



Policy

Purpose

The purpose of this policy is to affirm Focal's commitment to being a child safe organisation. This policy outlines how we protect the safety, wellbeing, and rights of children and young people who engage with our services. It reflects our legal obligations, our internal standards, and our values as a disability service provider.

Scope

This policy and procedure applies to all Focal employees, volunteers, clients and contractors and any other individuals engaged in delivering services to or interacting with children and young people on behalf of Focal.

For the purpose of this document, the terms employee and support worker refers to paid employees and volunteers.

Statement

At Focal, we are committed to ensuring that all children and young people feel safe, respected, and supported. We uphold a **zero-tolerance approach** to child abuse, neglect, and exploitation in any form.

As a registered disability service provider, we create environments where children:

- Are listened to
- Are respected for who they are
- Are empowered to speak up
- Feel safe and protected

We align our approach with the Child Safe Organisations Act 2024 (Qld), which mandates compliance with the National Principles for Child Safe Organisations and the ten Child Safe Standards.

Our Commitment to Being a Child Safe Organisation

For Children and Young People

At Focal, we care about you and your safety. Whether you're here for support, activities, or just visiting, we want you to feel welcome, included, and safe.

Here's what we promise:

- We **listen** to you and take you seriously.
- We **respect who you are** and what makes you unique.
- If something doesn't feel right, you can **tell someone you trust** — and we'll help.
- Our staff are **trained to keep children safe** and treat you kindly.
- We won't allow **anyone to hurt you, bully you, or make you feel unsafe**.

Your safety is the most important thing to us. It's always okay to speak up.

For Parents and Carers

At Focal, we are deeply committed to the safety and wellbeing of all children and young people who access our services. We believe that **every child**, regardless of their abilities or background, has the right to be safe, respected, and heard.

We are committed to ensuring:



- Children and young people feel safe and are encouraged to speak up.
- Families and carers are respected and involved.
- Staff and volunteers are carefully screened, trained, and supported to uphold child safe practices.
- Allegations, concerns, and complaints are taken seriously and responded to promptly and appropriately.
- Suspected abuse, neglect or mistreatment is reported
- Continuous improvement in our child safe policies, procedures, and practices, and welcome feedback from children, families, staff, and the wider community.

We follow all relevant child protection laws, including:

- Child Safe Organisations Act 2024 (Qld)
- Child Protection Act 1999 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- NDIS Code of Conduct
- NDIS Practice Standards

We welcome your questions, concerns, and feedback.

Email: clientconnect@focal.org.au | Phone: 3812 2866

For Our Workforce

Every person at Focal plays a role in keeping children safe.

We commit to:

- Embedding a strong child safety culture across all areas of our work.
- Listening to children and young people, respecting their views, and empowering them to speak up.
- Promoting inclusion and celebrating diversity, including children with disability, Aboriginal and Torres Strait Islander children, LGBTQ+ children, and those from culturally and linguistically diverse backgrounds.
- Upholding a zero-tolerance approach to child abuse, neglect, and exploitation in all forms.

As part of our child safe responsibilities, all staff, contractors and volunteers are expected to:

- Comply with the Child Safe Organisations Act 2024 (Qld), the NDIS Code of Conduct, and all relevant laws and organisational policies and procedures.
- Pass appropriate screening and background checks, including Blue Card clearance and complete relevant training.
- Immediately report any concerns, disclosures, or allegations of harm to a child, following our internal reporting procedures.
- Maintain professional boundaries and avoid any behaviour that could pose a risk to children or young people.
- Ensure that children feel safe, respected, and supported when they engage with our organisation.

Responsibilities

Role	Responsibility
Board	Ensure child safety is embedded in governance



CEO & Management	Oversee implementation, reporting, training, and continuous improvement
Quality and Compliance Officer	Point of contact for child safety concerns, support, and training
All staff & volunteers	Understand and comply with this policy, complete training, and report concerns

Reporting Concerns

In line with the *Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure*, all Focal staff and volunteers must report:

- Disclosures of harm or abuse
- Suspicions or observations of abuse
- Breaches of this policy or professional boundaries

Reports can be made internally to a Manager or Quality and Compliance Officer. If a child is in immediate danger, emergency services must be contacted on **000**.

External reporting may include:

- Child Safety Services (QLD): 1800 177 135 (24/7)
- Queensland Police: 131 444 (non-emergency)
- NDIS Quality and Safeguards Commission

Continuous Improvement

We regularly review and improve our:

- Policies and procedures
- Training and screening processes
- Complaint handling systems
- Child safety culture and leadership

We welcome feedback from children, families, staff, and the community to help us grow as a safe and trusted organisation.

Related Documents

- Focal Code of Conduct
- Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure
- Feedback, Compliments and Complaints Management Policy and Procedure
- Incident Management Policy
- Working with Children Screening Procedure
- Risk Management Framework
- Client Service Delivery

References

- NDIS Practice Standards



- Child Safe Organisations Act 2024 (Qld)
- National Principles for Child Safe Organisations
- Working with Children (Risk Management and Screening) Act 2000 (Qld)

Document History

Date:	Version:	Details:
30/09/2025	1.0	Created to align with Child Safe Organisations Act 2024 (QLD)

