



## Child & Youth Risk Management Strategy 2018

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### INTRODUCTION

Safe service environments don't just happen: they require ongoing planning, commitment and maintenance. The Blue Card system aims to create safe and supportive service environments where children and young people can receive services and participate in activities essential to their development and wellbeing. The Blue Card system has three key components:

- Risk management strategies
- Blue Card screening
- Compliance and ongoing monitoring.

The *Working with Children (Risk Management and Screening) Act 2000* (the Act) and the *Working with Children (Risk Management and Screening) Regulation 2011* requires organisations regulated by the Blue Card system to develop, implement and review annually a Child and Youth Risk Management Strategy.

The purpose of LYQ's Child and Youth Risk Management Strategy is to help identify potential risks of harm to children and young people and to implement strategies to minimise these risks. A well-developed Risk Management Strategy will help us to achieve our objectives by providing a clear and consistent framework to guide and support children and young people, parents, employees, volunteers and visitors to our ministry.

In order to comply with the legislative framework, a Child and Youth Risk Management Strategy must address eight (8) minimum requirements.

These requirements:

- address an organisation's commitment to creating a safe and supportive service environment;
- strengthen an organisation's capability to provide such an environment;

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- assist an organisation to manage any particular concerns with respect to the safety and wellbeing of children and young people who are involved with the organisation; and
  - promote the consistency of an organisation’s approach to risk management, both within the organisation and with respect to compliance with the requirements under the Act.

**The eight requirements are:**

1. A statement of commitment to the safety and wellbeing of children and the protection of children from harm.
2. A code of conduct for interacting with children.
3. Procedures for recruiting, selecting, training and managing staff and volunteers.
4. Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines.
5. A plan for managing breaches of your risk management strategy.
6. Policies and procedures for managing compliance with the Blue Card system.
7. Risk management plans for high-risk activities and special events.
8. Strategies for communication and support.

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## SCOPE

This Strategy applies to all participants, parents, employees, volunteers and visitors within LYQ's ministry.

The following describes how the Strategy document is to be developed.

- Requirement: This sets out the 8 Mandatory Requirements as set out in the *Working with Children (Risk Management and Screening) Act 2000* and the *Working with Children (Risk Management and Screening) Regulation 2011*.
- Action/s: Intentional actions, programs and processes that have been developed and will be implemented. The Action/s must be specific and expressed in terms that can be assessed and evaluated as to their effectiveness.
- Reference: Describes the policy, procedures, protocols and other guidelines which form the authority for the particular Action/s.
- Responsible Officer: This identifies the particular team member who has responsibility for the development and/or implementation of a particular Action/s.
- Evidence: This identifies those things which can be objectively examined and will demonstrate that the Action is in place and is being applied correctly.

Requirement	Action/s	Reference	Responsible Officer	Evidence
<p><b>1. Statement of Commitment</b></p>	<p>The Lutheran Church of Australia (LCA) has outlined its commitment to the safety and wellbeing of children and the protection of children from harm in our LCA Child Protection Policy:</p> <p><i>In bringing God’s love to life, the Lutheran Church of Australia is committed to ensuring the health, safety and welfare of all children who engage with the Church. It will take all reasonable measures to nurture children and protect them from harm and ensure compliance with all legislative requirements for the prevention of harm to children.</i></p> <p>This commitment is outlined in more detail in the LCA Standards of Ethical Behaviour:</p> <p>In caring for children we demonstrate God’s love by:</p> <ul style="list-style-type: none"> <li>- ensuring children feel safe, are respected and listened to</li> <li>- considering the needs of children in all decisions regarding church activities</li> <li>- not abusing children physically, emotionally sexually or spiritually</li> <li>- ensuring that no form of physical punishment is administered to any</li> </ul>	<p>06.03 LCA Child Protection Policy</p> <p>06.07 LCA Standards of Ethical Behaviour</p>	<p>LYQC &amp; LYQ Director</p>	<p>LYQ’s commitment published on the LYQ website.</p> <p>The LCA Child Protection and LCA Standards of Ethical Behaviour policies are published on the LYQ website.</p> <p>All LYQ team members and volunteers in child related roles are required to complete child protection training, with refresher training completed every three years.</p> <p>A visitor register is implemented at every child related ministry.</p> <p>A confidential complaints handling process is outlined on the LYQ website.</p>

child while engaged in church activities

- ensuring that systems for the prevention of harm to children are maintained; and
- ensuring compliance with all legislative requirements for the health, safety and wellbeing of children.

In support of this commitment, LYQ is dedicated to its Child and Youth Risk Management Strategy, which includes having relevant policies, procedures and training in place to effectively address the safety and wellbeing of students in their care.

Requirement	Action/s	Reference	Responsible Officer	Evidence
<b>2. Code of Conduct</b>	<p>Our behaviour expectations are grounded in our faith and have been described by the Lutheran Church of Australia in the LCA Standards of Ethical Behaviour policy. Our faith calls us to strive for exemplary behaviour in all our pursuits.</p> <p>The LCA Standards of Ethical Behaviour policy applies to all stakeholders involved in our ministry including:</p> <ul style="list-style-type: none"> <li>- employees</li> <li>- volunteers</li> <li>- parents</li> <li>- children</li> </ul>	<p>06.07 LCA Standards of Ethical Behaviour</p> <p>Group Deals for each Holiday Camp</p> <p>Holiday Camp Consent Form</p>	<p>GCC</p> <p>DCC</p> <p>LYQC</p> <p>Director</p> <p>Supervisors</p> <p>Events Coordinator</p> <p>Camp Directors</p>	<p>The LCA Standards of Ethical Behaviour (code of conduct) is published on the LYQ website.</p> <p>Employees and volunteers receive a copy of the LCA Standards of Ethical Behaviour and complete training regarding the policy as part of their induction.</p> <p>Camp Directors engage with campers and leaders at the start of camp to develop a 'Group Deal' which outlines behaviour expectations and consequences on camp. Minimum standards of behaviour are outlined in this process.</p> <p>Parents and children commit to minimum standards of behaviour (and related consequences) as part of the booking commitment when they register for camp.</p>

Requirement	Action/s	Reference	Responsible Officer	Evidence
<b>3. Procedures for Recruiting, Selecting, Training and Managing staff and volunteers.</b>	<p>The quality and safety of our ministry will rest on the quality of our employees and volunteers. It is therefore imperative that we have robust recruitment, training and management practices for the employees and volunteers who serve in our ministry.</p>	<p>06.07 LCA Standards of Ethical Behaviour</p>	<p>GCC</p>	<p>The LCA Standards of Ethical Behaviour (code of conduct) is published on the LYQ website.</p>
	<p>Our recruitment processes are guided by our Employee Recruitment &amp; Management Policy and our Holiday Camp Leader Appointment and Expectations Policy which require applications, interviews and reference checking.</p>	<p>06.03 Child Protection Policy</p>	<p>LYQC</p>	<p>0.6.03 Child Protection Policy &amp; Holiday Camp Leader Appointment &amp; Expectations Policy is published on the LYQ website.</p>
	<p>Employees and volunteers complete an induction process on commencement that includes mandatory training regarding our child protection policies and practices. This training includes the signs of abuse/harm and how to respond to disclosures.</p>	<p>LCA Working Draft Child Protection Procedures</p>	<p>Director</p>	<p>Employee Recruitment &amp; Management Policy is available to all employees on our shared drive.</p>
	<p>We conduct annual performance reviews for permanent staff and any issues of concern or development needs are raised as needed.</p>	<p>Employee Recruitment &amp; Management Policy</p>	<p>Supervisors</p>	<p>Position Descriptions include the skill recruitments for the role, any mandatory training expectations and they also outline the Mission, Vision and Values of LYQ.</p>
	<p>Volunteer performance is reviewed at the completion of every Holiday Camp and any issues of concern or development needs are addressed as needed.</p>	<p>Holiday Camp Leader Appointment &amp; Expectations</p>	<p>Events Coordinator</p>	<p>Induction records of employee and volunteers are kept on file.</p>
		<p>Team Induction Pack</p>		<p>Annual Review records for every permanent employee are kept on file.</p>
		<p>2014 Training and Learning Policy</p>		
		<p>2014 Volunteers Policy</p>		
		<p>Performance Review – Process</p>		
		<p>06.04 LCA Complaints Handling Policy</p>		

		LCAQD Blue Card Policy		
		Position Descriptions		
		Blue Card Register		

Requirement	Action/s	Reference	Responsible Officer	Evidence
<p><b>4. Procedures for Handling Disclosures or Suspicions of Harm</b></p>	<p>LYQ recognizes the importance of responding to disclosures and suspicions of harm in a deliberate, transparent and timely manner.</p> <p>Our employees and volunteers are trained in identifying and responding to disclosures or suspicions of harm through mandatory Childsafe training completed at commencement.</p> <p>Disclosures or suspicions of harm are reported through the completion of our Non-injury Incident Form. Authorities are informed where abuse of a child is disclosed or suspected.</p> <p>All Non-injury Incident Forms are reviewed at our quarterly Safe Ministry Meetings and if needed subsequent action items are initiated to improve the effectiveness of the management and reporting process.</p> <p>The LCAQD Bishop is the only person authorised to speak to the media.</p>	<p>Childsafe Team Members Guide</p> <p>Employee Recruitment &amp; Management Policy</p> <p>Holiday Camp Leader Appointment &amp; Expectations</p> <p>Camp Director Handbook</p> <p>Leader Handbook</p> <p>Non-injury Incident Form</p>	<p>Director</p>	<p>The LCA Child Protection Policy, the LCA Standards of Ethical Behaviour and our Holiday Camp Leader Appointment &amp; Expectations Policy are published on the LYQ website.</p> <p>Non-Injury Incident Forms are available to all employees on the shared drive. Copies of the forms are provided in the 'Director Folders' for every Holiday Camp.</p> <p>The minutes from our quarterly Safe Ministry Meetings outline which Non-injury Incident Reports were reviewed and the resultant action items.</p> <p>Completed Non-injury Incident Reports are stored electronically in the associated event folder on the shared drive.</p>

Requirement	Action/s	Reference	Responsible Officer	Evidence
<p><b>5. A Plan for Managing Breaches of our Risk Management Strategy</b></p>	<p>LYQ is committed to managing breaches of our Risk Management Strategy with integrity and thoroughness.</p> <p>We recognise that a breach can occur through the action or inaction of an employee or volunteer in our ministry. It is further recognised that a breach may arise due to a person not being aware of their obligations and/or being confused on what course of action they should have taken.</p> <p>We also recognise that our prompt response to a breach is critical to ensure the on-going safety of everyone involved in our ministry.</p> <p>For this reason our employees and volunteers complete training in regards to our child protection practices at commencement of their service. This training encourages them to report any breaches and possible breaches of our strategy.</p> <p>Breaches are reviewed on a case by case basis by the relevant supervisor and escalated as warranted. We liaise with the LCA Professional Standards Department as needed. Where criminal activity is suspected we immediately involve the authorities.</p>	<p>2018 LYQ Child &amp; Risk Management Strategy</p> <p>06.03 LCA Child Protection Policy</p> <p>Non-injury Incident Form</p> <p>Childdsafe Training</p> <p>Childdsafe Team Members Guide</p> <p>Camp Leader Handbook</p> <p>Camp Director Handbook</p> <p>06.04 LCA Complaints Handling Policy</p> <p>06.09 Privacy Policy</p> <p>LYQ Director Checklist</p>	<p>Director</p> <p>Events Coordinator</p>	<p>All employees and our volunteer leaders complete Childdsafe Training within three months of commencement.</p> <p>Reporting a breach is outlined in the Childdsafe Team Members Guide, Camp Leader Handbook and Camp Director Handbook.</p> <p>Our Pre-camp Safe Ministry Briefing before every Holiday Camp reminds volunteer leaders of the need to report breaches and the process of reporting.</p> <p>A link to the LCA Complaints process is included on the LYQ website.</p>

	<p>Our response to a breach varies depending on the situation and can include additional training, supervision, and suspension of service or termination of engagement.</p> <p>We record all breaches in the personal file of the employee or volunteer involved.</p> <p>We adhere to the LCA Privacy Policy to ensure that the confidentiality of all involved is protected.</p>			
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<b>6. Policies and Procedures for Managing Compliance with the Blue Card System</b>	<p>LYQ has a number of Blue Card policies and procedures in place that set the guidelines for who requires a Working with Children clearance (Blue Card), and the management of Blue Card applications, renewals, cancellations and change of details.</p> <p>A detailed Blue Card register is maintained in LYQ's database system (LYMIS). The register tracks the Blue Card history and current compliance of all volunteers and employees.</p> <p>Regular audits are scheduled and the results tabled at our quarterly Safe Ministry Meetings.</p> <p>Volunteer compliance with the Blue Card requirements is reviewed prior to every holiday camp.</p>	<p>06.03 LCA Child Protection Policy</p> <p>LCAQD Blue Card Policy</p> <p>Position Descriptions</p> <p>Blue Card Register</p>	<p>GCC</p> <p>DCC</p> <p>Area Supervisors</p> <p>Director</p>	<p>The LCA Child Protection Policy, LCA Standards of Ethical Behaviour and the LCAQD Blue Card Policies are published on the LYQ website.</p> <p>The LYQ Blue Card Register is managed through our databased system, LYMIS.</p> <p>Audits of compliance are completed and the results tabled to each quarterly Safe Ministry Meeting.</p>

Requirement	Action/s	Reference	Responsible Officer	Evidence
<b>7. Risk Management Plans for High Risk Activities and Special Events</b>	LYQ places strong emphasis on ensuring the safety of everyone involved in our ministries.	Risk Register	Director	Risk Register which is reviewed monthly by LYQ Council.
	Our risk management approach is guided by our overarching risk register.	Event Risk Management Handbook	Operations Manager	Employees and volunteers are trained at commencement in assessing risk and risk mitigation. This training is renewed every three years at a minimum.
		Chilsafe Team Members Guide	Events Coordinator	
	All holiday camps and training events follow our Event Risk Management Handbook process which requires the initial approval of the LYQ Director to confirm the purpose, value and consistency of the activity with our vision and mission.	Consent Form	Luminate Coordinator	Every holiday camp and training event is required to follow our Event Risk Management Handbook.
		Driver Code of Conduct	In-school Trainer	
	The Event Risk Management Handbook process then requires that risk assessments for venues and activities are completed and reviewed by the relevant employee.	Infection Control Policy	Young Adult Ministry Coordinator	Regular audits of compliance with the Event Risk Management Handbook are completed and then reviewed at the next Safe Ministry Meeting.
		LYQ Minor First Aid Treatment Form		Standard Operating Procedures are maintained for every high risk adventure activity at our campsites.
	Each Risk Assessment identifies areas of potential risk and likelihood and lists mitigating strategies to reduce the risk to an acceptable level. Any proposed activity with a risk rating of Very High or Extreme does not proceed.	Injury Incident Report		All incident reports (injury and non-injury) and near-miss reports are reviewed at our Quarterly Safe Ministry Meetings with subsequent action items raised to improve safety practices.
		Non-Injury Incident Report		
	The Event Risk Management Handbook also outlines processes to identify and manage other activity related risks such as:	Medication Details		
Visitors Registration Form				
<ul style="list-style-type: none"> <li>- Medication &amp; Allergies</li> <li>- Dietary</li> </ul>	Venue Risk Assessment 2014 v1.0			

	<ul style="list-style-type: none"> <li>- Injury &amp; Non-injury</li> <li>- Infectious diseases</li> <li>- Supervision</li> <li>- Transportation</li> <li>- Audio/visual</li> <li>- Visitors</li> <li>- Behaviour</li> <li>- External contractors</li> </ul> <p>Incident (and near miss) reports are reviewed at our quarterly Safe Ministry Meetings with subsequent action items raised to improve safety practices.</p> <p>LYQ also has a Work Health and Safety (WHS) Management system in place to ensure a safe environment for employees and visitors to our sites. The key components of the WHS Management system are:</p> <ul style="list-style-type: none"> <li>- Work Health and Safety Policy</li> <li>- WHS Management Plan for each site</li> <li>- Regular safety inspections and follow up</li> <li>- Emergency procedures and regular drills</li> <li>- Hazard Report process</li> <li>- Accident/Incident report process</li> <li>- WHS Training for all permanent employees</li> </ul>	<p>Activity and Risk Assessment 2014 v1.0</p> <p>Activity Provider Contractor Management Checklist</p> <p>Workplace Health and Safety Policy</p> <p>WHS Management Plans</p>		
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Requirement	Action/s	Reference	Responsible Officer	Evidence
<b>8. Strategies for Communication and Support</b>	LYQ views child and youth protection as both a professional, spiritual and moral obligation. LYQ aims to communicate our child and youth protection strategy to all people involved in our ministry.	LYQ's Child and Youth Risk Management Strategy	LYQC & Director	LYQ's Child and Youth Risk Management Strategy reviewed and approved annually by LYQ Council.
	Employees	Job Descriptions  Childsafe Team Members Guide	Supervisors	<p>LYQ's Child and Youth Risk Management Strategy and associated policies published on the LYQ website.</p> <p>All policies available to employees on the LYQ shared drive. Updated policies circulated to employees when approved.</p> <p>All employees complete Safe Ministry Training as part of their induction process and then every three years at a minimum. The training outlines LYQ's Child Protection policies and practices.</p> <p>Pastoral care and/or counselling support is provided to employees should they be involved in an issue as part of their employment.</p> <p>Permanent employees complete an annual review process and any issues of concern or development needs are raised as needed.</p> <p>Child protection matters are addressed regularly through the LCAQD and LCA eNews and in 'The Lutheran' magazine.</p>

	<p>Volunteers</p>	<p>Holiday Camp Leader Appointment &amp; Expectations Policy</p> <p>Childsafe Team Members Guide</p> <p>Camp Leader Handbook</p> <p>Camp Director Handbook</p>	<p>Events Coordinator</p>	<p>LYQ's Child and Youth Risk Management Strategy and associated policies published on the LYQ website.</p> <p>The Holiday Camp Leader Appointment &amp; Expectations Policy is published on the LYQ website.</p> <p>Holiday Camp volunteers complete Safe Ministry Training at commencement and then every three years. The training outlines LYQ's Child Protection policies and practices.</p> <p>Pastoral care and/or counselling support is provided to volunteers should they be involved in an issue as part of their service.</p> <p>Volunteers are reviewed annually by their supervisors and any issues of concern or development needs are raised as needed.</p>
	<p>Holiday Camp participants</p> <p>Parents</p> <p>Public</p>	<p>Group Deal document</p>	<p>Events Coordinator</p> <p>Camp Directors</p> <p>Camp Leaders</p>	<p>LYQ's Child and Youth Risk Management Strategy and associated policies published on the LYQ website.</p> <p>Campers are involved in shaping our child protection approach on camp through participation in the 'group deal' process at the commencement of each holiday camp.</p> <p>Participants and parents are directed to pastoral care and/or counselling support where appropriate.</p>

				Campers and parents are invited to provide feedback regarding all aspects of our ministries at the conclusion of each camp.
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**Acknowledgement**

The template for this strategy has been developed with reference to the Child and Youth Risk Management Strategies of St John’s Anglican College, Forest Lake, St Andrew’s Anglican College, Peregian Springs, and Anglican Church Grammar School, Brisbane.