people affected by substance misuse, and people who are gay, lesbian, bisexual, transgender, intersex, and queer.