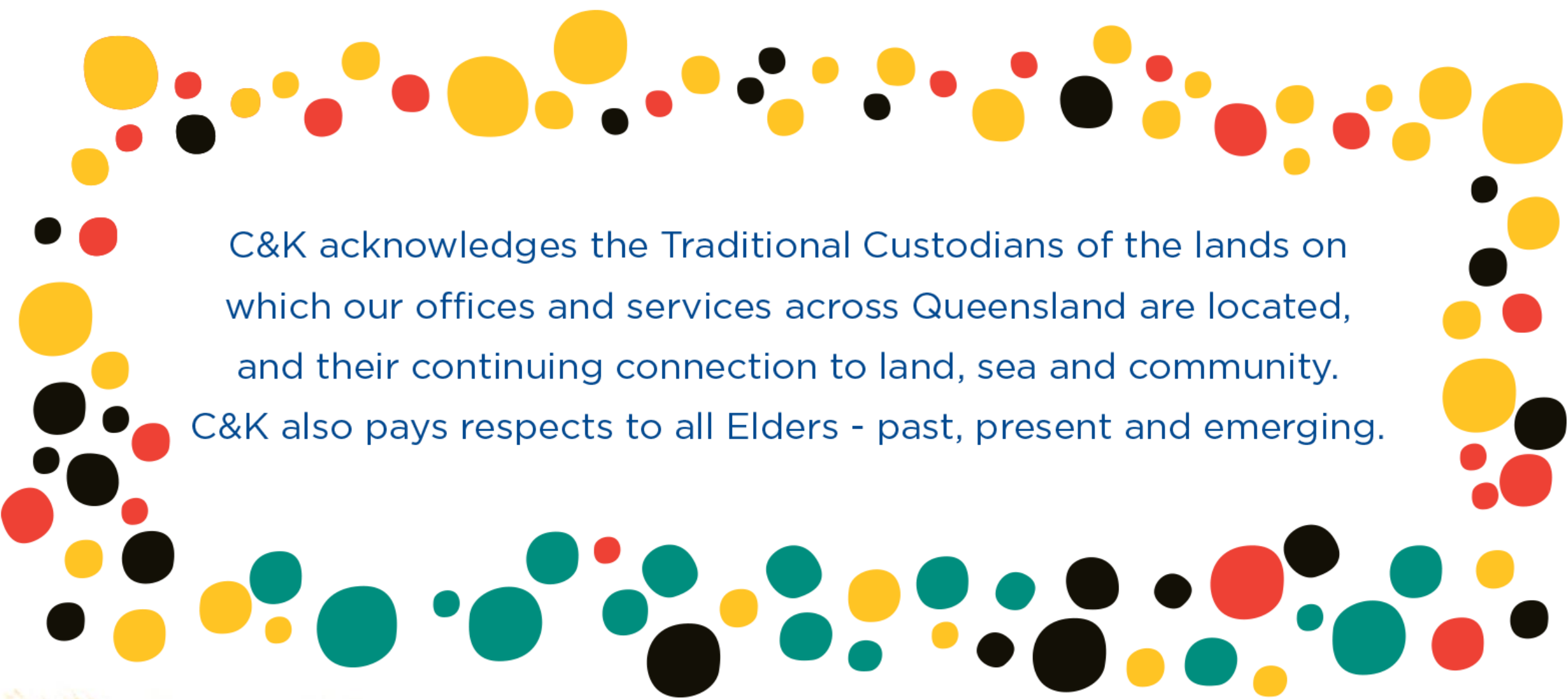


Compliance Training for *Students, Volunteers and External Contractors*



C&K acknowledges the Traditional Custodians of the lands on which our offices and services across Queensland are located, and their continuing connection to land, sea and community. C&K also pays respects to all Elders - past, present and emerging.

**Welcome to the C&K's
Compliance Training for
Students, Volunteers and
External Contractors**



C&K Students, Volunteers and External Contractors

- C&K values the contributions made by students, volunteers and *external contractors who spend time at, and contribute to, C&K services and programs.
- students, volunteers and external contractors can enrich the learning program, improve children's learning and developmental outcomes, strengthen community links and strengthen the delivery of C&K services and programs
- C&K is committed to maintaining a safe and supportive environment for children and all external visitors at our C&K centres and sites
- it is because of this, that all students, volunteers and external contractors are required to undertake induction and complete appropriate checks before commencing work with children / undertaking duties

Learning Objectives

So what can you expect to take away after completing the “Compliance Training”?

By the end of this training, you will be able to:

- identify the legislative requirements for child protection, workplace health and safety, workplace bullying, sexual harassment and discrimination, and privacy
- outline your responsibilities as a Student, Volunteer or External Contractor in relation to these areas
- follow expected standards of behaviour and conduct at C&K



Part 1: Child Protection

Learning Objectives – Child Protection

Now let's get started and firstly learn a little more about Child Protection within C&K.

By the end of this training, you will be able to:

- examine C&K child protection practice
- identify your responsibilities under child protection legislation and C&K Policy
- identify how to report and respond to a disclosure of harm
- utilise Family and Child Connect centres
- locate useful resources and key contacts

Guidance for C&K Child Protection Practice

C&K Child Protection Practice

National Principles for
Child Safe Organisation

UN Charter of Child
Rights

Queensland Child
Protection Legislation
Child Protection Act
(1999) Child Protection
Regulations (2011)

Education and Care
Services National Law
and Regulations (2011)

Blue Card
Working With Children
Check

Early Childhood Australia
Code of Ethics

The National Quality
Standards

C&K Policies and
Procedures

C&K's child protection framework is guided by 6 principles:

Protecting children

Protecting children is everyone's responsibility. All C&K employees, including casual employees, acknowledge that child safety and protection is a core responsibility.

Positive interactions with children

Appropriate behaviours with children. Interactions with children will always be calm, respectful and considered. Centres will provide inclusive and responsive environments for all children.

Rigorous recruitment, training and supervision strategies

C&K will implement rigorous recruitment training and supervision strategies.



Reporting and escalating allegations of child harm

All allegations and serious concerns regarding children's safety and well-being will be treated seriously and consistently.

Advocacy and prevention

We will respect, acknowledge and honour the diversity of children and families recognising the complex challenges that impact upon families.
We will establish partnerships with early intervention and prevention services to improve outcomes for children and families.

Empowering children

We acknowledge children have the right to feel safe and to say what they think should happen and have their opinions taken into account.
Programs will encourage children's agency and welcome them to express their thoughts and feelings.

Blue Card Responsibilities



- ✓ Volunteers, students*, external contractors or any person working with and alongside children must hold a **current** and **valid** Blue Card.
- ✓ It is the responsibility of all individuals to ensure their Blue Card remains current. If a Blue Card expires, an educator **cannot** work with or alongside children, until a renewal application has been submitted and receipted.
- ✓ Please provide a copy of your Blue Card to the WH&S team (recruitment@candk.asn.au) and to the C&K centre.

*High school work experience students and parents / guardians volunteering at their child's centre **do not** need a Blue Card.

Reporting - Am I a Mandatory Reporter?



Under Queensland child protection law, students, volunteers and external contractors are **NOT** mandatory child protection reporters

However



C&K Child Protection Policy requires all students, volunteers and external to report and take action if they have a child protection concern

Mandatory Reporting Responsibilities



The C&K Child Protection Framework requires **ALL** C&K educators (including Relief), volunteers, students, external contractors and centre support employees to report and escalate child protection concerns.

If you have a reasonable suspicion that a child **external to a C&K centre**

- has suffered significant harm, is suffering significant harm or is at an unacceptable risk of significant harm
- and**
- does not have a parent / guardian able and willing to protect the child from harm



Report to Child Safety

If you have a reasonable suspicion a child is being harmed, or is at risk of being harmed **at a C&K centre.**



Immediately report and escalate to the Supervisor/Director at the centre.

The Child Protection Guide is an external online decision support tool that can assist professionals, such as early childhood educators, to determine what action should be taken when they have child protection concern.



Queensland Government

Department of Child Safety, Youth and Women

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[YOUTH JUSTICE](#) ▾

[WOMEN](#) ▾

[VIOLENCE PREVENTION](#) ▾

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[NEWS](#)

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▢ [Child and family](#)

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[Evolve Interagency Services](#)

[Suspected Child Abuse and](#)

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▸ [Queensland Child Protection Guide](#) ▸ [Online Child Protection Guide](#)

Online Child Protection Guide

Welcome to the online Queensland Child Protection Guide (CPG).

The Queensland Child Protection Guide (CPG) is a decision support guide that has been collaboratively developed across both the government and non-government sector led by the Children's Research Center, USA, to assist professionals to appropriately report or refer.

If you have a reasonable suspicion that a child (external to a C&K centre) has suffered,
is suffering, or is at an unacceptable risk of significant harm

and

they do not have a parent/guardian able and
willing to protect the child from harm,

Immediately call Child Safety (or Regional Intake)

Brisbane -1300 682 254

South East Queensland -1300 679 849

South West Queensland -1300 683 390

North Coast - 1300 703 921

North Queensland - 1300 706 147

Central Queensland -1300 703 762

Far North Queensland - 1300 684 062

If you need to make report outside
business hours, call the **Child
Safety After Hours Service
Centre** - 1800 177 135 or 3235
9999

What is 'Family and Child Connect'?

Family and Child Connect (FaCC) centres are funded by the Queensland Government to help support **vulnerable families** before problems escalate, requiring Child Safety to intervene

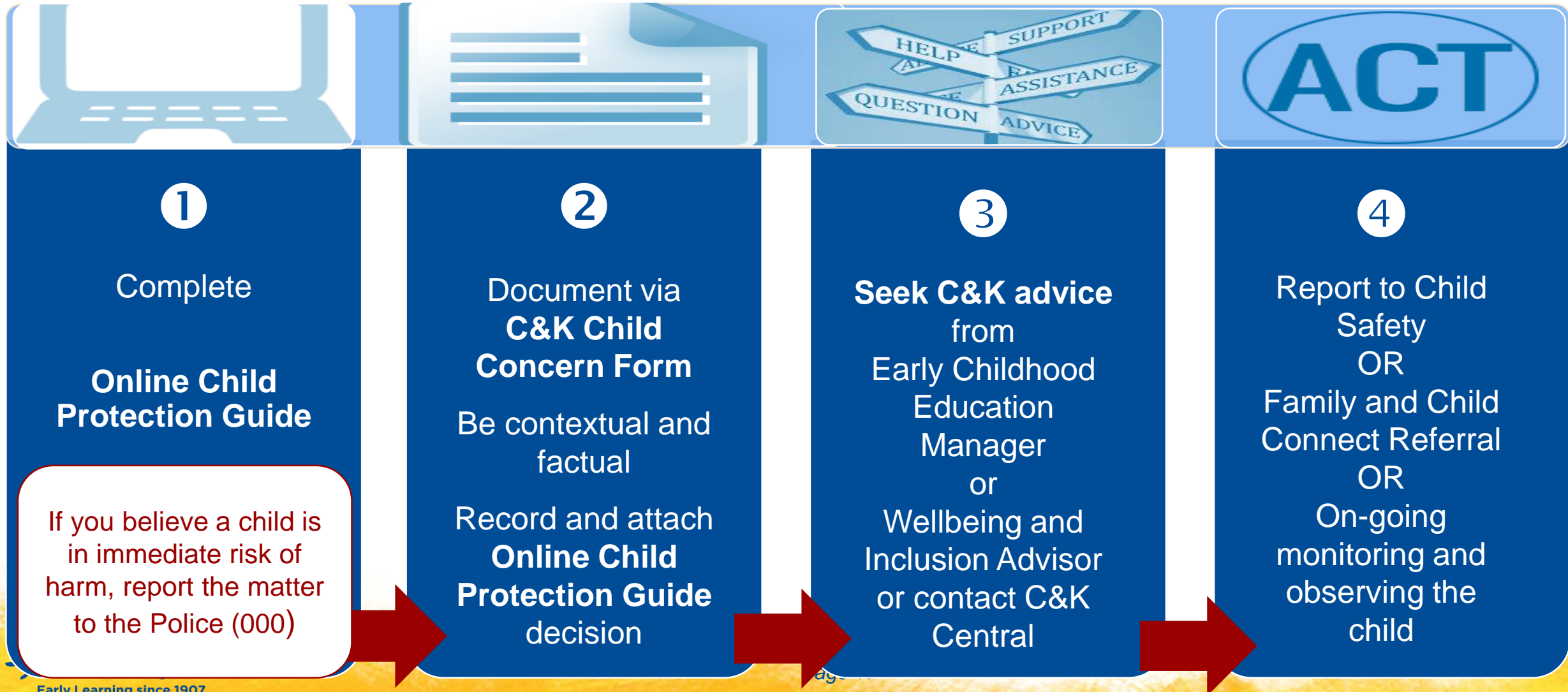
FaCC provide **information and advice** to anyone, including early childhood educators, seeking to support vulnerable children and families

Phone
13 32 64

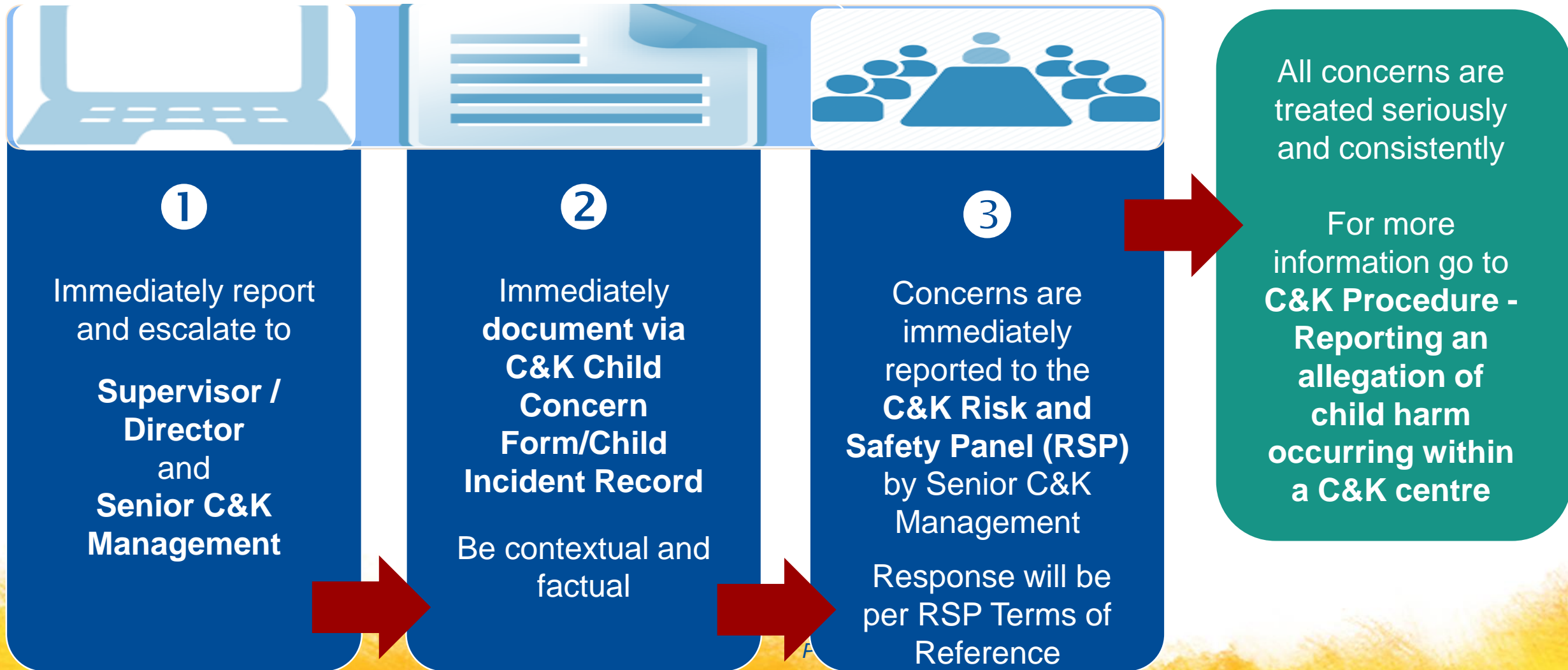
A Principal Child Protection Practitioner based at each Family and Child Connect centre can assist to identify if a child protection concern should be reported to Child Safety

Centres located throughout the state

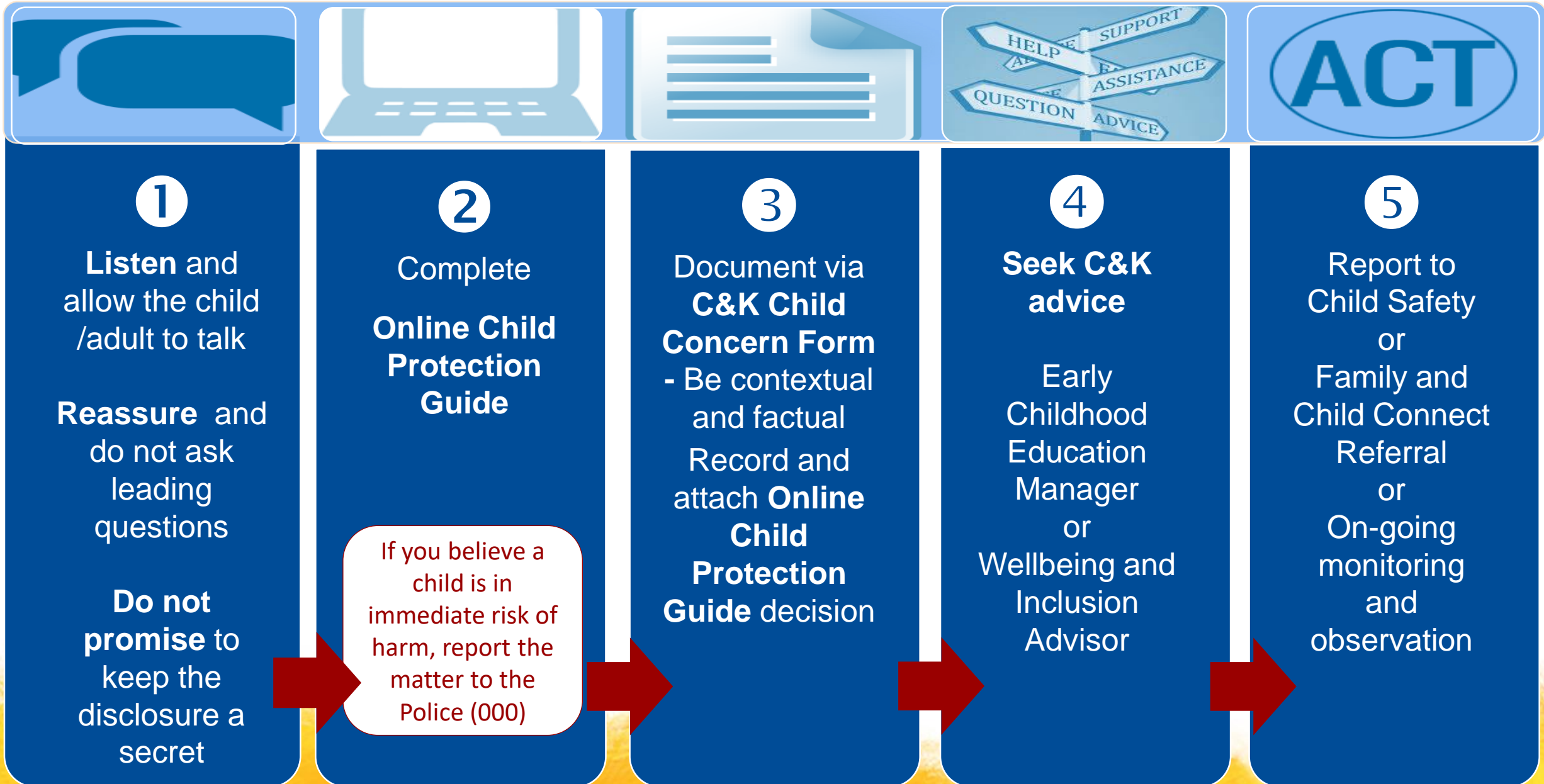
Responding to a child protection concern occurring external to a centre



Responding to a child protection concern occurring within a C&K centre



Responding to a disclosure of child harm



C&K Policies and Procedures

During your induction, the Centre Director will outline your child protection responsibilities as per C&K child protection policies and procedures.

If you have any child protection questions or concerns please speak to the Centre Director. Alternatively, you can contact an Early Childhood Education Manager who's contact details are displayed on the centre profile in the foyer or near the children's sign-in records.

Understand and implement C&K Child Protection Policies and Procedures



Become familiar with C&K Child Protection Policies and Procedures at induction, before commencing work with children

Know who to contact for child protection advice or concerns



→ Within C&K

Centre Director

Early Childhood Education Manager (contact details are on centre profile displayed in foyer)

C&K Central – 3552 5333

→ External to C&K

Family and Child Connect
Child Safety

Child Protection is everyone's business



Part 2: Workplace, Health and Safety

Learning Objectives

Next, we will take a look at Workplace Health and Safety at C&K.

By the end of this training, you will be able to:

- explain your requirements under WH&S legislation and risk management
- increase awareness of common hazards in our workplace including manual handling
- apply localised incident reporting process
- apply localised emergency procedures
- examine your role in an emergency situation
- identify and use the fire fighting equipment accordingly

** WH&S stands for Workplace Health and Safety*

Finding Workplace Health and Safety Information

Whilst this training provides a brief introduction to Workplace, Health and Safety, further information on procedures and processes can be obtained by:

**Asking the
Supervisor /
Director of a
centre**

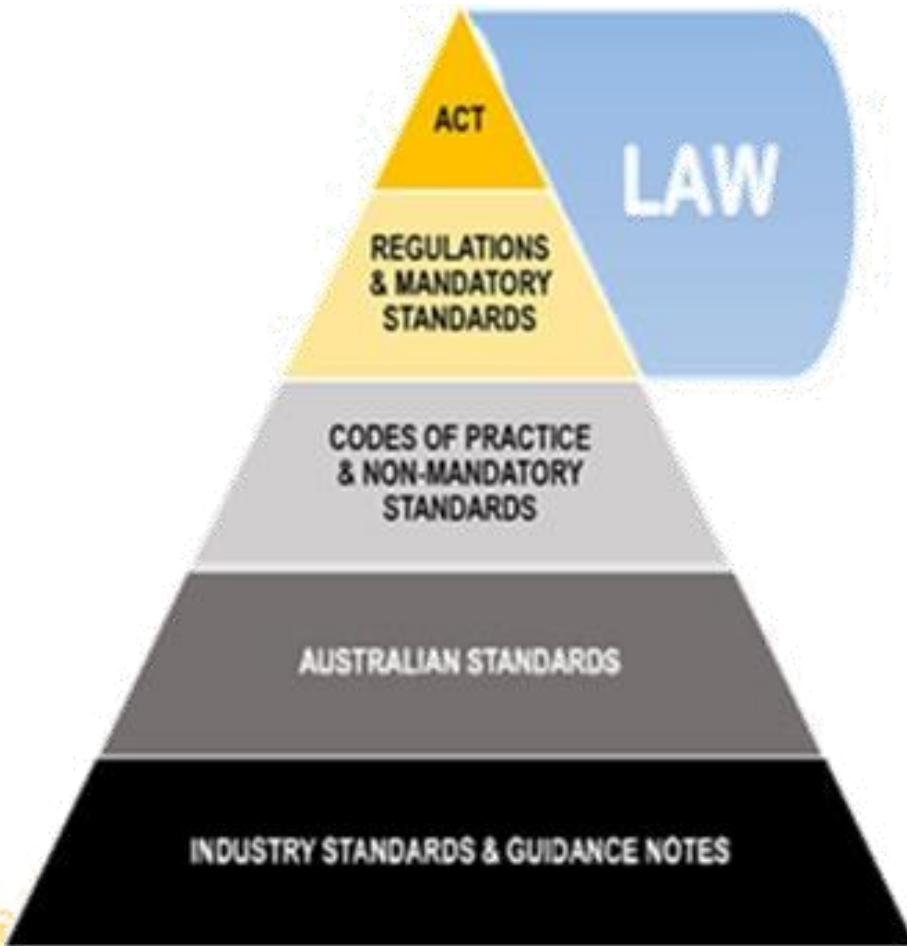
**Visiting the
C&K Intranet**

*(Home Page /
Department Sites
/ WH&S)*

**Contacting
the C&K
WH&S Team**

**Visiting the
Workplace
Health and
Safety QLD
website**

Work Health and Safety Laws



Queensland is guided by the following Workplace Health and Safety Legislation:

- *Work Health and Safety Act 2011*; and
- *Work Health and Safety Regulation 2011*

WH&S laws and associated codes of practice aim to protect people from harm to their health and safety, arising from work.

This means that organisations must ensure, so far as reasonably practicable, the health and safety of all persons at the workplace.

Further information about the Work Health and Safety laws can be found on the Workplace Health and Safety Queensland website.

C&K's Responsibility Under WHS Law

C&K has the primary duty under *WH&S laws* to ensure, as far as reasonably practicable, your health and safety whilst carrying out work.



This means that C&K must do what is, or what was at a particular time, reasonably able to be done to ensure your health and safety. To do this, a number of factors are considered, including:

- what could happen to you at the workplace
- how likely it is to happen
- how bad might it be if it does happen
- what can be done to minimise or eliminate the risk
- what they will do to eliminate or minimising the risk

Your Responsibilities Under *WH&S Law*

This includes:

Under *WH&S legislation* you must take reasonable care of your own health and safety, as well as that of others, ensuring you cooperate with Supervisors/Directors and respect any actions taken by your Supervisor/Director or WH&S team to comply with *WH&S legislations*.

In practice, this means that all C&K employees and contractors must:

Work safely at all times:

- keep the work area or designated area clean and tidy
- report any potential or existing hazards encountered
- participate in all safety programs and required training
- use equipment properly and as instructed

More info about your Health and Safety responsibilities, please refer to the Workplace Health and Safety Policy Statement displayed at each C&K workplace.

Location Specific Induction

Amenities	<ul style="list-style-type: none">• Location of such areas as kitchens, bathrooms and break areas
C&K's WH&S Policies and Procedures	<ul style="list-style-type: none">• An overview• Where this information can be located?
Emergency, warning and evacuation procedures	<ul style="list-style-type: none">• Where is the emergency meeting point?
Fire extinguishers	<ul style="list-style-type: none">• Where are they located?
First Aid Kit	<ul style="list-style-type: none">• Where are they located?
Hazards or incidents	<ul style="list-style-type: none">• Who is the onsite Health and Safety Representative?• How to report a hazard or incident.
Any specific tasks, skills or equipment required to effectively execute your role	

A specific induction checklist must be completed by your Supervisor/Director when you first commence at a location.

If you do not receive an induction, please speak to the Supervisor/ Director of the centre or call the Recruitment Team as soon as possible

Are You Fit for Work?

All students, volunteers and external contractors must ensure that they do not attend work in a condition that renders them unfit to perform their duties, which includes being affected by drugs, alcohol or fatigue.

Some medications may also affect an individual's ability to work safely, due to negative side effects such as drowsiness.

You should consult your Pharmacist or General Practitioner (GP) about the side effects of any medication you are taking, particularly any effect it might have on your work.



Are You Fit for Work?

Advise C&K of any medical conditions including pregnancy or injury as soon as you become aware.

This way we can ensure that we do not place you in a role that:

- may cause you injury
- Aggravate your condition
- In the case of pregnancy, place you at risk of contracting cytomegalovirus (CMV) which can cause hearing loss and intellectual disability in unborn babies



It is also important that you do not accept a shift if you are suffering from a contagious illness such as influenza or gastro. This will ensure that the illness is not spread to others, including more vulnerable people such as babies and young children.

No Smoking at C&K Workplaces



Smoking is not permitted in workplaces or on land within 5 metres beyond the sites' boundaries



Children must not be able to view any smoking activity



What is an Incident

An incident is any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss. (Australian Standard 4801)

This includes injury or illness to any person at C&K, including children, employees, contractors, volunteers, students or visitors, damage to equipment or facilities.

A near miss is an unplanned event that did not result in injury, illness, or damage, but had the potential to do so.

All incidents, including near misses, need to be reported to the Supervisor/Director of the centre. This will ensure the incident can be investigated so it does not happen again and potentially cause an injury.

Reporting an Incident

In the case of an injury or incident at the workplace, the following steps must be followed:

Apply or seek immediate first response actions and notify the Supervisor/Director of the centre



Arrange for the Next of Kin or Guardian to be contacted if required



Assess if the incident requires the OECEC or WHS QLD to be notified or involves an injury to an employee



NO

Complete an Incident Report.
Supervisor/Director to complete an
Incident Review where required

YES



Complete an Incident Report.
Supervisor/Director to complete an Incident
Review and notifications where required



**Identify and implement corrective actions that eliminate or
reduce the risk of the event occurring again in the future**

What is Manual Handling

Manual handling is any activity requiring you to use force to lift, lower, push, pull, carry, or otherwise move, hold or restrain an object. It also includes any tasks that has repetitive actions, or requires a still posture to be maintained for extended periods, such as sitting or standing.

Manual handling activities in your workplace could include:



displaying art work



lifting books and binders



lifting children and play equipment



moving computer monitors,
lifting beds, etc.



working at a computer

Following correct manual handling procedures will help you avoid problems with your back, shoulders, neck, arms and legs.

Manual Handling

AVOIDING or **REDUCING** lifting is the best protection from injury. If you must lift remember the following principles:

- ✓ bend your knees and use your legs
- ✓ keep the natural S-curve of your spine. Don't end up with a C-curve!
- ✓ keep your elbows by your side and the load close to your body
- ✓ face the direction you intend to go and keep your "nose over toes". No twisting!
- ✓ lift smoothly, without jerky movement

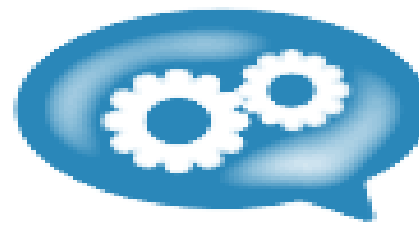


You should review the C&K Manual Task Training cards which are available at each C&K centre/ office and on C&K Intranet. Further information can be located in the C&K manual handling training program and Workplace Health and Safety Intranet page.

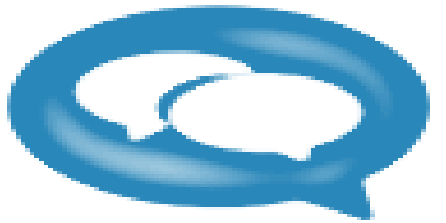
What do you need to do when you attend a C&K workplace?



Take reasonable care of your own health and safety and the safety of others.



Work safely



Immediately communicate any identified hazards or issues to the nominated Supervisor /Director of the centre.



Follow the work health and safety instructions given to you by your Supervisor/Director.



Report any unsafe acts, injuries or incidents; regardless of the level of seriousness.



Comply with C&K WH&S policies, procedures and processes.



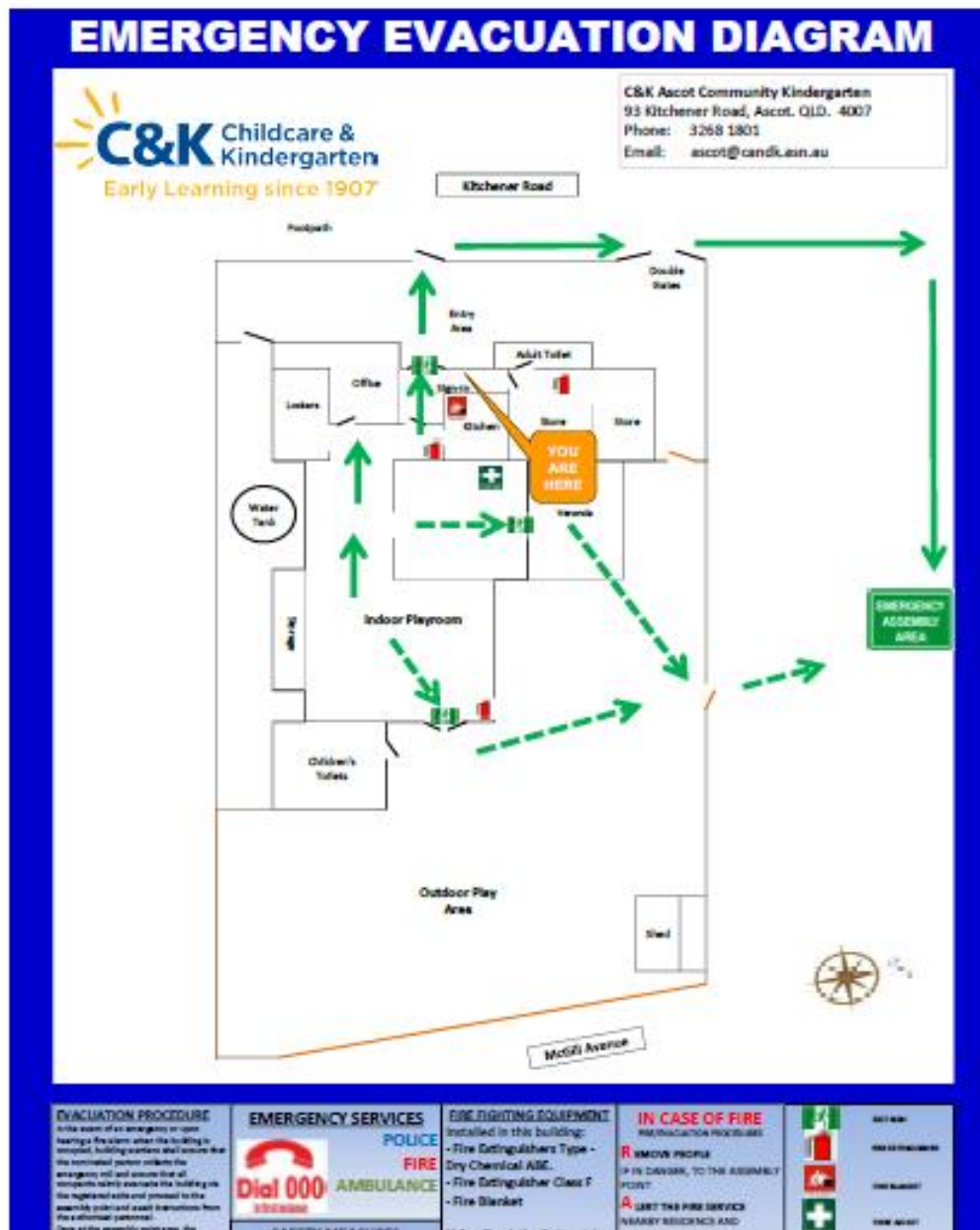
Fire Safety

Centre/Office Procedures

It is important all employees are able to assist in ensuring the safety of all C&K people in an emergency situation. You should ensure you familiarise yourself with the centre procedures.

This includes:

1. having a thorough knowledge of emergency procedures
2. having a thorough knowledge of the location of Assembly Areas, Egress Paths and Fire Equipment
3. during an emergency incident, following all instruction given by fire wardens
4. acting in such a manner so as not to compromise the safety of themselves and others



In an emergency situation please follow the direction of the Fire Warden.

Fire Safety

In the event of a fire or emergency it is important to remember the **R.A.C.E** principle. This stands for:

Rescue

- If safe to do so rescue those in immediate danger of harm.

Alert

- Sound the fire alarm system
- Alert people in the vicinity and notify the Emergency Warden. Dial 000 and notify emergency services. Provide details of the location, type and scale of the emergency, as well as the name and location of the caller.

Fire Safety

Contain smoke

- Once all persons have been accounted for and the room is clear, close all doors and windows if safe to do so.

Extinguish

- and Evacuate- If it is safe to do so, use the appropriate fire extinguisher to put out the fire. Follow the instructions of your Fire Wardens. Stay down low and evacuate.

DO NOT attempt to fight the fire if the fire is large or you are not familiar with the use of the fire extinguisher

Housekeeping

To maintain a high standard of safety in the workplace, there are some housekeeping guidelines that should be followed.

- ✓ ensure emergency exits and surrounding areas remain clear from obstruction to allow for the safe and prompt passage of large groups of people in times of emergency
- ✓ emergency exits are often compromised through their misuse such as using it as a storeroom, or by propping open fire doors. Emergency exits should always remain closed to protect stairwells in multi-story buildings
- ✓ fire escape stairwells are the safest means of escape in times of danger and can fill with smoke if a fire exit door is propped open or if items that are wrongly stored in them catch fire. This can jeopardise the lives of people on the floors above

Housekeeping

- ✓ keep the use and storage of flammables and combustible substances to a minimum and only as required. Store these items in appropriate cupboards
- ✓ fire and exit doors may only be permanently held open by an electronic magnetic release and closed automatically when the fire alarm is activated



Housekeeping

- ✗ DO NOT block emergency exits routes and stairways. These areas must be kept clear of loose or moveable items including office and child care equipment, wheelie bins, toys etc.
- ✗ DO NOT store items in the fire stairwells at any time
- ✗ DO NOT store any items in the fire hose cupboard or within 1 metre of any fire protection equipment
- ✗ DO NOT build up combustible waste such as paper, cardboard and wooden crates in the office areas and exit routes

It is important to report all housekeeping discrepancies to your supervisor as soon as you become aware of them.

Smoke Danger

In nearly all fires there is a large volume of smoke generated in and around the affected area

This smoke will contain poisonous and toxic gases

This toxicity comes from the burning furniture, floor coverings, office equipment and other unknown materials in the affected area.

Smoke is responsible for more deaths and incapacitating injuries in fire situations than burns

In any situation where there is smoke in the building **EVACUATE** the building immediately

Fire and Evacuation Drills

The purpose of these exercises is to educate building occupants in the correct manner of evacuating the building in the event of an emergency situation and to meet C&K's legal obligations.

- ✓ fire evacuation drills are carried out at least 4 times per year at the centres and annually at each head office
- ✓ fire drills are conducted by the designated Fire Wardens
- ✓ participation is mandatory if you are on-site



Part 3: Workplace Bullying, Sexual Harassment and Discrimination

Learning Objectives

We will now learn more about Workplace Bullying, Sexual Harassment and Discrimination.

By the end of this training, you will be able to:

- define Workplace Bullying, Sexual Harassment and Discrimination
- identify behaviours considered to be Workplace Bullying, Sexual Harassment and Discrimination
- articulate C&K's commitment to prevent Workplace Bullying, Sexual harassment and Discrimination
- articulate responsibilities we will next learn more about Workplace Bullying, Sexual Harassment and Discrimination

Workplace Bullying

Workplace bullying is:

- repeated and
- unreasonable behaviour
- directed towards an you or
- towards a group of employees/people and
- creates a risk to health and safety

Single incidents can also present a risk to health and safety



Examples of behaviour that may be considered workplace bullying include, but are not limited to:

- X abusive, insulting or offensive language or comments
- X unjustified criticism or complaints
- X deliberately excluding someone from workplace activities
- X withholding information that is vital for effective work performance
- X setting unreasonable timelines or constantly changing deadlines
- X setting tasks that are unreasonably below or beyond a person's skill level
- X denying access to information, supervision, consultation or resources
- X spreading misinformation or malicious rumours
- X changing work arrangements to deliberately inconvenience a particular employee or group of employees/people

Single incidents of unreasonable behaviour can also present a risk to health and safety and will not be tolerated at C&K.

Sexual Harassment

Sexual harassment is defined as an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated.



Sexual Harassment

Sexual harassment is against the law and behaviours that are characteristic of sexual harassment can include, but are not limited to:

- unwelcome sexual advances; such as staring, leering or unwelcome touching
- sexist or suggestive comments and jokes
- using sexually explicit language
- intrusive questions about a person's private life or body
- sexually explicit physical contact, pictures, posters, emails or text messages
- unnecessary familiarity
- unwelcome requests for sex or sexual favours



Sexual Harassment can have detrimental effects including:

- create unsafe work environments
- contribute to the loss of skilled people
- breakdown of teams and individual relationships



Discrimination

Discrimination is when a person is treated unfairly or harassed because of an attribute or personal characteristic such as:

- age
- breastfeeding or pregnancy
- disability
- family responsibility
- gender
- race
- political belief or activity
- relationship status
- religious belief or activity
- sexual orientation
- union activity



C&K's Commitment

- provide and maintain a safe work environment where everyone is treated in a manner that is consistent with C&K values of integrity, respect, collaboration, courage and safety
- comply with all National and State Legislation and Acts pertaining to Bullying
- treat all allegations, reports and complaints of unacceptable behaviour in relation to workplace bullying seriously and endeavour to respond promptly, impartially and confidentially
- C&K's policies relate to the C&K Board, management, employees, families, volunteers, students, contractors and any visitors to C&K Central or C&K Centres

Responsibilities

- the CEO, Executive team and Board of Directors hold the overall responsibility to implement this policy
- C&K embrace and promote an anti-bullying, discrimination and harassment culture which includes responding swiftly to any complaints
- Supervisors/Directors are required to adopt best practice behaviour, meaning it is expected that they will lead by example and consistently review their own behaviour as well as that of others

Responsibilities

- employees must treat all colleagues in a fair and equitable manner and speak up if they feel inappropriate behaviour is directed at them or others in the workplace
- a breach of these legislations and codes will be deemed as an act of serious misconduct and will result in appropriate action. For employees this may include disciplinary action. For families and visitors, this may result in exclusion from the centre.
- please refer to the C&K Grievance Procedure if you are experiencing inappropriate behaviour or are witness to inappropriate behaviour in the workplace



Part 4 - Privacy

Learning Objectives

We have now reached the final section of Compliance Training which takes a deeper look at Privacy within C&K. By the end of this section of the training you will be able to:

- identify what is personal information under the *Privacy Act 1988*
- locate the C&K Privacy Policy governing yours and C&K's obligations under the *Privacy Act 1988*
- examine when you can collect personal information and when you can disclose it
- describe your requirements for obtaining and utilising digital images and recordings
- identify who to contact if you have questions or concerns
- identify acceptable use of social media and adhere to the *C&K Social Media Policy*

What is Privacy?

In Australia, privacy law relates to the protection of an individual's ***personal information***. C&K is obligated to abide by the [Australian Privacy Principles \(APPs\)](#) which regulate the handling of ***personal information***.

Personal information is information that identifies a person. Some obvious examples are a person's name or address. It can also include photos, videos, email address, phone number, date of birth, marital status, ethnicity, religion, political belief, bank account details and even information about what a person likes, their opinions and where they work and any distinctive physical characteristics (e.g. birthmarks or tattoos). Basically any information where the person is reasonably identifiable.

Students, volunteers and external contractors **must**:

- collect only the personal information they need to perform the functions of C&K
- maintain security and confidentiality of personal information of children and families
- only disclose personal information when you are authorised to do so and not share personal child, family and staff information with others outside the centre

Disclosure

Consider these scenarios:

- a colleague takes leave for personal reasons and other colleagues ask about the details out of care and concern
- a parent wants to send a thank you card to the home of a volunteer because they come to the centre infrequently
- a government authority calls asking about a contractor and their work at the centre

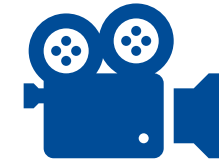
These situations seem innocuous but all demand **disclosure of personal information about colleagues at work that could breach their privacy.**

There are only certain circumstances where disclosure without consent is appropriate and legal; for example if a employee poses danger to themselves or others and sharing their information may prevent harm.

Digital Images and Recordings

Students, Volunteers and External Contractors **must not**:

- Take images of children or make sound/video recordings of children unless prior written parent / guardian's consent has been obtained.
- Consent for external use (marketing, professional presentations, students) is included in the Enrolment Booklet, and for internal use (C&K to parent communication tools like Storypark, learning journals) within the tool itself.

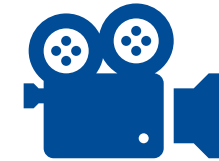


Digital Images and Recordings

If the parent/guardian has opted out of providing such consent, you may also :

- obtain consent on a case-by-case basis e.g. specific permission to be in a media story or C&K video
- de-identify the child in any photograph or voice/video recording
- exclude the child as appropriate

If you have any concerns or questions surrounding this, please **seek advice** from **the Supervisor/Director**.



Data Breach Requirements

When a privacy breach is the result of an organisation's work practices, that has the potential to cause '**serious harm**', more significant rules apply. Commonly referred to as a 'data breach', this can occur when:

- a device containing customers' personal information is lost / stolen
- a database containing personal information is hacked
- personal information is mistakenly provided to the wrong person

As a result, '**serious harm**' could be experienced. This may include serious physical, psychological, emotional, financial and reputational harm.

If you believe an eligible data breach has occurred, **contact your Supervisor/Director immediately**. They will be required to contact the Privacy Officer or the IT Manager.



C&K Privacy Policy

The C&K Privacy Policy is available on both the C&K Intranet and C&K website.

This policy outlines the approach to managing personal information across the organisation and C&K's commitment to upholding an individual's rights, in accordance with the Australian Privacy Principles.

If you receive a privacy complaint, contact the C&K Privacy Officer.





www.candk.asn.au



Where children come first

